SCHOOLGATEWAY

Our new Parent App!

WHY ARE WE CHANGING OUR PARENT APP?

There are two main reasons;

1. The feedback from parents about our existing app hasn't been the best, so we knew we needed to do something
2. In May 2022 our existing text messaging system will no longer be supported, so we didn't have a choice! Text messaging (SMS) is slowly becoming an outdated technology and schools are switching to Apps to communicate with parents via In-App messaging, rather like when you use WhatsApp to communicate with friends and family. This does mean that as of May 2022, you will no longer receive text messages from us and all message communication will be done via the App or email, so it's really important that you download the SchoolGateway App before then. If you don't have a Smartphone, please let us know.

WHY DID WE CHOOSE SCHOOLGATEWAY?

SchoolGateway is from a company called SchoolComms, who are one of the market leaders for school/parent communication. We researched quite a few, but SchoolGateway stood out from the rest. The App is really simple to use and links with our existing systems.

Some of the main benefits of using the App are:

- Parents are able to update their contact details on the App
- Parents are able to view their child's timetable, behaviour points and achievement points
- Parents can view their child's reports on the App as soon as they become available (this will also save the school money on postage and will cut down the amount of paper we use)
- Parents can report an absence on the App and can respond to attendance concern messages directly
- The App brings all of our systems together in one place, including ParentPay and SchoolCloud (our online parents evening tool)

HOW DO I DOWNLOAD THE APP?

The set-up process is simple and will take no more than a couple of minutes:

1. Search for "School Gateway" in the Apple App Store/Google Play or on your phone go to www.schoolgateway.com/apple (Apple) or www.schoolgateway.com/android (Android)
2. Install the App and if you are asked then say yes to "Allow Push Notifications"
3. When you launch School Gateway for the first time, please select 'New User' and enter the email address and mobile telephone number you have registered with the school
4. The system will send a PIN code to your phone; please enter this PIN code and the app will be activated for you.

Please remember that we will only start messaging via the App once our existing text service expires at the start of May. We are writing to you now so that as many parents as possible can download the App before we make the switch.

WHAT DOES IT LOOK LIKE?

This is what your home screen will look like. If you have more than one child at the Academy, then they will all be listed here:

The Behaviour and Achievement screens have exactly the same layout and will show you the points your child has received that day and what they received them for:

On the Attendance screen you will be able to view your child's attendance data .
Shown in pink in the example below, are any unexplained absences; parents then have the ability to press the EXPLAIN button to tell us about that period of absence.
Above the pink box you will see that parents also have the option of advising us of any future absences.

Finally, parents are also able to amend any of their contact details directly, without having to contact school, by using the CHANGE DETAILS button shown below:

If you would like further information, please visit: **https://schoolgateway.co.uk/get-started/**

If you have recently changed your mobile number or email address, please let us know, so that we can update the system to ensure you don't encounter any issues when trying to sign up. Thank you.