



Hetton School

Respect. Learn. Achieve.

Dear Parent / Carer

'School Gateway' Communication and On-Line Payments

Hetton School use the messaging service 'School Gateway'. This means that we can communicate and share information with parents more quickly and cost effectively via email, text and smartphones app.

'School Gateway' helps us manage student absence. We will inform you if your child is absent via a text message, voice message or email and request that you reply to explain this. Of course we would prefer that you contact the school before we pick up the absence of your child, either via text message, email or calling the attendance line on 5536756 ext. 229.

You may also receive text messages from time to time, informing you of events, such as parents evenings, unexpected school closure, school trips etc....

Any text message that is sent from the school will show on your phone from 01915800239. Can we advise that you save this number under Hetton School for future reference. For absence messages and some general messages you can simply reply to the message as you would any other text message.

Any email messages regarding your child's attendance will show from SC3944059a@schoolcomms.com whereas any generic emails will come from hettonparents@schools.sunderland.gov.uk, you will be able to simply reply to either address as you would any other email message.

'School Gateway' is the same service we currently use to make on-line payments, therefore many of you may already be aware of this service. You are able to make payments for school trips and dinner money via bank transfer, debit or credit card, view lunch balances and what your child has chosen for lunch. As a school we are aiming to get 100% of parents using the School Gateway app, reducing the amount of cash that is brought into school.

What you need to do now

Activate your School Gateway account. It is quick and easy to do. All you need is your email address and mobile number that school holds on record for you. Ring us if your number has changed, so we can update our records, or simply if you want to check the number on our system.

Download the app: If you have a smartphone, please download School Gateway from your app store (Android and iPhone). The app shows the same information as the website PLUS you can send app messages to the school for FREE.

OR



Acting Head Teacher: Mr C Knowles

North Road, Hetton-le-Hole,

Tyne & Wear. DH5 9JZ

Tel: (0191) 5536756

Fax: (0191) 5536760

hetton.school@schools.sunderland.gov.uk

www.hetton-school.co.uk

twitter.com/hettonschool





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Visit the website: www.schoolgateway.com and click on 'New User'. You'll receive a text message with a PIN number. Use this PIN to login to School Gateway.

We'll notify you by text or email when new items are available for payment.

Can't activate your account?

If you're having trouble logging in, it may be because the school doesn't have your current email and mobile phone number on record. Please call and we'll update the details on our system.

We hope that you will find School Gateway to be a fast and easy way to pay for school items.



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