mychildatschool.com
Frequently asked Questions

Over the first few weeks of school we have had enquiries about these regular issues from parents so have put them together as a FAQ document.
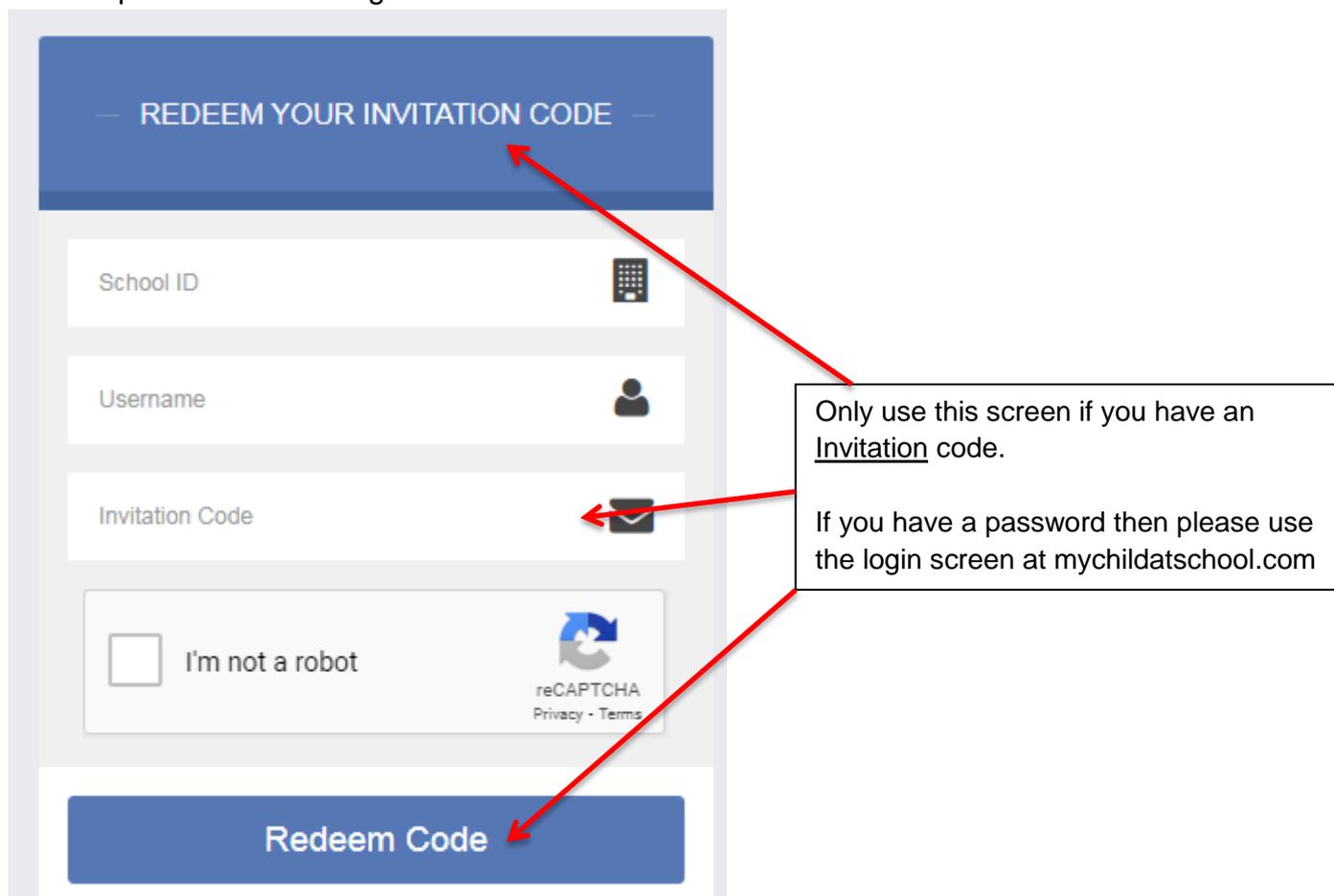
What is the School ID
Astley is 12268
Whytrig is 12269
Seaton Sluice is 12270

How do I get a MCAS account
Contact the school office and they will get an account setup and emailed out to you.
When we setup your account you should get an email from us with an invitation code. You need to check Spam too in case it goes in there. Follow the links in that email to this form

REDEEM YOUR INVITATION CODE

School ID

Username

Invitation Code

I'm not a robot
reCAPTCHA
Privacy - Terms

Redeem Code

Only use this screen if you have an Invitation code.

If you have a password then please use the login screen at mychildatschool.com

This screen is **only** used if you have an invitation code. When you click on Redeem Code the next screen will ask for you to enter your email address and create a password. It will then move you on to the next screen which is the login screen mychildatschool.com

PARENT LOGIN

School ID

Username

Password

☐ Remember School ID and Username

Forgotten Login Details?
Redeem Invitation Code?

Login

v5.2020.7925.38902   Powered by **Bromcom**

Use this screen if you have been issued with a <u>password</u> or created your own <u>password.</u>

Please note that an invitation code will be something like 19A43E4E45 and is not to be used as a password.

Complete the details above and Login. You will be able to see a ranger of information about the student.

Please use the website to setup your account. It is not always successful if you try to do it direct through the App. Once you setup your account and login the first time, you will be asked to authenticate your email address.

How do I get the APP
If you go to the Google Play store you can download version 5.9.2 of the MCAS app or in the Apple App store you can download version 5.7 of the MCAS app. Please make sure you keep the App version current. Version numbers listed here are current Sept 2021

I don't get any notifications
We have found that not every device activates notifications when the App is setup.

To check you can go to
Settings > Notifications > MyChildatSchool….. Make sure "allow notifications" is on and that a sound has been applied to it and that "Sound" is switched on.

I have children in 2 different schools.

For data protection reasons Bromcom does not allow the website to show different schools from one account. To see information for child A, login to school A and look at the information then logout and to see information for child B, login to school B and look at the information.

If you have 2 children in the same school then you will be able to see them both on the one login. If you don't see both children from the same school get in touch and we can check they are both connected together in our systems.

In the APP you can link two children from different schools together. Login using details for child A and then go to the image of "Delaval Hall" and in the screen that appears click the + button and then add in the details for child B and you can now flick between the schools. Again two children in the same school will both appear under the same login.

I have forgotten my password

At the login screen there is a Forgotten details button which then allows you to request an email with links to change password or get username and password. **You must use the email address we have on record for you.**

You can also contact us and ask for a password reset and we can send out the same email as above.   The emails will come from no-reply@mychildatschool.com so please keep an eye on your spam in case the webmail goes there and the link only lasts 4 hours.

Slowness of APP

This was reported by several parents. We are aware of this and have reported it to Bromcom who will look at the issue

How does messaging work from school

What format do messages take?
When we send out a message it may go as an email or it may go as a text message. If you have the APP then the system will try and send the message to you through the app first but if that is not possible you will get it as a text or email.

Who gets the messages
Depending on the message, we would normally send it to Priority 1 and 2 contacts. If you find "Aunty Mary '' is getting the messages but she's only down in case the child is sick and doesn't need to know about school life then please contact us and we can change the priority on that contact. Even if a contact doesn't have a MCAS account they will still receive texts and emails if they are a priority 1 or 2.

Who can have MCAS
We have issued MCAS accounts to Priority 1 parents in the first instance, but are able to create accounts for Priority 2 contacts as well.

What information can MCAS give me?
This does vary between the 3 schools but will show a variety of information such as
- Paying for trips and clubs,
- Adding dinner money to the cashless catering account
- Viewing what the child has bought at school for lunch (web version only at the moment)
- Viewing timetable information including exam timetable where relevant
- Book for Parents evenings
- Any merits, demerits and detentions will be displayed as well as any subject or behaviour reports your child may be on
- Attendance to lessons is displayed
- Messages from school and if you use the + you can send in messages to school to report an absence or raise a concern or just inform us of something that may influence how your child will be today.

Can I see what my child has had for lunch
The MCAS APP will allow you to see the balance for your child's cashless catering account and you can also top up the account from here too however the App will not allow you to see the breakdown of what your child has bought. This detail is available if you log into the website mychildatschool.com with your account details. Bromcom are working to bring this information to the APP but don't have a timeline for this yet.

General pointers
We need a unique email for each parent who will use MCAS. We have several parents on the system without an email address or who are sharing a partner's address.

Please keep us informed if you change your email address or any contact details for that matter. Messages were sent at the end of the Summer break to registered email addresses about covid testing and parents were telling us that they didn't know about it and when we checked the system it

was discovered that the message had been sent to an old email address that was no longer used and we had not been told of the new address. Later in the term we will issue a data collection sheet - please ensure this is checked and returned so we can have up to date contact details etc.

How can I update contact details

In MCAS there is an option for Data Collection Form which allows you to change certain bits of information for either the child or the contact who logged in. If you need to change details for an alternative contact then you will need to contact the school direct.

You can update email, phone, address and if you are a contact you can indicate if you are a member of the Armed forces. These changes are sent to the school who will approve or decline the changes and may contact you about them if necessary.