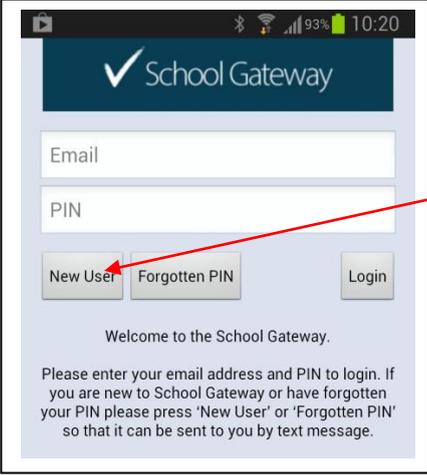
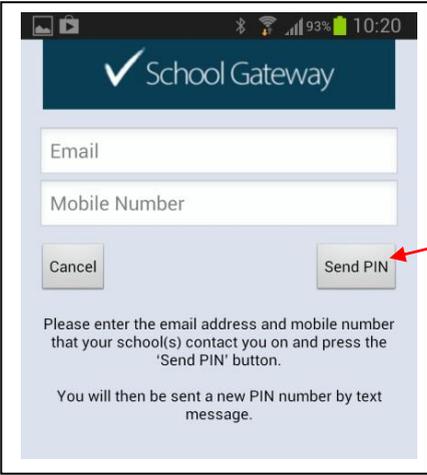


### How a parent (or staff member) downloads the School Gateway App

To download the app, parents can navigate to [www.schoolgateway.com/apple](http://www.schoolgateway.com/apple) or [www.schoolgateway.com/android](http://www.schoolgateway.com/android) on their mobile phone or they can search for “School Gateway” in the Apple or Android app stores.



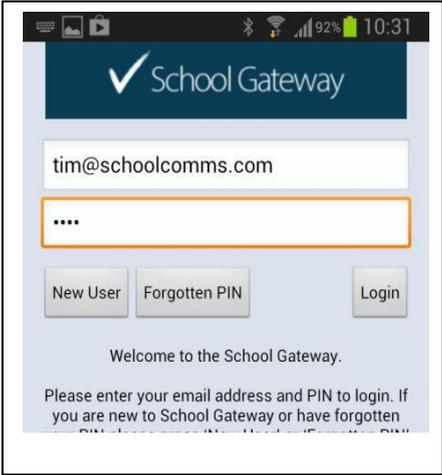
When a user first downloads the app you will see the below login screen. To register for the app, select the **New User** button.



You will then be asked to enter their email address and mobile number. You then select the button and a 4 digit PIN will be texted to your mobile phone.

**Send PIN**

**NB:** The email address and mobile number they provide **MUST** be the same as that registered with the school in SIMS and imported to Schoolcomms).



Once the PIN number has been received you can log into the app, using your registered email address and the 4 digit PIN that was text to you.

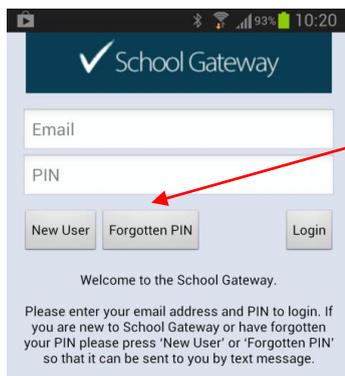
You only need to log into the app once; unless they log out manually.



You are now logged in and will see a welcome message, informing you that messages will now arrive in the app!

## Forgotten PIN

If you forget your PIN, you can reset it via the login screen.



You need to select the **Forgotten PIN** button. You will be asked to enter the email address and mobile phone number that is registered with the school.

To have a new PIN number sent to you, you will need to select the **Send PIN** button. A new PIN will be generated and sent to you by text to your mobile phone.

## Changing PIN:

There is no need for a user to change their PIN, they only need to enter it once when they first register, but if a user wishes to change their PIN, they will need to visit the School Gateway web version ([www.schoogateway.com](http://www.schoogateway.com)). Once they have logged into School Gateway web, using their registered email address and 4 digit PIN number, they can select the Change PIN button on the toolbar. They will need to enter their current PIN number and then enter their new PIN number twice.

