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Afterschool & Breakfast Care

Using the Online System

Contact

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Craven Children's Holiday Club Limited

Craven Children's Club

We use **School Gateway** to book and pay for sessions.

This means that you will be able to make online bookings and pay via the School Gateway smartphone **APP** or on the **website**.

How to download the APP:

1. Go to the APP store on your Smartphone and search SchoolGateway. When you locate the correct APP download it to your phone.



Schoolgateway

2. Using the email address and mobile phone number you have given to school, log into the APP. The number and email address will belong to the person who was identified as the main carer on the school enrolment form.

Then a four digit pin number will then be sent to your phone - this will be your pin.

3. From there you can book your child onto Breakfast Club or Afterschool Club sessions.

4. After your child/children has been booked onto the sessions you need to pay immediately; sessions must be paid for before they are used. Any sessions not used will be refunded when the registers are updated.

5. If you have any problems accessing the system please see a member of staff immediately - children **MUST BE BOOKED ON VIA THE APP**.

Please note: if the system will not let you log onto the APP please try the phone number and email address of your child's other parent or

contact the school.

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Booking sessions using the website:

1. Go to www.schoolgateway.com



2. In the middle of the page there will be this box with two tabs at the top which say: Existing User and New User. Click on the New User (Red Arrow above)

3. You then need to fill in the email address and phone number which the school has on record for you. Then the system will send you a text message with a four digit pin.

4. Now click the Existing User box and log in.

Tip: keep the message on your phone and then you don't need to remember your pin.

Making Payments:

When you log onto the APP or the website the clubs you can access will be shown:



Your balance will be shown in blue. Please note **YOU CANNOT BOOK A SESSION WITHOUT CREDIT.**

To book your child/children onto a session click either the afterschool or breakfast club and the available dates will be shown.

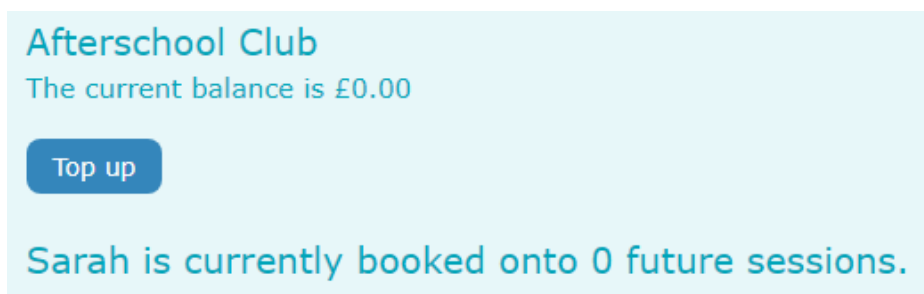
Please be aware that you **cannot cancel sessions online.**

If you want to cancel a session then please tell a member of the Afterschool or Breakfast club. This is to ensure all children are accounted for whilst in the club.

When you book a session you will be automatically charged. If you do not use the session then the cost deducted from your account will be automatically refunded each evening.

How to make a payment on the website:

1. When you want to make a payment there are two ways you can do this.
Either click on the Top up button



or you can click onto the basket symbol in the right corner



2. You can then add different amounts into your basket, e.g. £20 for afterschool club and £30 for breakfast club, and pay for the basket

altogether at the end.

This is really useful if you have more than one child at the school as you can add all the different sessions and pay altogether at the end.

If you want to pay using the APP you first need to set up your card details on the website which will then link to the APP. Once you have register your card on the website you can use the APP to make payments.

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Frequently Asked Questions

1. I cancelled my child's last session but I have still been charged on the system. What do I do?

A member of staff in the club will alter the registers each evening and this will create an automatic refund of the cost.

2. I am really bad at using online systems can my child just turn up for the clubs?

Unfortunately, we cannot allow children to turn up unexpected for the clubs as it is a serious breach of safeguarding. If you cannot use the system just ask one of our helpful members of staff to add your child onto the registers when you pick them up.

The member of staff will be able to add your child/children to the register on the club's computer.

3. I use childcare vouchers from work - how do I use them through the online system?

Book your child/children onto the clubs as usual. When the vouchers have reached our bank account I receive an email. I will then put a manual payment onto the system and within two days it will show on your account.

4. I want to pay with money, a cheque or directly into the club's bank account. How do I do this?

Exactly the same as question 3. If we receive money or an online

payment, I will manually add this to your account and it will show within two days. Please be aware that manual payments are dealt with weekly so there may be a slight delay in the payment appearing on the system.

5. I have paid all the outstanding balances but when I go onto Top Up it is saying I owe £4.25 on the Breakfast Club and I have never accessed this childcare provision.

When you pay money into your account it is called Topping Up. This amount is just showing the minimum amount you can Top Up your account with. If you are in debt the amount would be in red lettering with a minus sign at the front.

If you have any problems using the system or are worried about anything then please contact a member of the team.

Thank you.