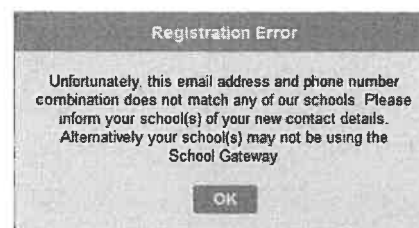


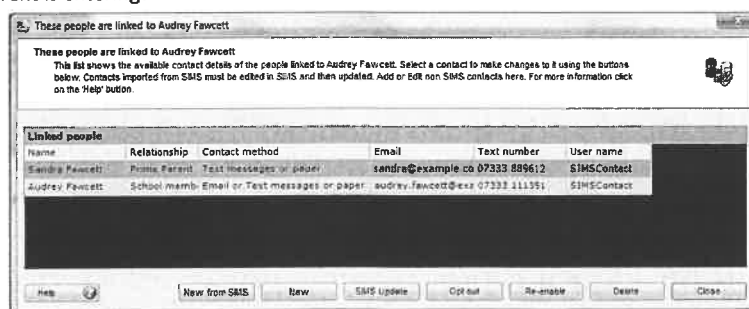
School Gateway - Common user issues and how to fix them within school

Parent having trouble registering for a new School Gateway account

If a parent is having trouble creating a new School Gateway account they will more than likely see the message you can see on the right. There are a few reasons to why a parent wouldn't be able to register for an account and the causes and steps to resolve these are listed below.



- Sometimes a parent may try to register as a new user but have forgotten they have **registered previously**. In Schoolcomms open up the **School Gateway** tab and search for the parent in the list, does the parent have an **activated date**? If so this means that they have previously registered. If they have and have forgotten their pin number they will need to use the email listed under the School Gateway screen and the mobile you have on record for them to get a new pin number sent to them using the **Forgotten your pin?** link.
- The contact details in Schoolcomms may not match the contact details the parent is trying to register with. To check these details go the **School members and groups** tab within Schoolcomms. In here highlight the student the parent is linked with and click on the **Linked people** button. A window will appear listing the parent's contact details held in Schoolcomms, do these match what the parent is entering?
 - If the email and mobile number **do appear** in the **linked people** screen, check the **contact method** of the parent and make sure email and text message is listed. It could be that one of these contact methods may have become **blocked**; if you highlight the parent does the **re-enable** button appear? If so click re-enable and a reason will appear explaining why the contact method has been blocked, once this has been done you should notice the contact method has changed. You can view a list of all your blocked email addresses and mobile number at anytime by going to the management tab and then the view data issues button.
 - If the email or text number field are **blank** but you know they have an email address and mobile number in **SIMS** then it's more than likely to how they have been inputted in SIMS. The contacts details need to be under section 5 **family/home** in the students SIMS profile, the mobile number needs to have a location of **mobile** with main selected as **YES**. The email address needs to be listed with a location of **home or work** with main selected as **YES**. If the parent is not listed at all then it will be because the parent doesn't match the schools current import settings.



Parent has changed email address but can't login to the School Gateway or change their pin

If you navigate to your **School Gateway** tab in Schoolcomms, and in the list of contacts find the contact that is experiencing the issue. Check the **School Gateway login email** column; is this the email address prior to the change of email address in SIMS? If so then the parent needs to log in to the system using the **old email address** and the pin number for the account, log out and then the contact should be able to use their **new email address**. The School Gateway login email column will also change once this has been done.

Parent cannot change their pin

Go to the **School Gateway** tab in Schoolcomms, check that the parent is using the email listed under the **School Gateway login email** column and that they have an **activated date**. If this seems correct then go to the **School members and groups** tab in Schoolcomms, highlight the **student** the contact is linked to and click the **linked people** button.

- Is the **mobile** number in this window the mobile number the **parent** is using? If not amend the mobile number in **SIMS** and run the Schoolcomms **import**.
- If the mobile number is **correct** check that the **contact method** mentions **text message**, if not then the mobile number will be disabled, highlight the **parent** and then click the **re-enable** button.
- If there is not a mobile number in this window then check that the **mobile number** is listed for the **parent** in **SIMS**, it has a location of **mobile** and main is selected as **YES**.

Parent has more than one child but can't see them all in their School Gateway account

In order for a parent to see more than one child on their School Gateway account the **email address** and **mobile number** need to **match exactly** under each student record for the parent. If the students are spread across different schools then the contact