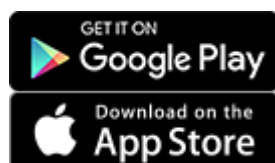
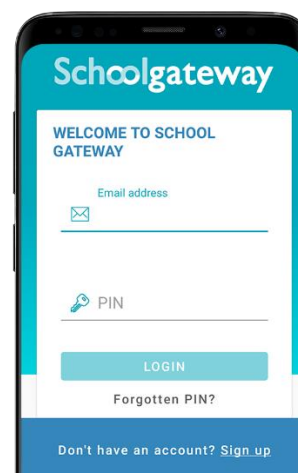


## How to activate your account

1. Download the Android or iPhone app.



2. Press **'Sign Up'** then enter the email and mobile number your school has on record. If you're not sure if they have the right details, it's best to check and update first.
3. Press **'Send PIN'**. You will receive a text message with your unique PIN.
4. You're now ready to log in and start using School Gateway.
5. If you don't have a smartphone or prefer to use a computer, you can set up your account using [the web version](#) of School Gateway.
6. See a video guide [here](#)



## How to log in

1. Once you have your PIN, go ahead and launch the School Gateway app on your smartphone or tablet.
2. Enter the email you have registered with your school and the PIN you received. If you didn't get a PIN, it is likely because your school doesn't have the right contact info. Get in touch with them to check.
3. If both the email and PIN are entered correctly, hit **'Login'** and you're ready to start engaging with your school.
4. You can also access School Gateway [on the web](#)

## Forgotten PIN?

Schoolgateway

WELCOME TO SCHOOL GATEWAY

Email address

PIN

LOGIN

Forgotten PIN?

Don't have an account? [Sign up](#)

Schoolgateway

RESET YOUR PIN

Enter the email address and mobile number linked to your account

Email address

Mobile number

SEND PIN

CANCEL

Don't have an account? [Sign up](#)

You can request a new PIN using the 'Forgotten PIN' link.

Input your email address and mobile number linked to your account (If you get an error message informing you your details don't match, please contact the school to check they have the correct contact details for you.)

You will then receive a new PIN via text

## To change your PIN

School Gateway

Support: Rachel Guthries secondary school

Jordan Acton (11F)

4 unexplained absences

Samantha Acton (N/A)

Pupil premium

nimbi - a new way to pay your children pocket money!

Get 20% off when you sign up with Schoolgateway

Home Chat Profile School

Done Settings

Change PIN

Privacy notice

Help

Log out

Version 2.20.3.1

Change PIN

Enter a new PIN for your account

Enter current PIN

Enter new PIN

Confirm new PIN

SAVE

- To change your current PIN, click on the 3 horizontal dots as shown on the screenshot
- Click on 'Change PIN'
- Input a memorable PIN number and save
- You will need this PIN each time you login so keep it safe!

# School Gateway Troubleshooting Guide

## I can't open a School Gateway Account

1. Please check with your school if you already have a School Gateway account registered
2. If you are already registered they will be able to inform you of the email address you are registered with to allow you to login to your existing account

### If you are not registered:

Please check with your school that they have the correct email and mobile contact details for you entered onto your child's record on the school system.

As part of School Gateway's security process, the system automatically checks for a match between the sign-up information you have entered into School Gateway and the information stored in the school system before creating your account.

## I can't see all my children on my School Gateway Account

### If both or all children attend the same school:

- Contact your school to ensure that your current email and mobile number has been stored identically for each child in the school system.

### If both or all children attend different schools:

- Ensure both or all schools are using School Gateway
- If both or all are using School Gateway, contact your school to ensure that your current email and mobile number has been stored identically for each child in the school systems.

As part of School Gateway's security process, the system automatically checks for a match between the email and mobile linked to your School Gateway account and the email and mobile information stored in the school system.

## I'm not receiving notifications

If you wish to receive push notifications for your School Gateway app, you must ensure that push notifications are manually turned on for this app within your phone settings.

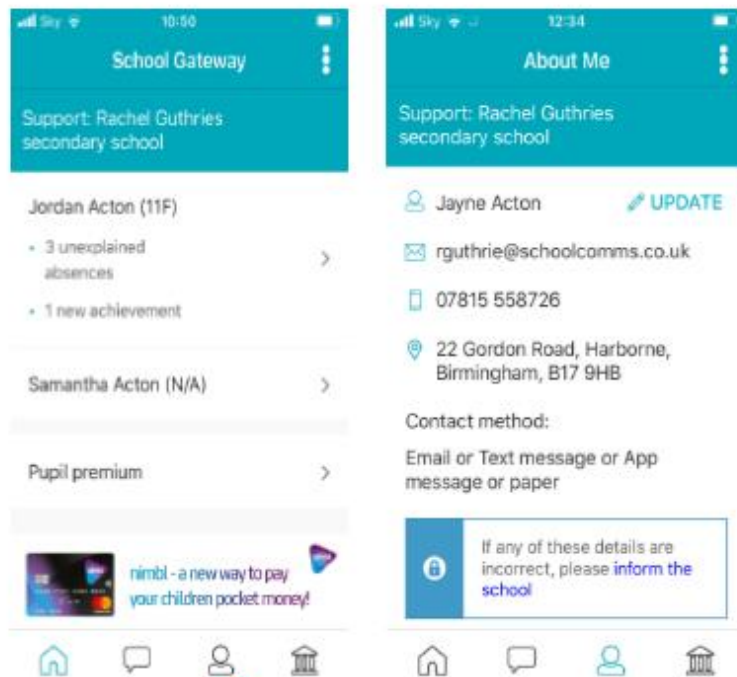
### For Apple devices:

- On your phone go to Settings
- In here scroll down to the "Notifications Centre"
- Select School Gateway
- In here ensure that under the heading "Notification Centre" it is switched on
- Close the screen; you will now receive notifications when new app messages come through

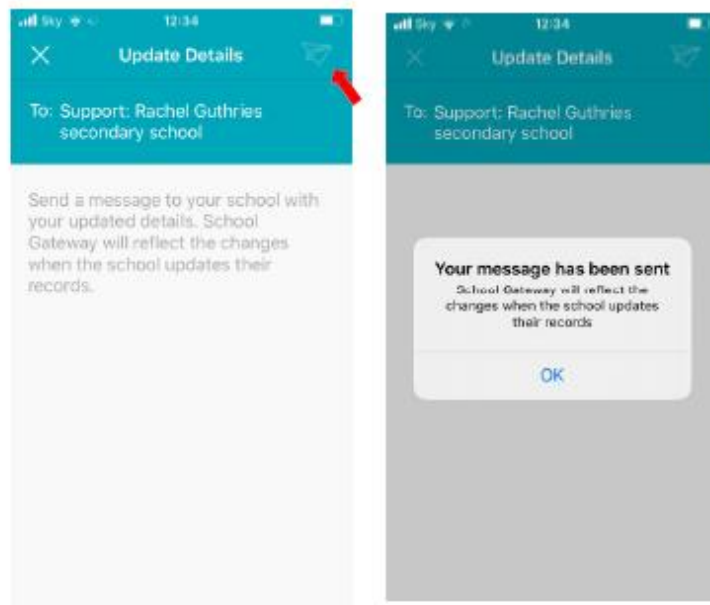
### For Android devices:

- On your phone go to Settings > Applications Manager
- Scroll down your list of apps until you find School Gateway and select it
- In here there will be a tick box that says "Show notifications" ensure this is selected
- Close the screen; you will now receive notifications when new app messages come through.

# About Me



- If any of your details are incorrect you can inform the school by clicking the Update Details tab.
- To view the contact details the school holds for you, select the About Me link.



- Input the new details and send and you will see the confirmation screen
- Your details won't change until the school update your details