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What is School Gateway?

School Gateway is an app used by Sir Thomas Boughey Academy for communications, it can also be used to check achievement and behaviour points, and to contact the school.

You can use School Gateway on a computer by going to: login.schoolgateway.com

Alternatively, you can download the School Gateway app on both iOS and Android devices (this includes most modern smartphones and tablets). Please see the links below:

For Apple devices: <https://apps.apple.com/gb/app/school-gateway/id596039615>

For Android devices: <https://play.google.com/store/apps/details?id=com.schoolcomms.sga&hl=en>

Ensuring we have the correct contact details from you.

For you to use School Gateway, we will need to ensure that we have an up to date mobile number and e-mail address for you. This is required for the sign-up process. If you are unable to sign up then it may be worth checking with the school whether we have the correct contact details for you on file. You can do this via any of the following methods:

- Contacting us by telephone, on 01782 729400 and selecting option "1" for Reception.
- Contacting us by e-mail, to office@stb.academy

Please ensure to pass on your students name and tutor group to help us resolve your query efficiently.

How do I register?

If you have not yet used School Gateway, you will need to register. This is done using the following method:

1. Go to School Gateway website: <https://login.schoolgateway.com/0/auth/login>

2. Click the option "New User"

Schoolgateway Keeping up with what's going on at school is easier than ever

EXISTING USER **NEW USER**

EMAIL ADDRESS

REMEMBER ME? The email address that you enter must match the one registered with your school(s)

PIN LOGIN

[Forgotten your PIN?](#)

3. Enter your e-mail address and mobile number and then press the option "SEND PIN":

EXISTING USER **NEW USER**

Please enter the email address and mobile number that your school(s) contact you on and press the 'Send PIN' button. You will then be sent a new PIN number by text message.

EMAIL ADDRESS

MOBILE SEND PIN

4. If we have your details on our record, this should then send a PIN to your mobile phone which you will then be able to login with.*

*If it is saying that your details are not recognised, then you will need to contact us to ensure we have the correct details for you on file. See above "[Ensuring we have the correct contact details from you.](#)"

How do I log in?

You can login to School Gateway either via the website: <https://login.schoolgateway.com/0/auth/login> or via the mobile app.

To login to School Gateway, it requires an e-mail address and a PIN number. The e-mail address is the one that we have on file for you in School, the PIN is one that will have been sent to your mobile via text message on registration.

EXISTING USER **NEW USER**

EMAIL ADDRESS

REMEMBER ME? The email address that you enter must match the one registered with your school(s)

PIN LOGIN


[Forgotten your PIN?](#)

If you have not yet registered, see above "[How do I register?](#)"


I've forgotten my PIN, can I get a new one?


If you have forgotten your PIN, you can request an automated reset on the school gateway site. Simply click the link underneath the "PIN" box that says, "Forgotten your PIN?"

Here you will need to put in your e-mail address and phone number, and select “Send PIN”

 Please enter the email address and mobile number that your school(s) contact you on and press the 'Send PIN' button. You will then be sent a new PIN number by text message.

Step 1: Enter your email address and mobile number

Email Address: 

Mobile Number: 

Step 2: Send me a new PIN

I have multiple students at Sir Thomas Boughey, but only one is showing.

If you have more than one student with us and only one is showing in the School Gateway app, this means there is an irregularity in our data where your contact details haven't been matched. This is sometimes caused by a technical glitch in the system. In this case, please contact us by either telephoning 01782 729400 (Option 1 – Reception) or via e-mail to office@stb.academy.

I'm still stuck, what can I do?

If we have the correct details for you, and you still cannot register or login, or you can't see all of your students please get in touch with us by e-mailing our Trust IT team on StudentHelpDesk@uetrust.org – please ensure to include your students name, tutor group and also that your student attends Sir Thomas Boughey so that we can deal with your queries efficiently.