



# St Teresa's Catholic Primary School

Heaton Road, Heaton, Newcastle upon Tyne, NE6 5HN

Tel/Fax: 0191 265 5076

[www.stteresasnewcastle.org.uk](http://www.stteresasnewcastle.org.uk)

Email: [admin@stteresas.newcastle.sch.uk](mailto:admin@stteresas.newcastle.sch.uk)

Head Teacher: Mr V Turner



**September 2018**

## Schoolcomms – its time to get ready!

Dear Parents and Carers

St Teresa's is making some great changes to help us all communicate better and offer extra facilities to you.

We are introducing the *Schoolcomms* system into school, which will enable us to text and email you with updates, newsletters, school closures and absences, and will also enable you to pay for Dinners, Trips and Clubs by debit or credit card from the SchoolGateway website or app.

We want to make sure we keep you as fully informed about your child's school life as possible and doing this via text and email makes it easier for us and quicker for you to receive it, you can even reply to us in the same manner if you need to!

While we have always tried to communicate with you in this way, *Schoolcomms* allows us to bring our payments and messaging into one product, and has additional features which will allow us to streamline our processes.

### **Getting started**

**You will need to register for a School Gateway account at [www.schoolgateway.com](http://www.schoolgateway.com) or by downloading the smartphone app from your app store (Apple and Android). You will need to enter the email address and mobile number we have on record for you. Please fill out the slip at the bottom to ensure we have the most up-to-date parent contact details.**

**When you have entered your email address and mobile number, select the Send PIN button, a PIN number will be sent to your mobile phone. You can then use this PIN number to log into the School Gateway and view/make payments.**

### **Payment requests**

When there is money owing to school by you, we can set up payment requests and you will be notified by text or email that there is a payment request available. Simply log in using your email address and your PIN number, select the payment request(s) you wish to fulfil and follow the Wizard through to pay.

### **Convenient**

You can give your consent for trips online, saving you the need to fill out permission slips and write notes into school about trips. When a trip is due you will be sent a text or an email to let you know that you need to log in to the school gateway and give your consent, it's as easy as that!

Breakfast and After School Club bookings and payments will be brought into this system allowing parents to book and pay online. Those parents using vouchers will also be able to make bookings online while the school will continue to manage the credits received on their behalf.

You will also be able to see what meals have been taken by your child, the current meal balance and receive reminders to top up when you are getting low.

### **Secure**

Your card details are not visible or stored in the *Schoolcomms* or school system.

All card information is processed by Barclaycard.

You log in using the email address registered with the school and with your PIN number.

### **Time scale**

**We plan to go live with this system on 3rd October.** This will allow school and parents plenty of time to organise a smooth transition. We would encourage parents to keep debt to a minimum, pay all outstanding balances and to withdraw any Parent Account credit back onto your nominated cards as soon as possible and to maintain a zero balance where possible until the transition. Where this is not possible, debit or credit opening balances will be transferred to the new system by 2 October 2018.

If you have any questions about this, please contact us at the school. The designated person looking after your queries in school is Sara Harwood.

Kind regards

Sara Harwood  
Finance Officer