



# DO IT ONLINE

EASY . CONVENIENT . KEEP TRACK

## ONLINE SCHOOL PAYMENTS GUIDELINES

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## Logging in

Visit Gwynedd Council's website to create an account or if you already have an account you can log in straight away - [www.gwynedd.llyw.cymru/myaccount](http://www.gwynedd.llyw.cymru/myaccount)

Contact us if you have any problems at this stage- [fynghyfrif@gwynedd.llyw.cymru](mailto:fynghyfrif@gwynedd.llyw.cymru)

**GWYNEDD COUNCIL** My Account: Login / Register Cymraeg

You are here: Home > My account > Login

**My Account** [Account help](#)

**Log in**

E-mail address \*

Password \*

**Log in**

[Changed your e-mail address?](#)

[Forgotten your password?](#)

**Create a new account**

Name(s) and surname \*

E-mail address \*

Confirm e-mail address \*

Password \*

**Create account**

After signing in click on 'Pay for a service'

**GWYNEDD COUNCIL** My Account | Logout

Home > My Account > My Account

**My Account**

**Make a request**

[Request a service](#) | [Pay for a service](#) | [Report a problem...](#)

**My requests**

[Details of your requests](#) | [Track your requests](#) | [Saved requests...](#)

After signing in click on 'Pay your school'

**GWYNEDD COUNCIL** My Account | Logout Cymraeg

Home > My Account > Make a request

**Make a request**

Bins | recycling Schools | Learning Jobs

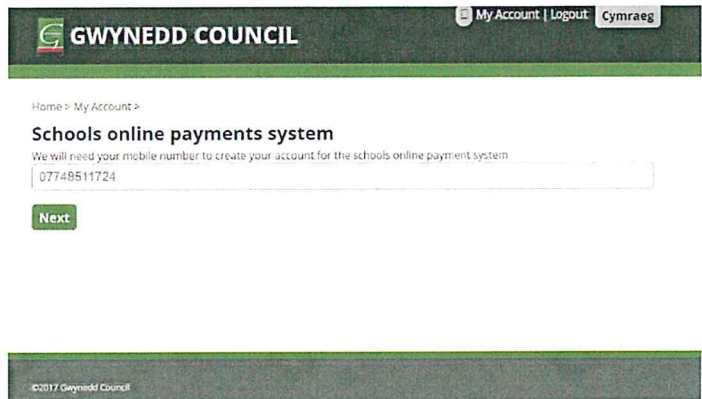
- **Pay your school**
- Primary school admission
- Change school
- School transport
- 16+ travel pass: request new pass / renew
- 16+ travel pass: change details
- 16+ travel pass: replace lost pass
- 16+ travel pass: enquiry / complaint
- 16+ special needs transport
- Order resources for schools



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Make sure that this number matches the mobile number your school has for your child.

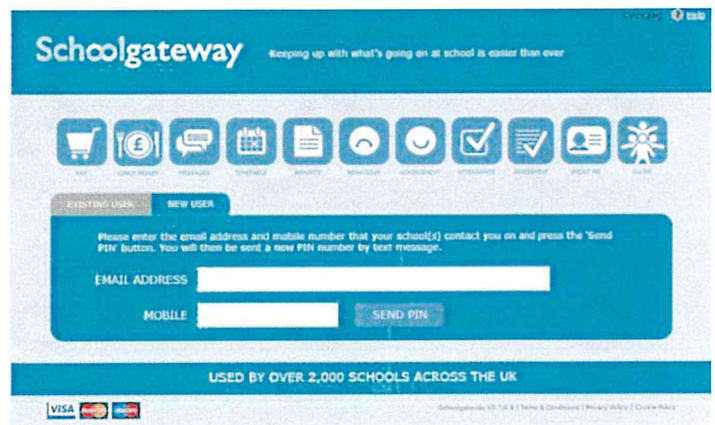


You are now on the Schoolgateway page.

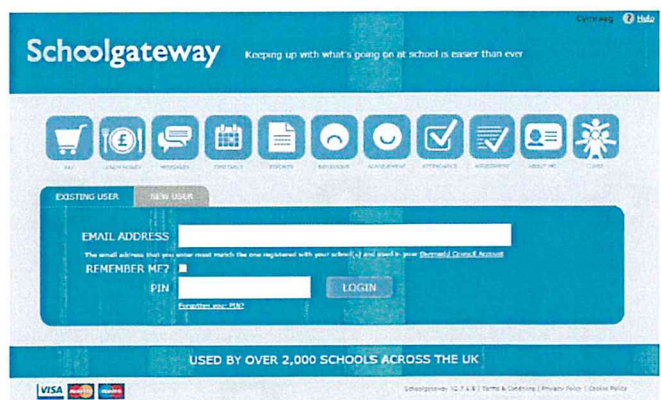
Click 'Send PIN'

A 4 digit PIN will be sent to you by text.

**Keep the PIN safe, you will need this PIN every time you make a payment!**



Once you have logged in you will be directed to the Home screen your child/children's details will be displayed.



**If you have problems logging in, check that your email and mobile phone number that are registered with your school are the same as the ones that are registered on your Gwynedd Council online account. Contact your school if you are having further problems.**



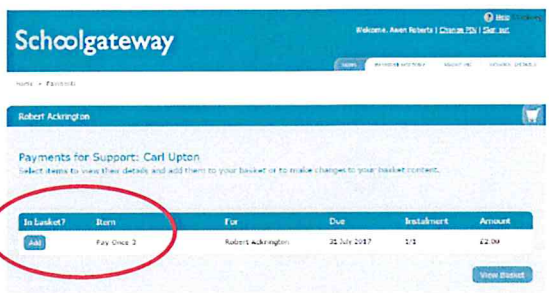
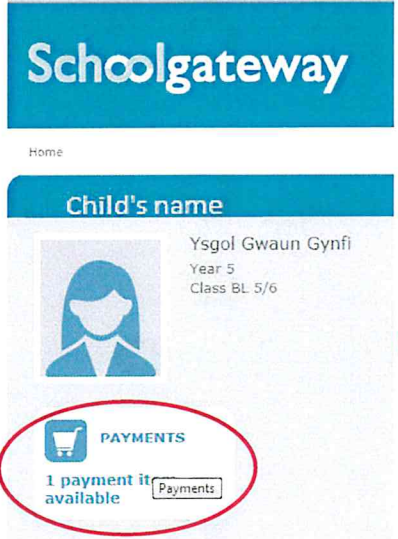
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### General Payments

To make a payment click on the 'Payments' icon on the homepage.

Click the **Add** button next to the item(s) you wish to pay for.

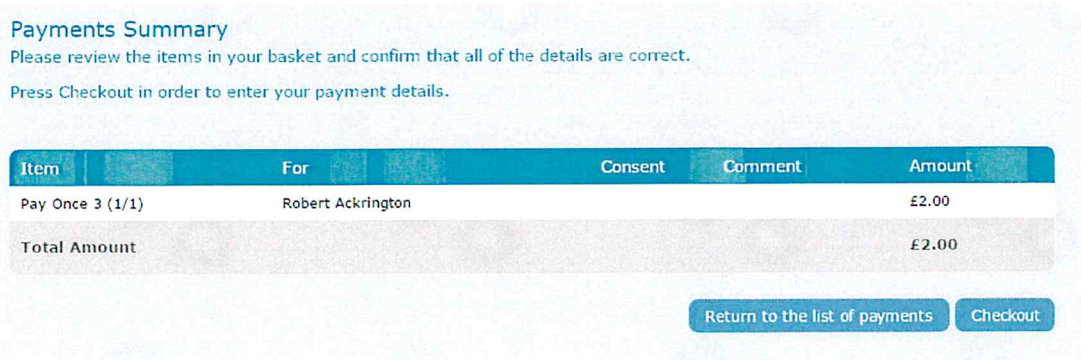


Note the amount you wish to pay in the 'amount' box then click the 'Add to Basket' button.

You may be required to give your consent e.g. for your child to go on a trip and / or enter your comment in response to a question from the school.



You can add more items to the basket by repeating the above and click 'view basket' then click 'Pay'. You will then receive a summary of your payments, like this





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## Option 1 - Setting up an Instant Bank Transfer (saving your bank details)

Enter your bank details once and these will be saved for future payments.

Click 'Checkout' then 'Instant Bank Transfer'

**PAYMENT METHODS** [x]

Please select a payment method

- Instant Bank Transfer**  
The easiest and fastest way to make payments to your school.
- Credit or Debit cards**  
Card payments cost your school more to process than Instant Bank Transfers.

Cancel

Provide your name, surname, address and bank details. Click 'Checkout' to finish.

You will have an option to pay with a debit or credit card at any time.

**About you**

Firstname: \* Alan  
Surname: \* Smith  
Address Line 1: \* The Castle  
City: \* Caernarfon  
Postcode: \* LL47 7FE

**Bank account details**

Account Holder Name: \* Alan Smith  
Sort Code: \* 12 34 56  
Account Number: \* 12345678

I confirm that I am the account holder and the only person required to authorize debits on this account

Your payments are protected by the [Direct Debit guarantee](#)

Checkout



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Click '**submit**' to confirm details.

This will confirm that you wish to set up Instant Bank Transfer. You can read the Direct Debit guarantee and you will also receive an email confirming that Instant Bank Transfer has been set up.

Once the Instant Bank Transfer has been set up, you will see a screen that gives you the chance to review your payment before proceeding. To proceed select **Make Payment** or to return to the basket to make any changes select **Return to basket**.

You will then see confirmation that the payment has taken place.

Please note when you make your first payment using Instant Bank Transfer it takes **4 days** for the funds to leave your account. After your first payment additional payments then take **3 days**, however **from the school's point of view money is credited instantly**.



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## Option 2 -Paying by Debit or Credit Card (entering your card details every time)

Enter your card details and cardholder information. To complete your payment, click the **Proceed** button.

To cancel the payment and return to Schoolgateway, click **Cancel**.

You may be redirected to a security screen. This will be verified by Visa or MasterCard Secure Code depending on your card type.

When your payment is authorised the transaction details will be displayed.

To print your summary click '**Print**'.

Select '**Complete Payment**'.

You will then return to the Schoolgateway page. You will receive an email confirming the details of your transaction.

To return to the list of payment items available to you, select '**Back to the payments page**'.



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## Payment History

You can see every payment you've made by clicking 'Payment history'.

You can change the dates if you're looking for a payment within a particular period of time.

To save a copy of your payment history click the **Download transaction history** button.

The screenshot shows the Schoolgateway website interface. At the top, there is a blue navigation bar with the Schoolgateway logo on the left and user information on the right, including 'Welcome, Carl Davies | Change PIN | Sign out'. Below the navigation bar, there are several menu items: 'HOME', 'PAYMENT HISTORY' (circled in red), 'ABOUT', and 'SCHOOL DETAILS'. The main content area is titled 'Payments' and contains a 'Payment History' section. This section includes the text 'View and download your transaction history.' and two date selection fields: 'Start Date: 13 March 2017' and 'End Date: 13 September 2017', both of which are circled in red. Below the date fields, there is a message: 'Please select a transaction from the list to view the payment details.' Underneath this message is a table with the following columns: 'Date', 'Time', 'School', 'School Member(s)', 'Payment ID', and 'Amount'. The table is currently empty, and a message below it states: 'No payment history items could be found. Please change your search criteria and retry.' At the bottom right of the page, there is a small footer with the text 'Schoolgateway v2.14.8 | Terms & Conditions | Privacy Policy | Cookie Policy'.



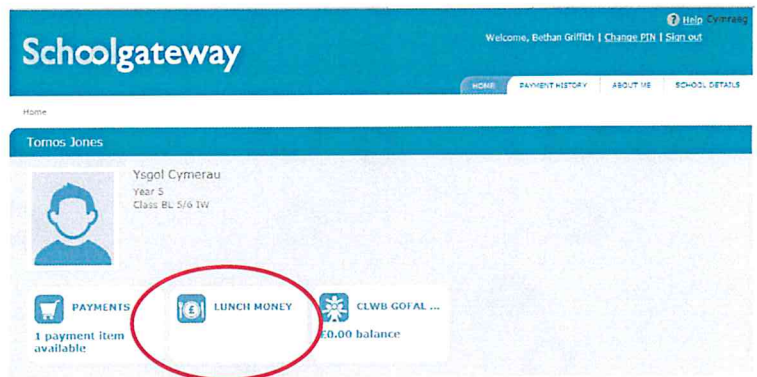


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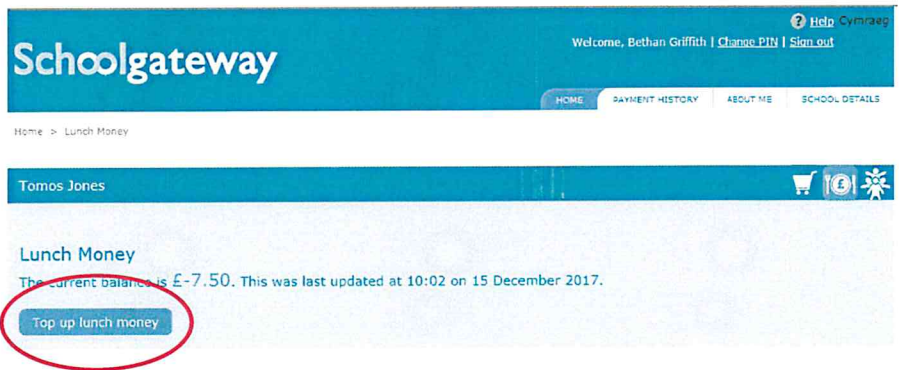
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## School meals payments

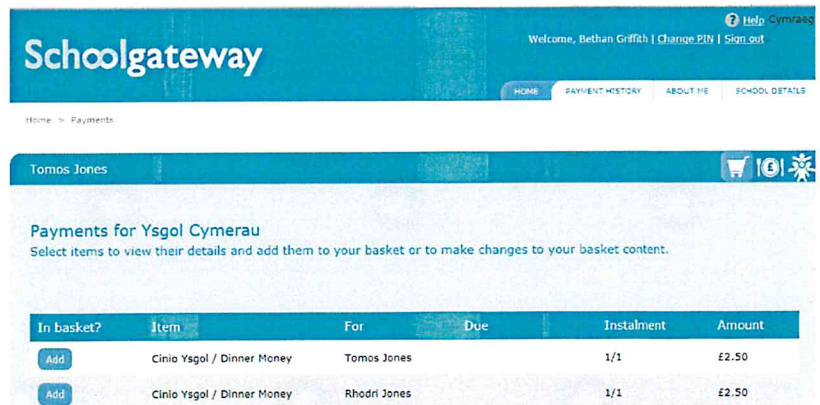
To make a school meals payment click on the 'Lunch Money' icon.



To add lunch money click 'Top up lunch money'.



Click **Add** to make a payment in the usual way.



**The lunch register will create a credit in your account if your child has been absent and a debit if your child has received lunch but payment has not yet been made.**



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## Clubs

To book and pay for a plac ein a club e.g. Pre-School Care Club, click on the **Club....**icon



This will enable you to choose the dates (in white) to book your child onto the club and pay for the club at the same time.

Home > Tomos Jones - Clubs

Tomos Jones

Clwb Gofal Cyn-Ysgol a chlwb Brecwast/Pre-school Care Club and Breakfast Club Grwp 1  
The current balance is -£4.00

Top up

Tomos is currently booked onto 5 future sessions.

Select sessions by clicking on the days below

SELECT ALL UNSELECT ALL BOOK SELECTED SESSIONS

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
11 Dec 2017	12 Dec 2017	13 Dec 2017	14 Dec 2017	15 Dec 2017	16 Dec 2017	17 Dec 2017
18 Dec 2017	19 Dec 2017	20 Dec 2017	21 Dec 2017	22 Dec 2017	23 Dec 2017	24 Dec 2017
25 Dec 2017	26 Dec 2017	27 Dec 2017	28 Dec 2017	29 Dec 2017	30 Dec 2017	31 Dec 2017
01 Jan 2018	02 Jan 2018	03 Jan 2018	04 Jan 2018	05 Jan 2018	06 Jan 2018	07 Jan 2018



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Click on the relevant date and choose the correct option i.e.

1. Pay for the 1st or 2nd child to attend the Pre-School Care Club
2. Book the child to receive the free breakfast only
3. If the child were the 3rd, 4th child etc, there will be a further option to book the child onto the Care Club at no cost (i.e. the discounted place)

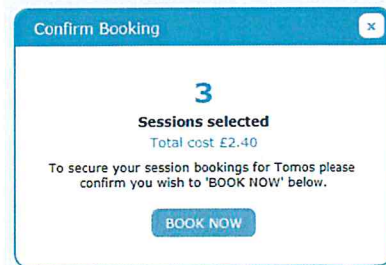


You will need to do this for each separate day if you do not click **SELECT ALL**.

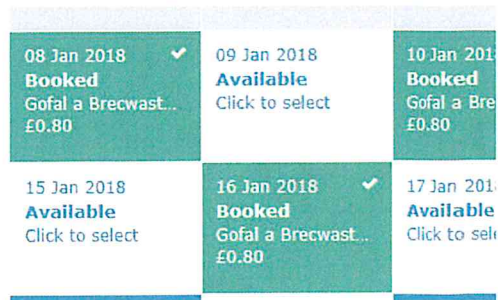
Every session that has been booked will turn blue.



You will receive a message to confirm the sessions and make a payment.



The sessions will then turn green as confirmation.





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## Changing your PIN

If you would like to change your PIN click '**Change PIN**' in the top right hand corner of the screen.



Enter current PIN.

Enter your new PIN and again to confirm it.

Select **OK** to save your new PIN.



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## Resetting your PIN

To reset your PIN, select the **Forgotten your PIN** link on the login screen.

Enter your email address and the mobile number that is registered with the school and select **Send PIN**.

A new PIN will be sent by text message to your mobile phone.



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## Problem solving

The payment system is now live for Gwynedd primary schools. Several schools are already using the system and some questions have been raised.

Here are answers to some of the issues that have been raised...

- **Difficulty creating a Gwynedd Council account**  
If you're having any issues on this page...

Contact **Gwynedd Council** through:  
[myaccount@gwynedd.llyw.cymru](mailto:myaccount@gwynedd.llyw.cymru)



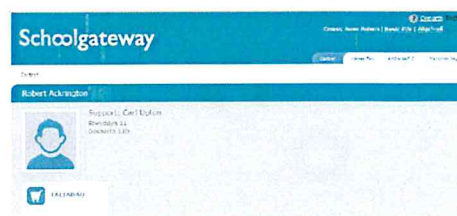
- **Difficulty accessing the Schoolgateway page**  
If you are having any issues on this page, contact your **Primary School**.

The **e-mail address** and **mobile number** you are using here must match the details your school have for you. Check with your school that the details are correct.



- **Your child's name or school name is incorrect in School gateway**  
If these details are incorrect...

Contact your **Primary School**.  
The school can arrange to correct these details on your behalf.



- **Absences** – If your child has been absent and you've already paid for his/ her lunch, discuss with your school what to do next.