

Help with using School Gateway for Extended school's bookings

Set up your School Gateway account:

Download the app: If you have a smartphone, please download School Gateway from your app store (Android and iPhone).

OR

Visit the website: www.schoolgateway.com and click on 'New User'. You'll receive a text message with a PIN number. Use this PIN to login to School Gateway.

Can't activate your account?

If you're having trouble activating your School Gateway account, it may be because school doesn't have your current email and mobile phone number on record. Please call the school and we'll update the details on our system (the email address and mobile number which you use to set up your Gateway account have to match with those on the school's systems).

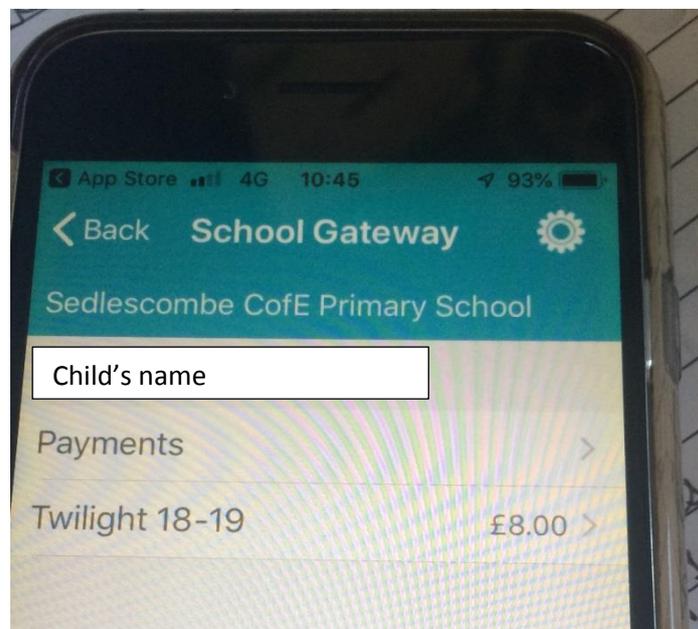
Twilight and Breakfast

To book a session:

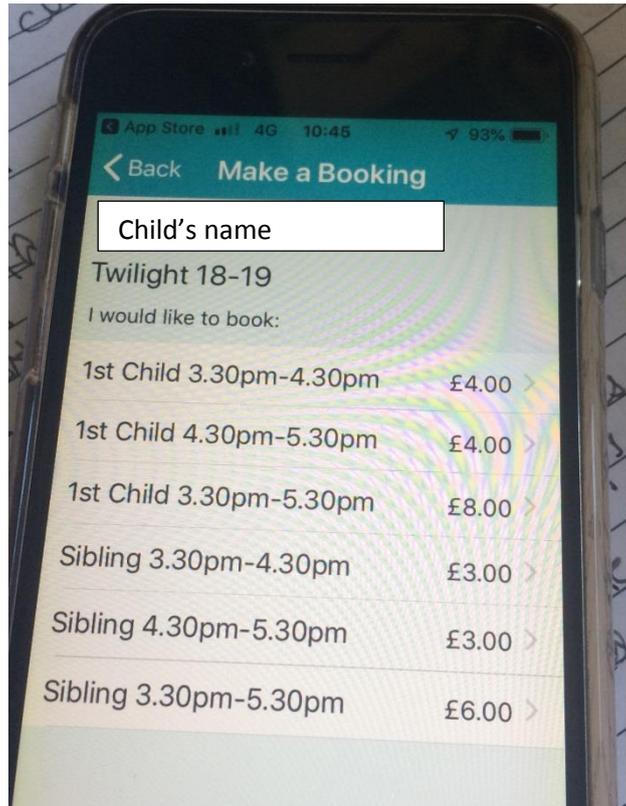
Log onto the app or website.

Select the child for whom you wish to book a session

Select Twilight or Breakfast, depending on which you want to book

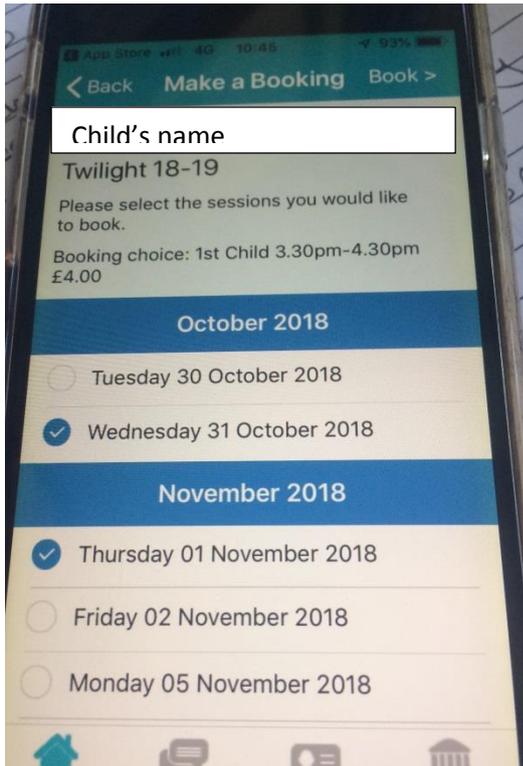


If relevant (for Twilight), select the appropriate session and cost, from the selection as below:

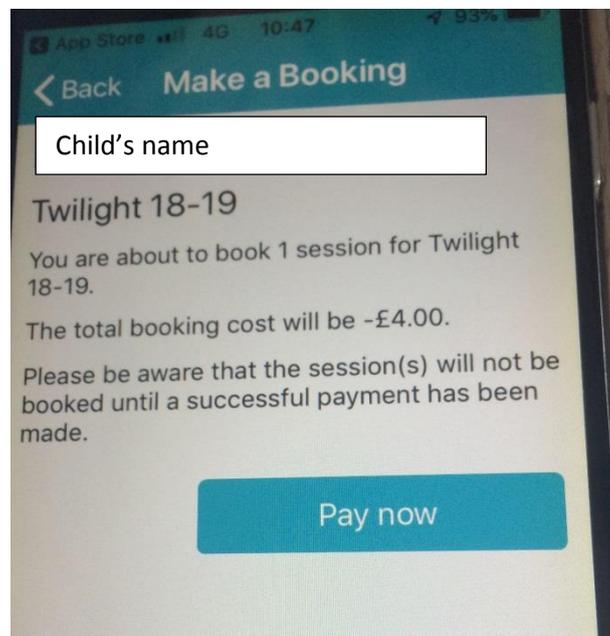


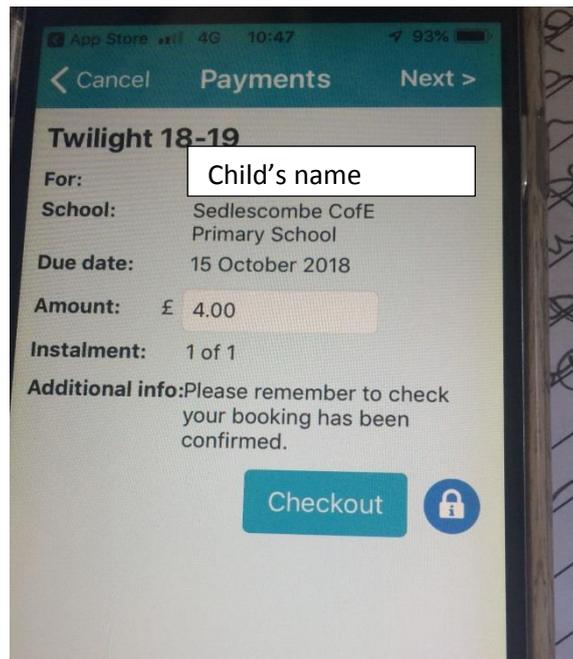
Then select the days you want to book for (you can make multiple selections at the same time).

If the day is not shown on the screen, then all the available sessions have been booked.

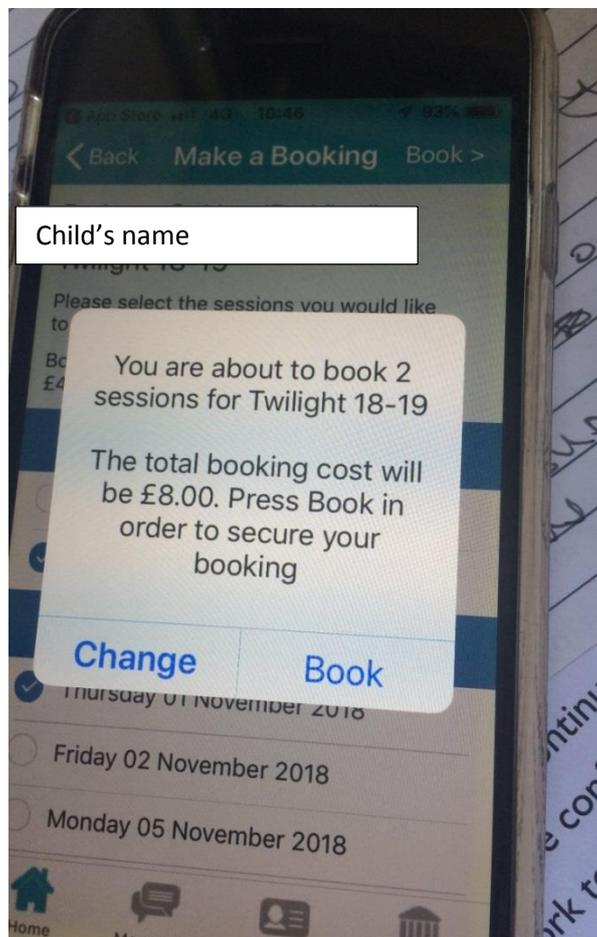


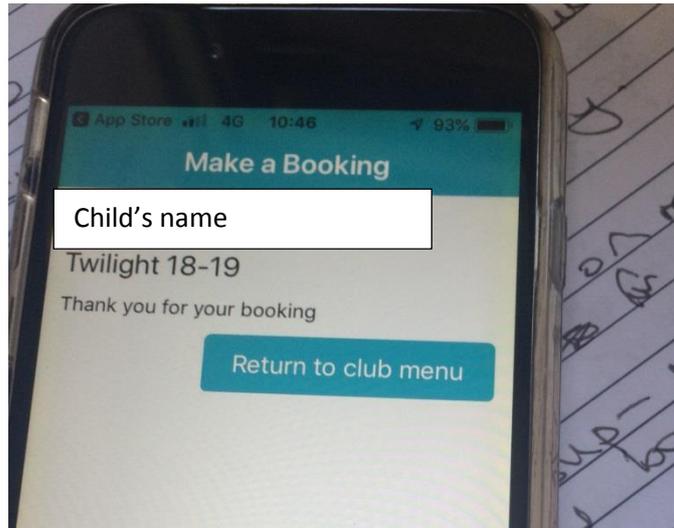
It will then ask you to pay for these sessions (unless you already have a credit balance), and remind you that sessions are not booked until they are paid for





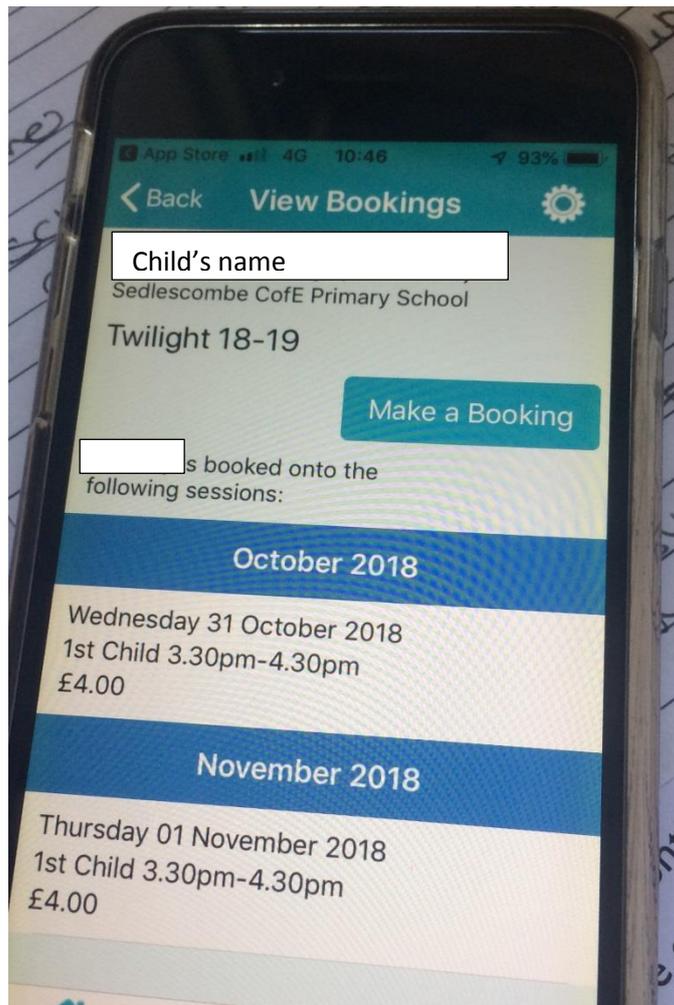
You can pay by debit/ credit card or by bank transfer. Currently in order to set up bank transfer payments you need to use the website version, (once set up, you can make transfer payments via the app), though by the end of half term you should be able to set up transfers on the app.





There will be a confirmation once the booking is confirmed.

If you go back into the app, you will be able to see which sessions have been booked, as below:



Other information:

Cancelling a session:

Once you have booked a session it can only be cancelled by the School. If a child is off sick the session will be cancelled. Otherwise, we can only cancel Twilight sessions before 1pm on the day, or Breakfast sessions the night before. To cancel please contact us via the messaging service on the app.

Late pick up (Twilight):

If you book for the first session and are unable to pick up on time, a charge for the second session will be applied to your account and you will have to pay this before you can book another session.

Paying the wrong rate (first / sibling) (Twilight):

If you mistakenly pay the wrong rate for a session, we can correct that for you: please message through the app.

Payment methods:

By card or bank transfer

Currently the app only offers the choice of paying by card. If you want to pay by bank transfer you have to set your bank details up on the website before you can pay by this method from the app. In the next few weeks we have been told that you will be able to set this up on the app.

Childcare vouchers:

Once the payment has been credited to the bank account we will make the credit available on the parent's account.

If none of these payment methods are possible, you can pay in cash using a Paypoint voucher, however the credit (and hence the ability to make a booking) will not be immediately available on your account, as the processing may take a couple of days. In order to use this method please approach the Office.

Special arrangements for the initial bookings:

Those with existing credit balances;

These amounts will be transferred to parents' accounts over the half term, so that they can be used for bookings for next term. The amounts transferred will be calculated on the basis of sessions booked in this last week, adjusted later for actual attendance.

Those with existing debit balances (ie unpaid amounts owing):

To enable the smooth start to the process these accounts will start the term with a zero balance, and an additional, separate request for payment of any amounts outstanding. This will mean that sessions can initially be booked using the app. Please pay off this amount as soon as possible (come and ask for a breakdown if

needed), as later in the term any outstanding amounts will be transferred to the Twilight/ Breakfast accounts and no more sessions will be available until the debt is paid off.

There will inevitably be some adjustments in the first few weeks: please come and see Ms Ryder (or email finance@sedlescombecep.e-sussex.sch.uk) if you need any additional information about these amounts.

For School Clubs

We will be using the Gateway app/ website to facilitate signing up to school clubs. When the list of clubs offered is available for booking they will be visible on the app. (We will text you to tell you when this is going to happen). You will then be able to go in and book a place on the club. As they are free no payment will be required. Once all available places are filled, the club will no longer be visible unless you have succeeded in booking a place.