

School Gateway - Online Payment System

Dear Parents and Carers

At Dorothy Stringer we use an online payment system called the School Gateway. It is a cost effective and practical way for parents and carers to pay for many items connected to school. We use this method for many items including, locker deposits, canteen payments, trips and ticketed events and other miscellaneous items such as Yearbooks and Prom.

If you are unable to make cashless payments please contact our Financial Support Officer (FSO), Sam DeBanks-Hirst, at fso@dorothy-stringer.co.uk who will be able provide further assistance.

To register online please follow the instructions below:

1. Navigate to www.schoolgateway.com
2. Select New User
3. Enter the email address and mobile number that is registered with Dorothy Stringer
4. Select Send PIN – your 4 digit PIN will be sent via text message to your mobile phone (you will need this PIN each time you log in so keep it safe!)
5. The tab reverts to the default tab of Existing User
6. Enter you email address and PIN and select LOGIN
7. Select Payments
8. The system shows Items available for payment.
9. Click in the box next to the item you would like to pay for and enter the amount you wish to pay in the Amount area (minimum of £5 for the Canteen)
10. Select View my basket
11. Select Checkout
12. Select Payment Method
13. Enter your card details (If you set up an Instant Bank Transfer these details only have to be entered once. If you pay by credit or debit card they need to be entered each time a payment is made)
14. Proceed
15. Proceed

Select Payment History to see what amounts have been paid in and what items have been purchased (this could include both Canteen payments and Trip payments at this time) – this can take up to 10 minutes to update when a payment has been made.

Select Lunch Money to see what items have been purchased and what balance is left on the Canteen account – this area will not be activated until the first item has been purchased from the Canteen.

To Use the Instant Bank Transfer

Instant Bank Transfer is a secure payment method and will not only make paying for school items faster for you but it will also cut the cost to the school of processing online payments.

As mentioned previously, when using Instant Bank Transfer for the first time you will be asked to enter your bank account details. Once set up, on all future occasions, you'll simply need to enter the amount you wish to pay the school and then click to authorise the payment.

You will then receive an email like the one below:

"This is an automated email regarding your School Gateway account registered with Dorothy Stringer School.

Thank you for submitting an Instant Bank Transfer payment of £XX.

*This payment will be debited from your bank account eg. BARCLAYS BANK PLC on or shortly after (4 working days from payment. **However your child's account will usually be credited within minutes, but can take up to 1 hour.**)*

It will appear on your bank statement as School Gateway, ref: DorothyStr.

Please login to the School Gateway Website at <https://login.schoolgateway.com> where you will be able to view the full details of this transaction in your payment history. If there is an issue with this payment, please contact Bubbles Robinson 01273 852212

Followed by a second email confirming payment:

Dear XXXX

"This is an automated email regarding your School Gateway account registered with Dorothy Stringer School.



Important: Confirmation of the set-up of your Direct Debit to School Gateway.

*You can now make payments from your **School Gateway** account using Instant Bank Transfer. The easy, fast, one-click way to pay your school.*

*Instant Bank Transfer payments will be debited from your bank account eg. **BARCLAYS BANK PLC** via Direct Debit, and will appear on your bank statement as School Gateway, ref: DorothyStr.*

*If there is an issue with this Direct Debit, please contact **Bubbles Robinson 01273 852212***

View the Direct Debit Guarantee"

We would encourage you to use this option to save yourself time and the school money.

Instant Bank Transfer is also available in the School Gateway app.

If you have any questions about the Schoolgateway payment system please contact Bubbles Robinson 01273 852212 bubbles.robinson@dorothy-stringer.co.uk (Works part-time on Mondays and Wednesday)

Yours faithfully

A handwritten signature in black ink, appearing to read 'Roshan Dias', written over a light grey rectangular background.

Roshan Dias – Business Manager