



WOLVERHAMPTON CITY COUNCIL
Woden Avenue, Wednesfield, Wolverhampton WV11 1PW
Telephone: (01902) 556350 Email: office@wodensfield.org
Headteacher: Mrs. S. Walker

Date: 14th July 2023
Ref: SW/LGr/AA

Schoolgateway

Dear Parents and Carers,

Re: New Payment System for September 2023

I am writing to inform you that our current cashless system, Pay360, will cease to operate **on Tuesday 25th July 2023**. Unfortunately, the software is no longer available to schools and we have had no option but to look at alternative systems.

Much research has been undertaken by the administrative team and the decision has been made to move to School Gateway. Though out of our control, I feel this is a positive change as the system is more user-friendly and easier to operate. It is free to download and is accessed via an app; parents have control of their log-in details and pin, eliminating the need for the school office to send re-invitation emails. The app will send notifications of all office communication and reminders for school meals, apple, trips etc.

Please do not worry about school dinner money that is unused by the end of this academic year. Any balance in credit will carry forward and will show in your School Gateway app for use in September.

We are asking for all parents to download and register via the app as soon as possible, to support a smooth transition for when the system goes live in September and to have the opportunity to seek support from the school office before the Summer holidays. Just search School Gateway in your app store and download – information on how to do this is included. For further guidance, please visit www.schoolgateway.co.uk where there are helpful video guides and answers to frequently asked questions.

Your login details will be automatically generated using the contact information we already have, so please make sure the details we hold for you are up-to-date. You can check and change these details by using the SIMs Parent app – details to follow. It will affect your ability to access the app and pay for items in September if we do not hold the correct mobile number and email address on our system.

We thank you for your continued understanding and support.

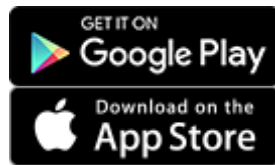
Regards,

Mrs S. Walker
Headteacher

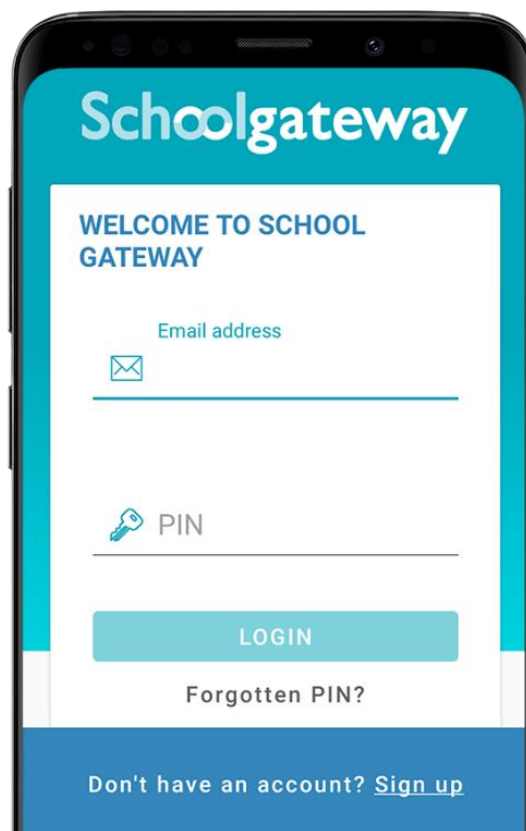


How to activate your account:

1. Open your app store.



2. Search for School Gateway and click **'Install'** to download the app.
3. Press **'Sign Up'** then enter the email and mobile number the school has on record. If you are not sure if we have the right details, it is best to check and update first.
4. Press **'Send PIN'**. You will receive a text message with your unique PIN.
5. You are now ready to log in and start using School Gateway.



How to log in:

1. Once you have your PIN, go ahead and launch the School Gateway app on your smartphone or tablet.
2. Enter the email you have registered with your school and the PIN you received. If you did not get a PIN, it is likely because your school does not have the right contact info. Get in touch with us to check.
3. If both the email and PIN are entered correctly, hit **'Login'** and you are ready to start engaging with your school.

To enable push notifications to ensure you do not miss key communication from the school, please visit the following link: [How to enable push notifications – Parent Support \(parentpaygroup.com\)](https://parentpaygroup.com)

