



Sutton Coldfield Grammar School for Girls

School Gateway - Frequently Asked Questions

Q.	I have forgotten my PIN.
A.	1. On the School Gateway login, click on Forgotten PIN 2. Enter the email address and mobile number that is registered with school. 3. You should now receive a PIN via text message. 4. Enter this PIN number on the logon page
Q.	My account has been locked.
A.	Wait an hour, and then on the School Gateway login screen, click on Forgotten PIN and follow the steps above. If your account has been locked for 24 hours, please contact the school.
Q.	I am unable to register for School Gateway and receive a 'Details don't match error'.
A.	Please contact school and ensure that we have the same email and mobile number you are using to log in to School Gateway.
Q.	If I have already registered, do I need to re-register at school?
A.	You do not need to re-register, you just need to ensure that both schools have the same email and mobile telephone number recorded for you. N.B. You can check these details by clicking on the "person" icon at the bottom of the page within the app (the third symbol from the left). This will show you what details are registered.
Q.	I can only see one of my children on the system.
A.	This is because either the email address or mobile phone number is different. If it is a student at SCGSG, please contact ithelp@suttcold.bham.sch.uk , stating your child's name, your mobile phone number and preferred email address.
Q.	I don't see all of the payment items I am expecting.
A.	Please check with the school finance office – finance@suttcold.bham.sch.uk whether you have been allocated to the item.
Q.	I'm trying to pay for something which requires a comment, but cannot add the item to the basket.
A.	If you cannot see the option, tap on the comment box. This should display the "Add to basket" button.
Q.	My partner/spouse also wants access to School Gateway, but the system does not recognise their details.
A.	Please contact ithelp@suttcold.bham.sch.uk , stating the correct email address and mobile phone number for your partner/spouse.



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Q.	I have topped up my child's lunch balance, but it's not showing up in the app.
A.	When topping up balances, particularly out of hours, it can take a few minutes to update the balance displayed in the app and on the tills in school. If the balance is not showing up after a couple of hours, please contact finance@suttcold.bham.sch.uk .
Q.	I'm using the app, but I don't get any message notifications.
A.	When installing the School Gateway app, on install, you are prompted whether you wish to enable notifications. If you answered no to this prompt, you will have to go into your device's App Settings (this differs, depending on the device you use) and enable notifications for the School Gateway app.
Q.	My child's lunch balance has suddenly dropped, but I topped the account up a couple of days ago.
A.	When making a payment using a bank transfer (payments by debit or credit card are not affected), it can take a couple of days to clear the payment, but the balance is added when the transfer is set up. If there are insufficient funds in the account <u>when the payment clears</u>, then the payment will be reversed and will be deducted from your child's lunch balance at that point. N.B. You would see a "failed transaction" message if you look at your "Payment History" in School Gateway in this instance and no money will have left your bank account.
Q.	I have paid an instalment for a trip/event, which has three instalments indicated in the trip information pack. On SCOPay, I could see which instalment I had paid for. Since using School Gateway, I cannot see how much balance I'm owing or which instalments are due.
A.	School Gateway allows "flexible payments", allowing parents to pay a balance in smaller or larger amount as best fits their circumstances. In most cases the smallest payment allowed is the deposit amount for a trip/event. The school finance team will check the status of payments on the instalment dates and contact parents if required. Parents can check the amount owing against the trip/event by logging in to School Gateway, clicking on the payment item, where the outstanding overall amount will be displayed. When a trip/event is fully paid for, the payment item will disappear from School Gateway, but you can find your payment history by clicking on the "Payment History" button.



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Q.	I am not receiving any emails from the School or emails from the School are sent to my Spam/Junk folder.
A.	To ensure that you are receiving all of the school's emails into your inbox rather than your junk mail folder please add the school's email address SC3304300a@schoolcomms.com to your safe senders list. Please find links below to assist you with how to add an email address to the safe sender list or contacts list. If your email provider is not listed or you are still experiencing issues despite following the below, we would advise you to contact your email provider for further assistance. Outlook/Hotmail/MSN BT Internet/Mail Yahoo Mail AOL Gmail or Googlemail Apple/iCloud Sky TalkTalk (scroll down to 'Setting up filter rules' section)
Q.	What is the phone number that the School sends text messages from?
A.	All text messages are sent from 0115 824 3984.