ONLINE SCHOOL PAYMENTS GUIDELINES

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

Contact us if you have any problems at this stage- fynghyfrif@gwynedd.llyw.cymru

After signing in click on **'Pay for a service'**

After signing in click on **'Pay your school'**

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Make sure that this number matches the mobile number your school has for your child.
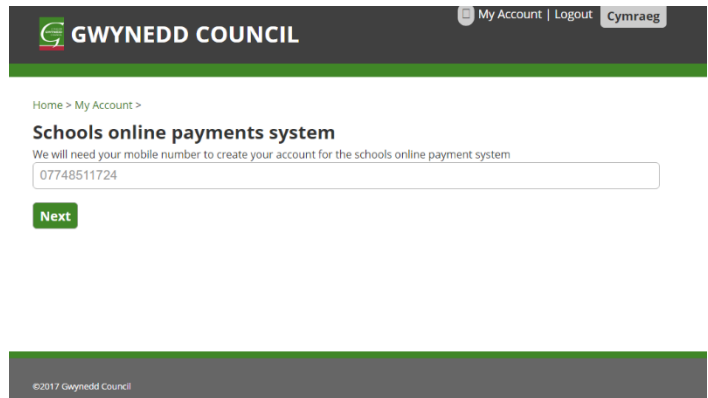
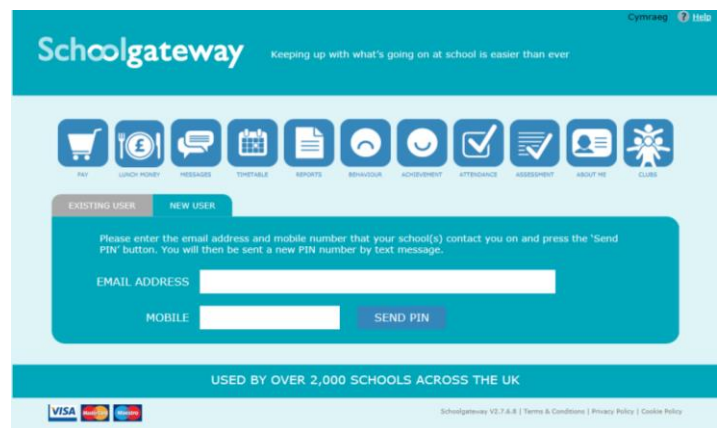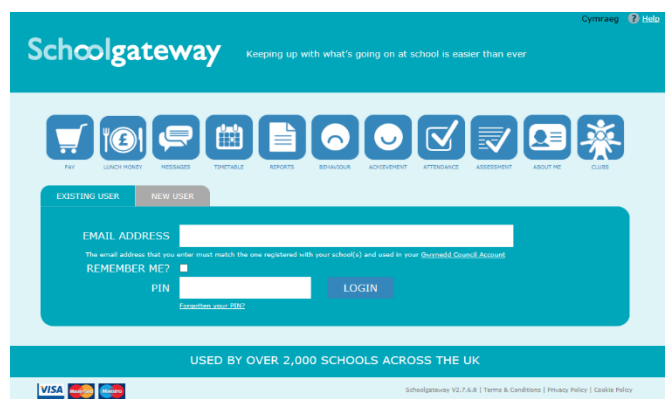You are now on the Schoolgateway page.

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.
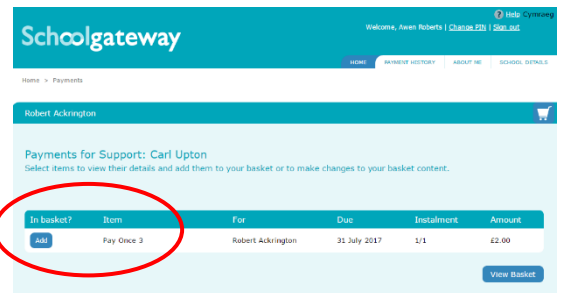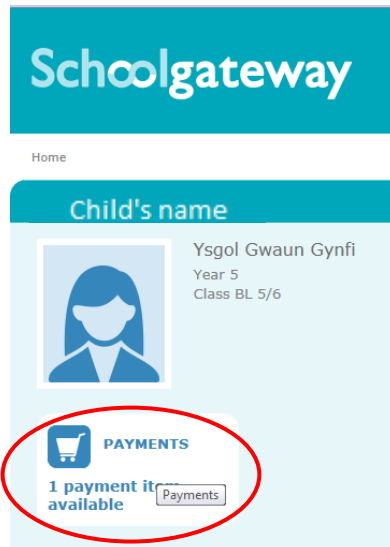
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General Payments

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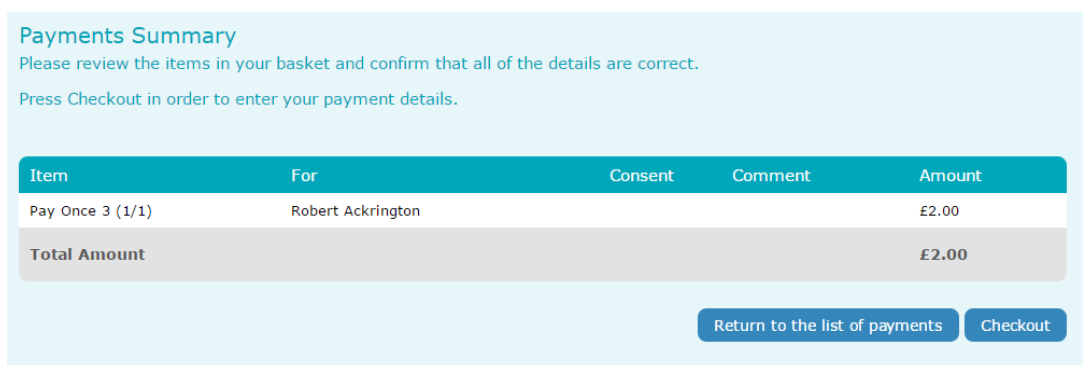
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Option 1 - Setting up an Instant Bank Transfer (saving your bank details)

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

Click '**Checkout'** then '**Instant Bank Transfer'**

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.

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**.

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'**.

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.
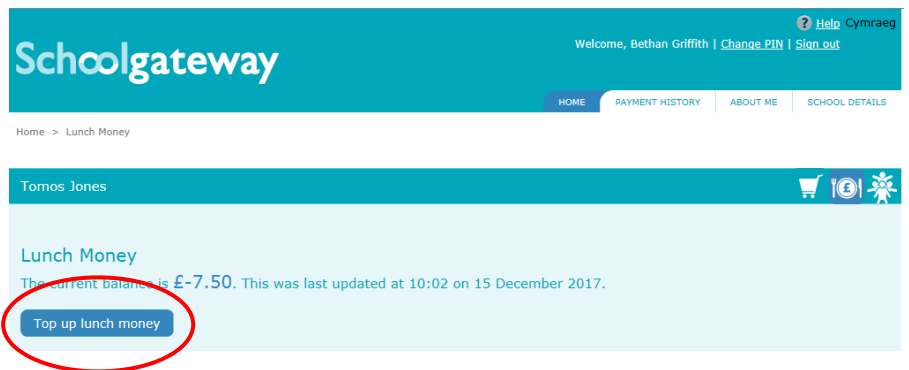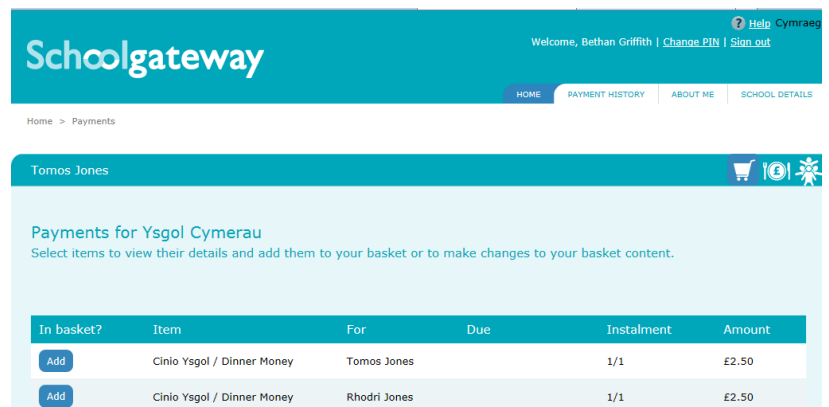
School meals payments

To make a school meals payment click on the '**Lunch Money'** icon.
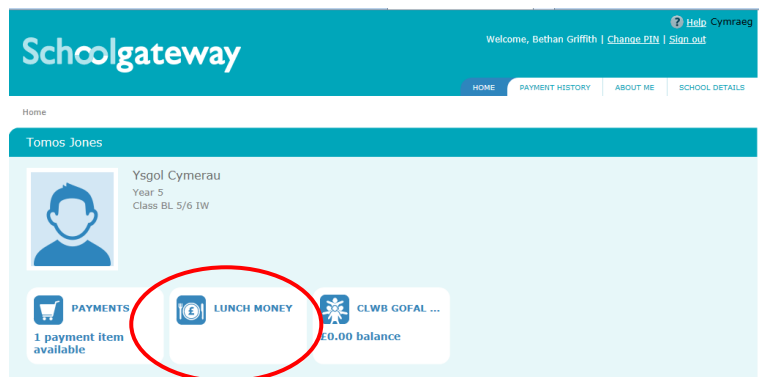
To add lunch money click **'Top up lunch money'**.

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 anable you to choose the dates (in white) to book your child onto the club and pay for the club at the same time.
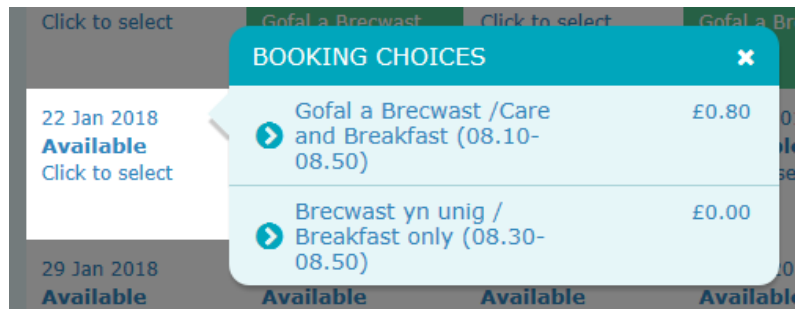
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Click on the relevant date and choose the correct option i.e.

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, 4rth child etc, there will be a further option to book the child onto the Care Club at no cost (i.e. the discounted place)
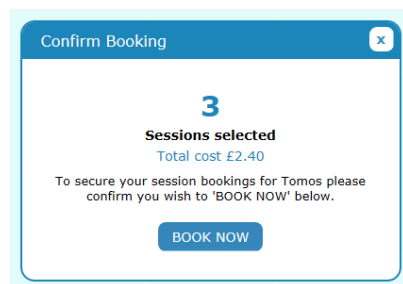
You will need to do this for each seperate day if you do not click **SELECT ALL**.

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.

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.

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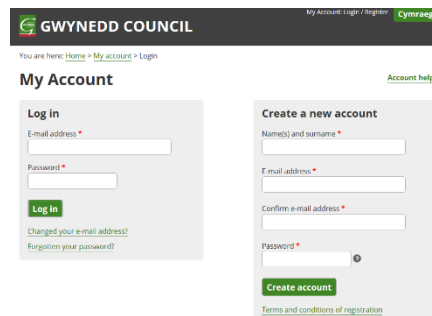
- **Difficulty accessing the Schoolgateway page**
  If you are having any issues on this page, contact your **Primary School.**

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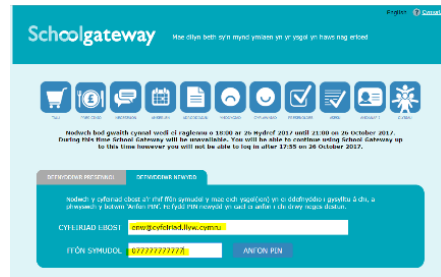
- **Your child's name or school name is incorrect in School gateway**
  If these details are incorrect…

  Contact your **Primary School.**
  The school can arrange to correct these details on your behalf.
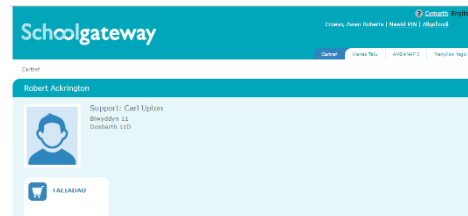
- **Absences** – If your child has been absent and you've already paid for his/ her lunch, discuss with your school what to do next.