

9<sup>th</sup> October 2023

Dear Parents and Carers,

Thank you to everyone who has already signed up to **School Gateway**, the new payment system we are using at Riverside School. This provision replaced Pay360 which ceased operating on 31<sup>st</sup> July.

We are sorry if, due to short turn-around time to source and implement the system in time for the new school year, our previous communications have not been clear or provided enough information.

We are asking all parents and carers to sign up to School Gateway and, in addition, to consider downloading the app.

Please sign up even if your child receives free school meals as School Gateway will also be the payment system for any school trips or uniform purchases.

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.

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 address [SC3057012a@schoolcomms.com](mailto:SC3057012a@schoolcomms.com) to your safe senders list.

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.

Please note one difference between School Gateway and Pay360 is that balances are not automatically updated once you make a payment. This can take 24-48 hours but as long as the payment appears in the receipts section, you would not need to worry that your payment has not gone through.