

5th January 2024

Dear Parents and Carers,

It has come to our attention that not all families received notification of our change of online payment system. An email was sent from teachers2parents on 19th July 2023 and a follow up letter was sent home with children on 9th October 2023 but not all children received this. We apologise if you were affected by that omission.

The new system is called **School Gateway**. This provision replaced **Pay360** which ceased operating on 31st July 2023.

We are asking all parents and carers to sign up to School Gateway. Please sign up even if you don't pay for school meals as School Gateway will also be the platform for any online payments to the school including school trips.

To sign up to School Gateway, please visit <https://login.schoolgateway.com/0/auth/login> and create a log in with the same email and mobile number that the school holds for you.

If you use different contact details, School Gateway will not be able to link your account to your child's information so, if your contact details have changed, please contact us first so that we can update your records centrally.

To ensure that you receive emails that Riverside sends through School Gateway into your inbox rather than your junk mail folder, please add the school's email SC3057012a@schoolcomms.com to your safe senders list.

Please also consider downloading the app. This is particularly useful if you pay for meals as you will receive notification when your credit balance is low.

School Gateway works very similarly to Pay360 so we trust that you will find the system easy to use but if you have any difficulties, please do not hesitate to contact us.

Yours sincerely,

Finance Team
Riverside School