



School Gateway Troubleshooting and FAQs

Problem	What to try / solution
I didn't receive a PIN (via SMS)	Check that your phone number is correct in the school's record. Then try "Send PIN" again. If still no PIN, contact the school.
"Details don't match / cannot register" error	The email or phone you entered doesn't align exactly with what the school has on file. Confirm with the school and try again.
Forgotten PIN	Use the " Forgotten PIN " option on the login screen. It will send you a new PIN via SMS.
Account locked (due to multiple failed logins)	Wait the lock period (often 1 hour) and then use Forgotten PIN to reset. If locked for 24 hours, contact the school.
Can I install the app on more than one device?	Yes. But logging into a second device may log you out of the first.
Not seeing all my children	All children will show if your email + mobile number match exactly what the school has for each child's record, and all schools use School Gateway.
I'm not getting notifications	Make sure app notifications are enabled in your phone settings (for iOS and Android).
What if I change my email address or mobile number?	Inform the school so they update your contact details in their system, this must match what you use to log in.