

25th November 2019

Dear Parent/Carer,

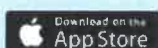
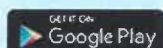
Lots of you have already registered and set-up the new Schoolcomms gateway app for school payments, if you have not already done so and you currently pay for your school meals, please do this as soon as possible. From next Monday 2nd December, school will not accept cash for school meal payments.

To download the app on your smartphone search **School Gateway** in your App store and download:

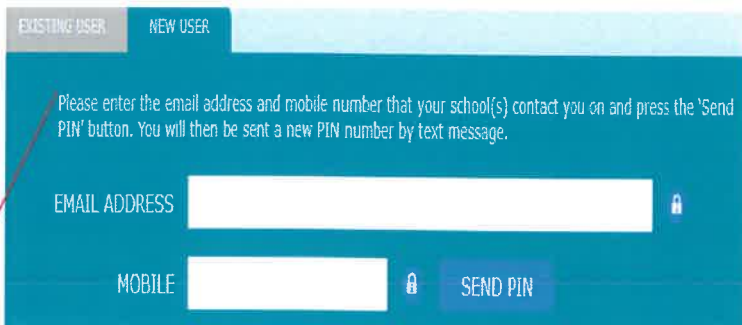
To use the online version on a computer go to: <https://schoolgateway.co.uk/get-started/>, click on **the web version** link and follow the instructions

How to activate your account

1. Download the Android or iPhone app.



2. Press 'Sign Up' then enter the email and mobile number your school has on record. If you're not sure if they have the right details, it's best to check and update first.
3. Press 'Send PIN'. You will receive a text message with your unique PIN.
4. You're now ready to log in and start using School Gateway.
5. If you don't have a smartphone or prefer to use a computer, you can set up your account using **the web version** of School Gateway.



If you have downloaded the app you will have received confirmation messages from our unique Schoolcomms email/SMS addresses, please save these into your address book as this will minimise the risk of messages bouncing back or being marked as SPAM.

The app will be live from Friday 29th November to give parents time over the weekend to top up your child's account as needed, ready for our launch on Monday 2nd December. Any cash balance you currently have will be reflected on your new gateway account.

If you have any questions, please ask a member of the office staff.

Thankyou.

Tel: 01226 711 488

Fax: 01226 781 677

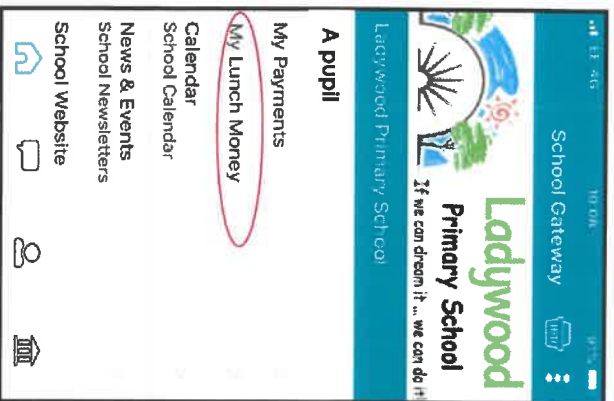
Web: www.ladywoodprimary.co.uk

Email: office@ladywoodprimary.co.uk

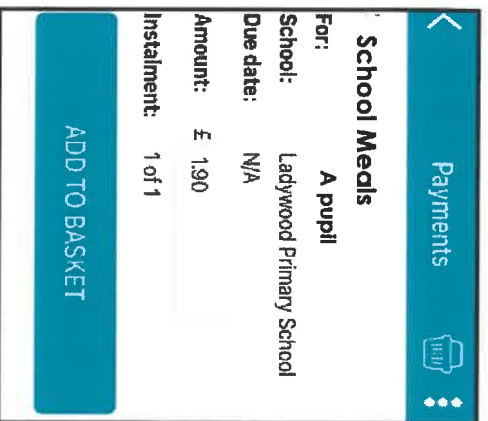


Please see below step by step guidance of how to pay for meals from Friday 29th November:

1. Click on the tile that says 'Lunch Money'
2. To make a payment click 'Top Up Balance'.



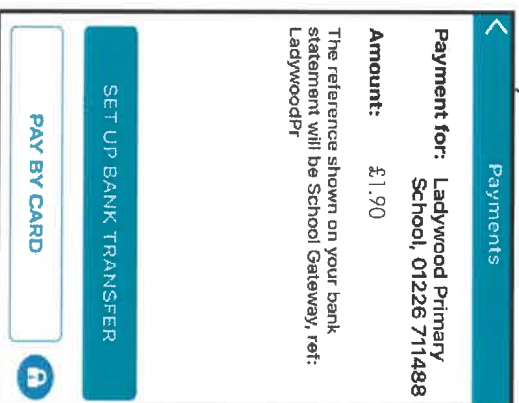
3. Click the arrow (➔) next to 'School Meals' and type in the amount you wish to pay (minimum £1.90).



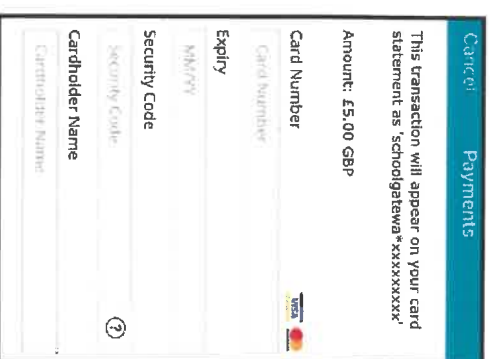
4. Click 'Add to Basket, then 'View Basket'. This will take you to the payment summary page where you need to click 'Checkout'.



5. You will then be given the option of either paying via bank transfer (direct debit) or by credit/debit card.

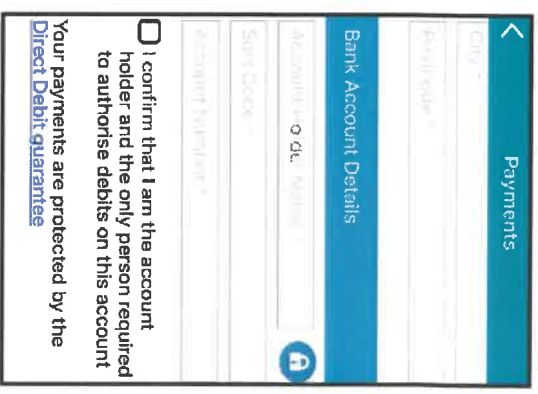


6. i) Pay by Card



Enter your card details and then click on 'Make Payment'

6. ii) Pay by Bank Transfer (direct debit)



You will then be asked to add your name, address & bank details in order to set up a direct debit payment.

If you do not want to pay by card or direct debit, you can top up your account using cash at any Paypoint shop:

