OUR LADY & ST. BEDE
CATHOLIC ACADEMY

Many thanks for your continued patience with the problems experienced when trying to make online payments using the new My Child At School App (MCAS) that was launched this term.
The MCAS App will be used across school for;

- Online Payments
- Clubs, Trips and Wraparound Care Bookings
- Messages from school (These will be sent as an App notification so please make sure you have notifications turned on for MCAS)
- School reports
- Data Collections and Parent consents

The supplier "Bromcom" has been making updates over the last week and payments are now being processed as expected. However there are a few people who were still reporting issues of not being able to make payments over the last few days and as a consequence a new version of the App was released last night to resolve this problem.

You can update the app by doing the following… Go to the App / Play store on your phone, search for "My Child At School" and you will see a button like in the picture below where it will say "Update", tap update and it will update your App to the latest version.
You may have "Auto Updates" enabled for your Apps and you may not have the update button. In this case your App may have already updated. The old app wont let you log in, so if you are presented with a log on box you know the App is updated.

If you are yet to download the App you can download it from your App / Play store by searching for "My Child At School" and tapping install – Use the account the school has set up for you, if you haven't yet activated your account please speak to the school who will set this up for you. (please make sure you allow notifications when setting up the MCAS App)
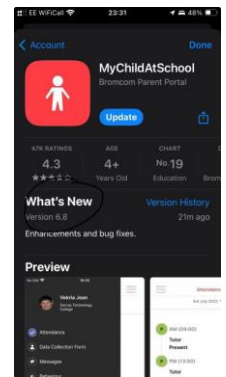
If you are still struggling with making payments after the app update please could you delete any card details you may have saved. The system needs you to enter the card details again like you haven't used the system so any previous cards need to be cleared.
If you are struggling to log in or have forgotten your password, you can reset this without speaking to the school by visiting https://mychildatschool.com/ and clicking the "reset password" this will then send an email to you with a link to reset your password. This link will only last 4 hours so please do it when you are in a position to reset. (the password reset email may appear in your Junk/Spam folder so please check this if you think you haven't received it)

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Bishop Hogarth
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