Gateway change request form

User guide

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Change Request Form

- The change request form allows parents to check the data stored in the Gateway about them and their children and then request changes to be made online.
- Changes are *not* made automatically. This is to ensure that:
  - The school is aware of changes
  - Data entered makes sense
- Information that can be changed:
  - Family contact information
  - Student emergency contact information
  - Medical information
- Parents of year 6 students may also use this section to apply for year 7 places in ESF secondary schools.

Parents

- Login to the Gateway.
- Choose **admin – change request**.
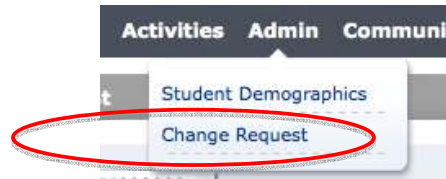
- If the parent has more than one child they can select them from the drop down box

- There are a number of forms to choose from.
  - Family contact – changes made here will apply to all children in the family
  - Student emergency contact – applies to the selected child only.
  - Medical information – applies to the selected child only.
  - Transfer application for year 7.
- The options available will depend on the child selected.

Family contact

- This is for changing family contact details. This form cannot be used to change other information.
- If the parents have more than one child at an ESF school this information will apply to **ALL** of them.
- Check the button next to *family contact* then click on **go**.

General information

- The top part of the form shows details about the student that cannot be changed.

Guardian details

- In this section you can enter contact details.

- You must enter at least one phone number for each guardian.

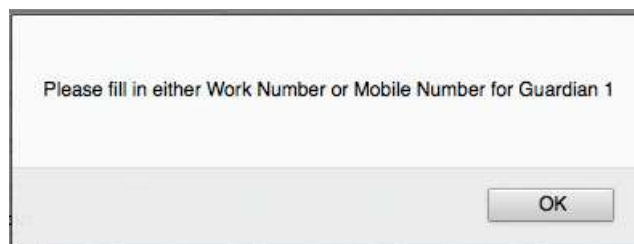- The final section is for the family address. If the parent wishes to change this the school may require proof of address to be provided. This can be done by attaching a document using the *browse* button.

Complete form

- When the form is complete click on the submit request button at the bottom of the page.
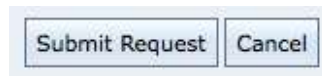
- if any required data is missing a message box will pop up.

- Once everything is satisfactory the form will be submitted for confirmation.

- Changes will be shown in red.
- If there are mistakes click on **go back and edit** at the bottom of the page.

- Once everything is correct click on **confirm**.
- This will return you to the change request start page. Family contact will be disabled with a message to say that a request has been submitted.

Student emergency contact

- This is for changing family contact details. This form cannot be used to change other information.
- If the parents have more than one child at an ESF school this information will apply to the selected child **ONLY**.
- Check the button next to *family contact* then click on **go**.

Emergency contact

- The emergency contact is for contacting people other than the guardians.

Student contact information

- Enter the student's mobile number.

Completing the form

- As with the family contact form when you click on submit request you will then have a chance to check the information you entered is correct.
- New data is on the right hand side of the form in red.

- If you need to make further changes click on **go back and edit**.
- Once you are satisfied the information is correct click on **confirm**.

Medical information

- This is for changing medical information.
- If the parent has more than one child they should select the appropriate child.
- Check the button next to *medical information* then click on **go**.

○ Family Contact
○ Student Emergency Contact
● Medical Information

Go

General information

- As with the other change requests the page starts with general information that cannot be changed.

Change Request – Medical Information

BICK000008 BICK000008 (11D)

Preferred Name	BICK000008	Gender	F
Surname	BICK000008	Age	15 years 6 months
First Name	BICK000008	Date of Birth	27/02/1996
Second Name	Hui Jun	Student's Mobile Number	852 9193 0000
Official Full Name	BICK000008	Email	BICK000008@gmail.com
Hong Kong ID.	R640XXX(X)		

School

Academic Year	Y11	Roll Group	11D
Tutor Group		House	Da Vinci

Personal information

- This section allows you to change details such as nationality and ID number.

Personal Information

Hong Kong ID. *	R627XXX(X)
Passport Number *	BAG4XXXXX
Nationality by Passport	
Upload proof document if the above items are changed (copy of HK ID card or passport)	Browse...

(Passport numbers are required for all students not in possession of a Hong Kong I.D. card. This data is required for the use of emergency helicopters or other related government service providers.)

- If you make a change you may need to attach proof. Click on browse to select and attach a supporting document.

Contact information

- Scroll down and you will see contact information.
- There is a section for family contact…

- …and for emergency contact.

Medical information

- Scroll down further to find the medical information sections.

- There are boxes for five medical conditions. You can select the condition from the drop down boxes and enter any other information as necessary in the text box.
- Asthma and allergies are dealt with in later sections.

Immunisations

- The next section asks for information about immunisations.
- If you click on yes you will need to enter the date, or approximate date, of the immunisation.

- Any vaccinations not covered may be entered in the **others** section.

Allergies and asthma

- These sections default to *no*. As soon as you choose *yes* the box will expand to allow more information to be given.

Other medical conditions and medications

- The next two sections also expand when you click on **yes**.

Water safety and dietary information

- The final sections relate to the child's safety around water and dietary information.

Safe in and around water

Is your child a confident swimmer? *	Yes ○ No ◉
Can your child keep afloat in water? *	Yes ○ No ◉
Can your child swim at least 50 metres fully clothed? *	Yes ○ No ◉

Dietary Information

Please outline any special dietary requirements of your child and how best they should be catered for

Requires at least one big mac every day

Completing the form

- Click on **submit request**.

Submit Request Cancel

- If you have failed to enter required values messages will appear on the screen to remind you to do so.
- Once complete the changes you have made will be shown for you to check.
- The page will show existing values on the left and new vales in red on the right in red.

Declaration

- At the bottom of the screen you will need to complete the declaration.

- Check the **confirm** box and select the **parent** from the drop down box.
- Click on **confirm** to finally submit the form – or choose **go back and edit** if you still need to make changes.
- Once confirmed you will be returned to the starting page. You will see that the medical information button is disabled pending the change being confirmed by the school nurse.