

School Gateway

Keeping your Payments and Messages all in one place

Ide Primary School uses School Gateway – a parent engagement app to communicate with parents and carers by email and text. Parents set up as contact number 1 will receive emails and texts. If you wish a second person to receive emails and texts, please allocate a contact priority number 1 on the Contacts Information form S11/2 for that person. Alternatively, if your child is already attending the school please contact the school to confirm the email address and mobile contact number for subsequent prime contacts.

School Gateway is a smartphone app and website which also enables parents to make online payments with a debit or credit card at any time 24-7. With the convenience of the 'app' you can also give online consent for your child to take part in school trips and other activities. Aside from saving the school time and money on administration, School Gateway makes it easier for parents to pay anytime.

We will notify you by email or letter when new items such as school trips are available for payment on School Gateway.

Save money and time by downloading the School Gateway app.

If you have a smartphone, both you and school can save money when you download the School Gateway app for your smartphone (Android and iPhone). Using the app means we can send you app messages that you can reply to, for FREE.

What you need to do now

Activating your School Gateway account is quick and easy to do. All you need is your email address and mobile number; the same one which the school holds on record for you.

- Download the app: If you have a smart phone, download School Gateway from your app store (Android and iPhone). This app shows the same information as the website PLUS it saves the school money when we send you a text message.
- When you have entered your email address and mobile number, select the Send PIN button, a PIN number will be sent to your mobile phone. You can then use this PIN number to log into the School Gateway and view/make payments.

OR

- Visit the website: www.schoolgateway.com and click on 'New user'.
- You will receive a text message with a PIN number. Use this PIN to log into School Gateway.

If you are having trouble logging in, it may be because the school does not have your current email and mobile number on record. Please call the school office for any help and advice that you may need.

Booking and Paying for School Clubs

Once you have set up your School Gateway account you should be able to book your child into After School Club and Breakfast Club and make the necessary payments. (Pre-School pupils - Acorn Class can book and pay for wraparound care.) You will be required to pay at the time of booking; all bookings must be made through the online system, **going forward staff will not be permitted**

to accept/book pupils into clubs on your behalf. In an emergency situation we will always do what is necessary to look after your children.

You can track how much you have paid, what is outstanding and make payments directly to us using your debit or credit card. Keeping you in control 24 hours a day.

When a payment is made via School Gateway, a receipt is sent to your registered email address and your card details are not visible or stored. All card information is processed by Lloyds Cardnet for card payments and Go Cardless / Corvid Paygate for Bank Transfer.

The cost of a Breakfast Club session is £4.50 and an After School Club session is £9.00.

NOTE: Due to demand and staffing requirements, and to ensure the safety of the children attending, you must book sessions 24 hours in advance or we may not be able to accommodate your child. If you need to cancel a session or sessions, we require 24 hours' notice or you will still be charged; unless your child is ill and absent from school; if this is the case please email the School Office (admin@ide.devon.sch.uk).

Paying by childcare vouchers

Ide Primary School accepts payment via childcare vouchers for After School and Breakfast clubs. You should be able to find the school's details on your voucher provider's website or portal (it may be listed as Ide Childcare Trust); if you are unable to locate it please contact the school office for further details. Please let the school office know if you are going to pay by childcare vouchers. **When paying by childcare vouchers please ensure your School Gateway account remains in credit.** If payment is outstanding, then your child may not be allowed to attend further sessions until the outstanding amount is settled. Please feel free to send us an email detailing how you would like the vouchers to be allocated to your account i.e. £xx on ASC for xxxxx, this is really helpful if you have more than one child at the school and/or if they attend both ASC and BC.

Paying for School Lunches

Payment for School Lunches is also made via the School Gateway App. Please ensure you keep sufficient funds in your lunch payment request to cover for lunches booked or expected for your child. Children in Reception and KS1 (Yrs1 and 2) automatically receive free school lunches through the government funded scheme. The cost of a single school lunch is £2.30.

Payment requests

When a new trip or event is organised, which your child may attend and for which payment is required, we will set up payment requests and you will be notified by text or email that there is a payment request available. Simply log in using your email address and your PIN number, select the payment request(s) you wish to fulfil and follow the Wizard through to pay.

This system removes the need to send money into school with your child, removing the chance of money going astray, making it convenient for you to pay when it suits you, from anywhere at any time of day or night.

Security

Your card details are not visible or stored in the *Schoolcomms* or school system.

You log in using the email address registered with the school and with your PIN number.

Ide Primary School, High Street, Ide, Exeter, Devon EX2 9RN

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Website: <https://www.ide.devon.sch.uk/>