17 July 2023

Dear Families,

Introducing School Gateway App (Schoolcomms) to Coleridge Primary

We are very excited to be introducing School Gateway (Schoolcomms) to Coleridge Primary – a single system that can handle everything from parental communications to and from school (messaging, letters, via text or email) and cashless payments (using debit or credit card) via one app.

To stay up to date with what's going on at school and dinner payments make sure you download the app for free. **The system does not go live until September 2023, but you can register your account ready for September**.

Can more than one parent have School Gateway?

The system allows for both parents to have a School Gateway account providing they have their own individual email address and mobile number.

If you are already using the School Gateway app for a child at a different school, you do not have to download the app again. The app should automatically recognise your email and mobile details (ensure all data has been stored identically for each child in the respective school systems).

There is a cost to the school for this facility and the cost will be greatly reduced if every parent downloads the School Gateway App as all messages sent through the App are free to school. If parents don't have the App there will be a charge to school to send the message therefore it's important that parents download the App from the start.

How to register for a School Gateway account?

To register for a School Gateway account;

- Via the app, you will need to download the School Gateway app via Apple Store for Apple Devices and Play Store for Android Devices
- If you don't have a smartphone or prefer to use a computer you can set up your account via the web, please go to https://login.schoolgateway.com/0/authlogin
- Go to the login screen app/web (If using the web version of School Gateway, ensure the New User tab is selected before inputting any details).
- ***Enter the email address and mobile number that is registered with the school. If you're not sure if they have the right details, it's best to check and update first.**
- You will then receive a PIN on a text
- Enter the 4-digit PIN number received via text
- Once logged in the home screen will be displayed.

*How to check if we hold your correct details or Encounter any Problems

Please email or use the schools text service (Teachers2Parents) to supply us with your e-mail address (for identification purposes please include your child's Forename and Date of Birth in the email/text). Schools email address: enquiries@coleridgeprimary.org.

What if I do not have access to the Internet or a smart phone?

- Payments - A voucher can be produced with a unique barcode for you to use at any establishment with a PayPoint facility.
- Communications – through new text service and paper copies of letters can be printed.

The text service (Teachers2Parents) will cease to work in September 23, so download now our School Gateway app.

Inevitably there will be teething problems and we ask that you bear with us during this time

Kind Regards

Mr I Tankard
Executive Head Teacher

Useful Help Guides

The links will take you to the School's Website

Copy and paste the below addresses into your web browser

How to download the School app or web page

https://www.coleridgeprimary.org/wp-content/uploads/2023/07/Access-Guide-How-to-download-the-App.pdf

How to make payments on your child's dinner account

https://www.coleridgeprimary.org/wp-content/uploads/2023/07/Payment-Guide-Schoolcomms.pdf

School Website: https://www.coleridgeprimary.org - Click on information and scroll down to parents then scroll across to letters.