MyChildAtSchool (MCAS)

Parent Guide

Contents

Introduction

This guide looks at accessing both the web and app view of **MCAS** for a parent with an **existing MCAS Account**

For more guidance on **MCAS** for parents please click on this link.

The example screenshots in this guide are for **illustration purposes only** and may differ from your view as your school configures how your **MCAS** Dashboard looks. In the example screenshots for the app where the iOS(Apple) app view is different to the android app view we have shown examples.
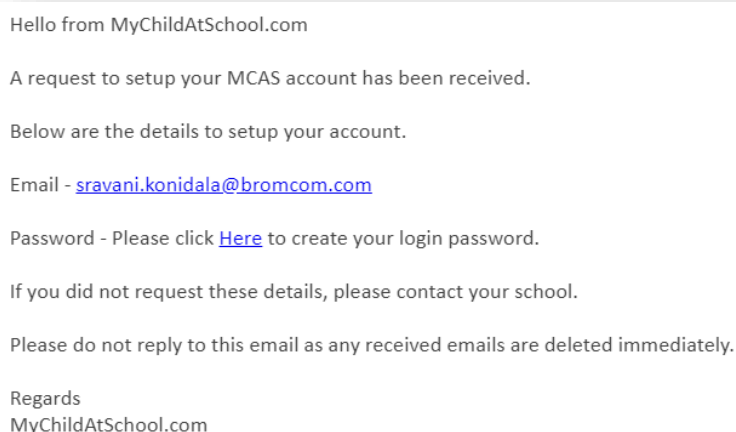
The **MCAS Login** process enables parents to log into the **MCAS** online parent portal using an **Email Address.**

- In the example parents have **MCAS** accounts across multiple schools then they will be able to view those **Students MCAS** accounts in one place without the need to enter individual **School IDs** and **Usernames** for each **Student.**
- Parents will need to use the **Email Address** registered with their **MCAS** account and current **Password** (Recovery Email Addresses have been linked to the Password and will also work).
- I**f** parents have multiple **Email Addresses** registered to their **MCAS** accounts - all **Email Addresses** (including the Recovery Email Address if they have one) will allow them to **Login**
- Forgotten **Email Address**? - Contact your school who will be able to help.
- Forgotten **Password**? - Use the **Reset Password** link in the **Parent Login** screen or follow the instructions in How to reset your MCAS Password in this guide.

New Accounts

Parents will receive an email from the school with a link to the **Parent Login** screen , then Parents will click **Here** to open the **Create Your Password** screen.

Example Email

Hello from MyChildAtSchool.com

A request to setup your MCAS account has been received.

Below are the details to setup your account.

Email - sravani.konidala@bromcom.com

Password - Please click Here to create your login password.   .

If you did not request these details, please contact your school.

Please do not reply to this email as any received emails are deleted immediately.

Regards
MyChildAtSchool.com

Parents will **Enter Password** and **Confirm Password** then click **Create Password**. Then continue to the next section
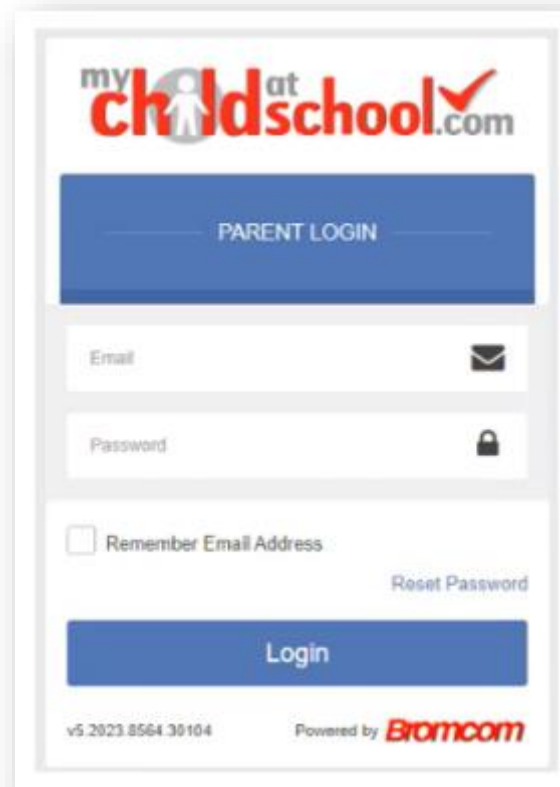Logging in to MCAS New and Existing Accounts

Logging in to MCAS New and Existing accounts

- From within the web browser type **www.mychildatschool.com** or access the **MCAS** mobile phone app, this will open the **Parent Login** screen.
- Enter your **Email Address** and **Password**. Use the **Email Address** registered to the **MCAS** account and the **Password** to **Login**.
- Click on the **Login** button.
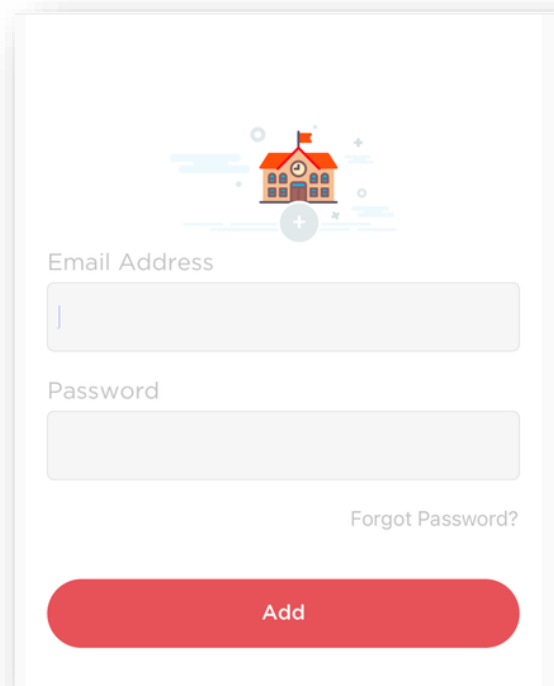- **Login** to the **MCAS** account and see all **Students** linked to that **Email Address**.

Note: Parents should contact the school if they receive the message *Incorrect Email Address or Password*.

Web Login

App Login

If parents have more than one **Profile** using the same **Email Address**, a popup will appear, select the **Profile** they wish to use to continue to the **Dashboard**.
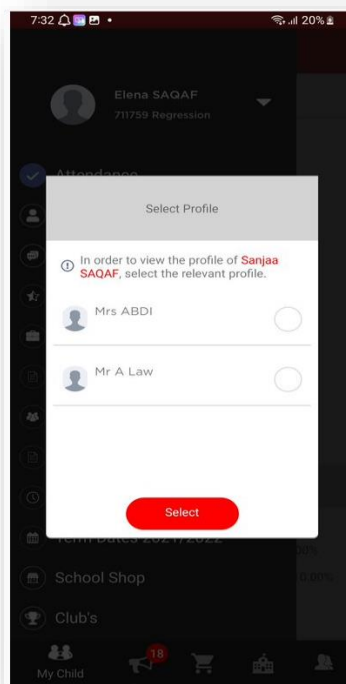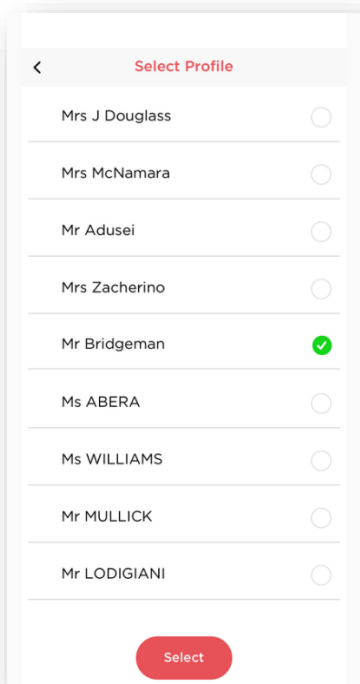Students associated with each **Profile** are displayed on the right-hand side.

Note: Hover over the student icons on the right hand side to see the student's names associated with each **Profile**.

Web Pop Up to choose Profile
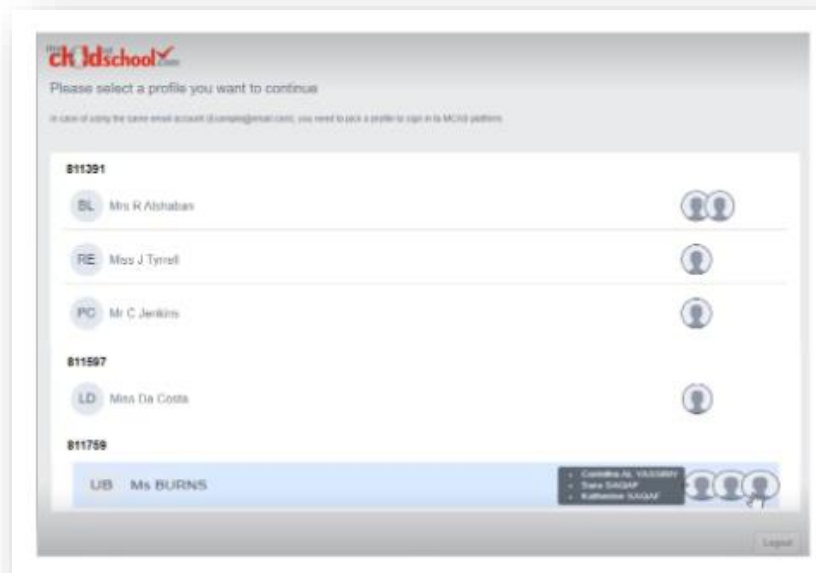
App Pop Up to choose Profile: iOS and Android

The **Dashboard** will open for the chosen **Profile**

How to select the MCAS Dashboard

The **MCAS Dashboard** allows parents to view multiple **Student MCAS** accounts in one place.

All **Students** linked to a parent account will appear in the top left dropdown in the **Dashboard** with **School** and **Student Name**. This dropdown allows parents to switch between different **Student** accounts.
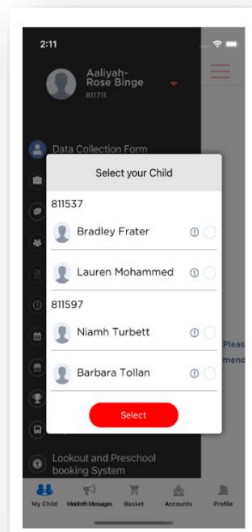For the MCAS Desktop view in the example image below this shows the selected **Student** in Red.

Web Select the Student
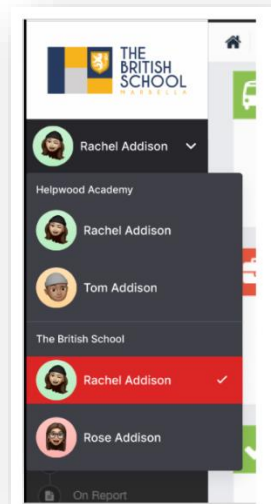
For the App click on the required **Student** and click Select
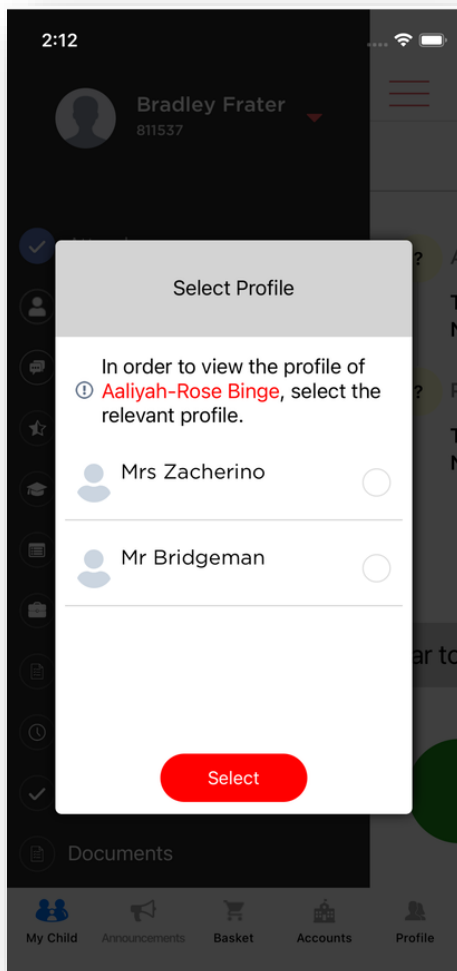
App Select the Student

Note: Parents will see **Students** who are viewed by a different **Profile** who share the same **Email Address**. If parents click on those **Students,** they will get a message **In order to view the profile, select the relevant profile**.
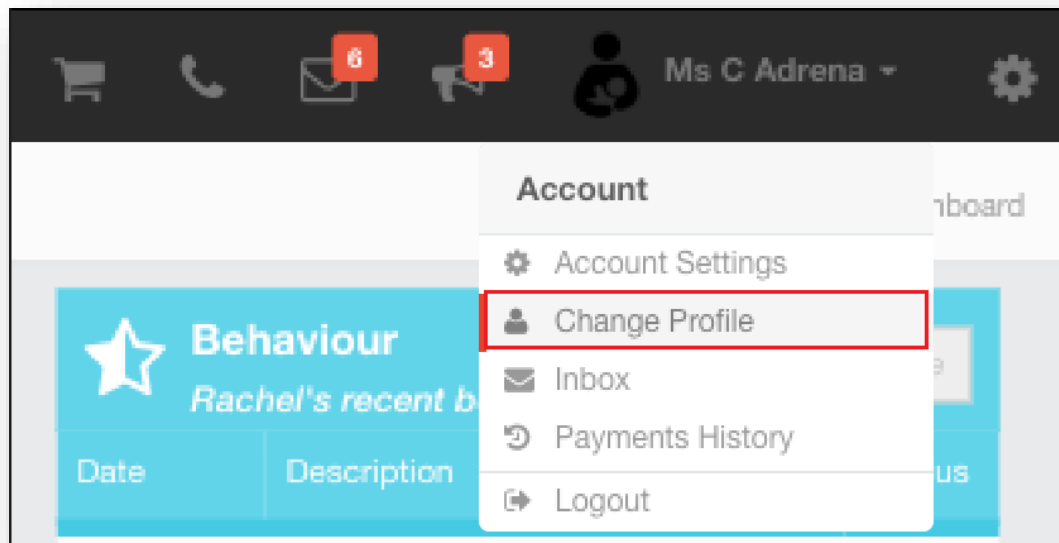
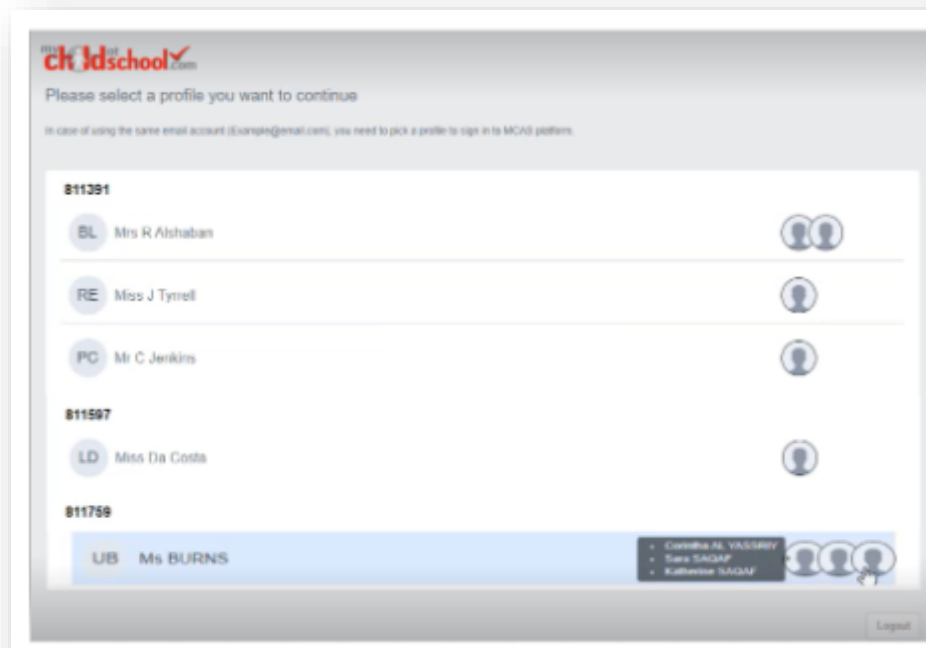**Web Change Profile**
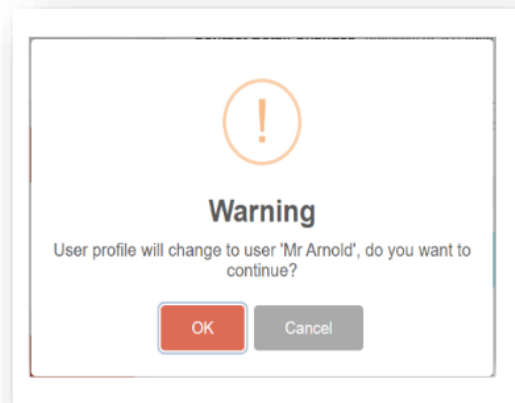
App Change Profile: iOS and Android
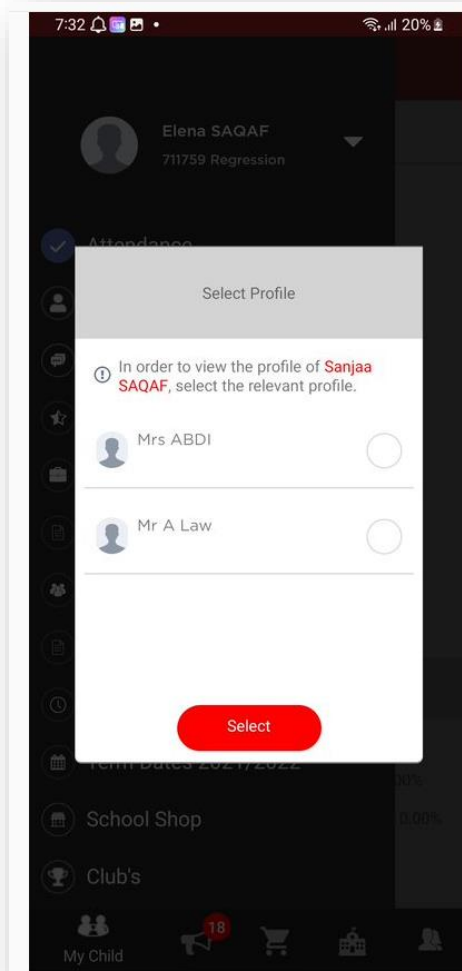
How to change profile

Click on **Account** in the top left-hand corner of the online parent portal and select **Change Profile** from the dropdown menu to change **Profile**.
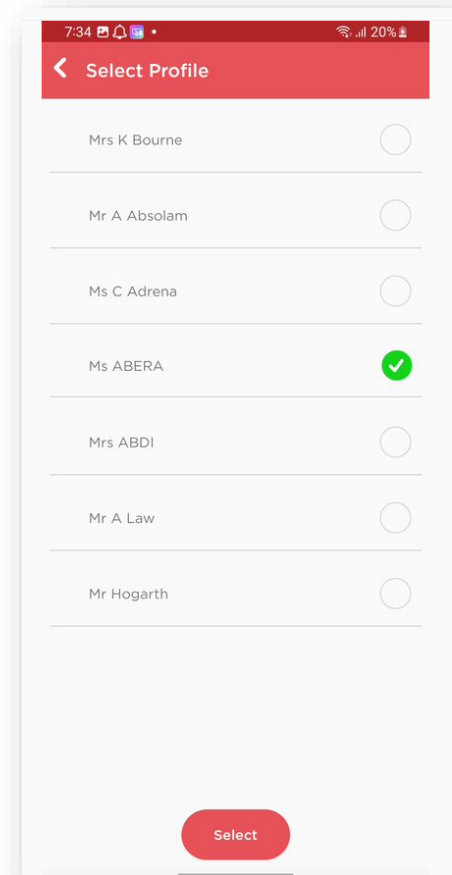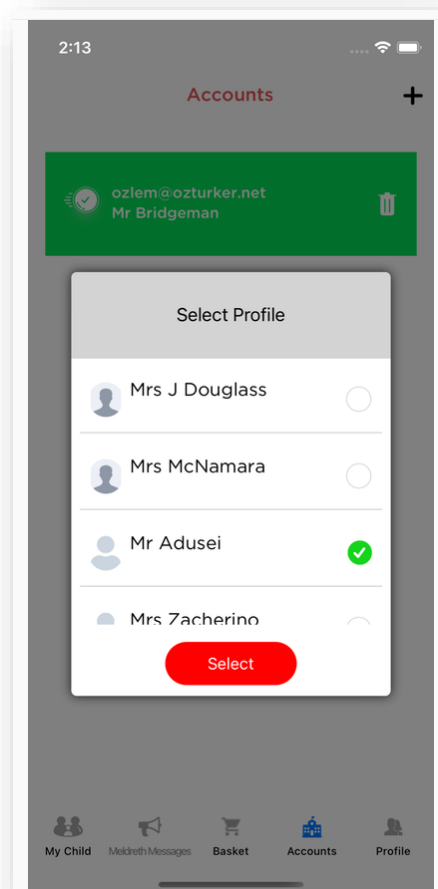

The **Profile** popup opens, select a **Profile,** and click **Change Profile**

Web Change Profile

App Change Profile: iOS and Android

How to toggle between student accounts

Parents can toggle between different **Students** when viewing a page from the panel on the left-hand side. Click on **Timetable** (for example) in the left-hand panel and then toggle between **Students** using the **Student Name** dropdown to switch between **Timetables** for each **Student**.

The pages for each **Student** will retain the colour coding set up by their school.

Students attending multiple schools

If a **Student** attends multiple schools - the **Homework**, **Exams** (Results and Timetables) and **Timetable** pages will show the data for all schools merged together.
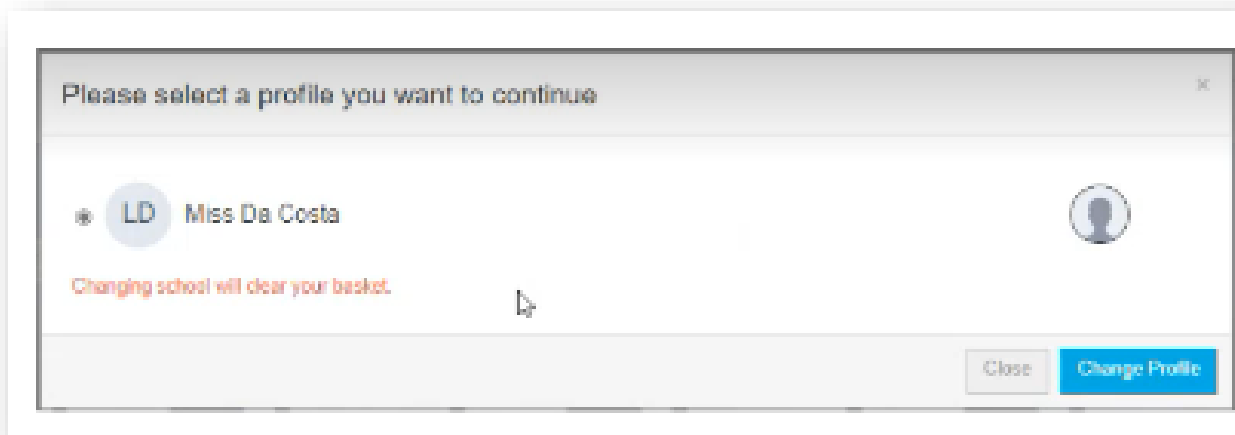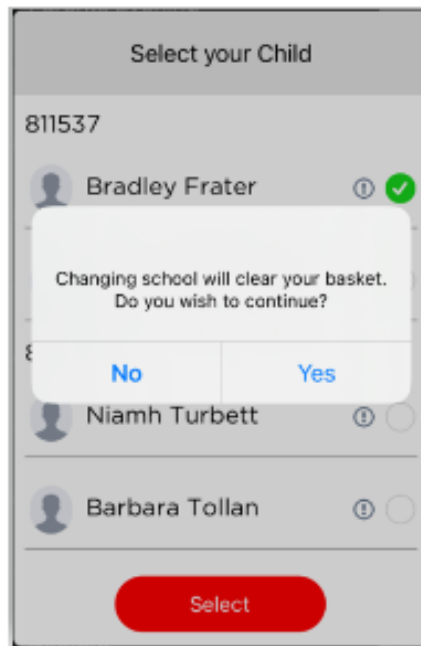

Shopping basket

If there are any items in the **Shopping Basket** and a parent switches to a student who attends a **different** school using the dropdown in the **Dashboard**, a message will appear **'Changing school will clear your basket**. **Do you wish to continue?'**.
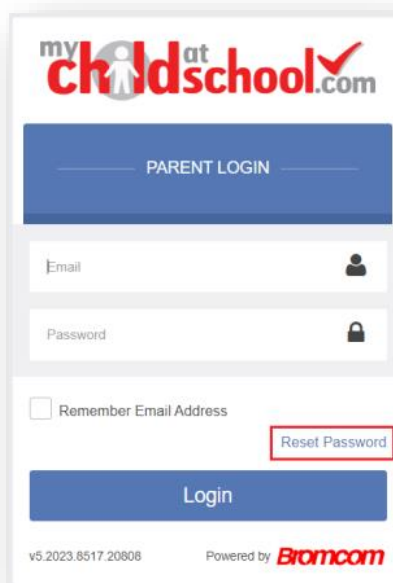
Web Message
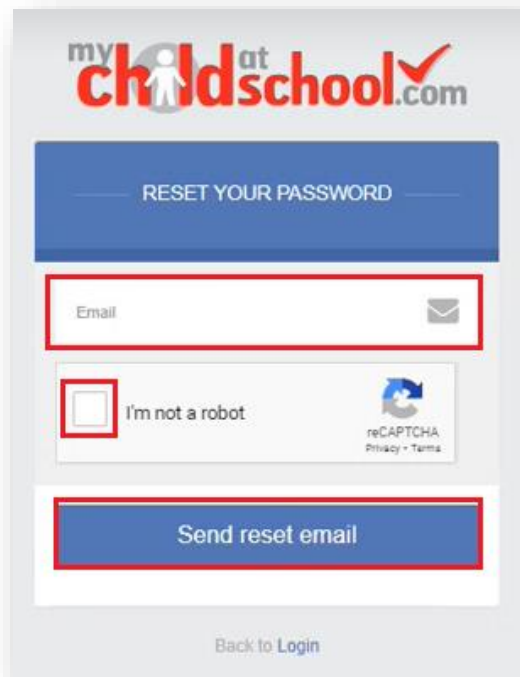
App Message

How to reset your MCAS password

The following process shows parents how to reset the password for their **MCAS** account

- From within the web browser type **www.mychildatschool.com** or access the **MyChildAtSchool** mobile phone app, this will open the **Parent Login** screen.

- Click on the **Reset Password** link.

Parents will be asked to **Reset Your Password**.

- Enter the **Email Address**, this will be the **Email Address** that the school uses to contact the parent.
- Tick the **reCAPTCHA** box.
- Click on the **Send reset email** button.

Parents will receive an **Email** containing a **Reset Password** link.

Hello from MyChildAtSchool.com

A request for password reset has been received.

If you did not request for your password to be changed, please contact your school.

Please click Here to reset your password. This link will expire in 4 hours.

Please do not reply to this email as any received emails are deleted immediately.

Regards
MyChildAtSchool.com

Click on the **Here** link in the email to reset the **Password**.

Parents will then be asked to **Reset your Password** of at least eight characters.

- o **Enter Password**.
- o **Confirm Password**.
- o Click the **Update Password** button.

Parents will now be able to **Login** using their **Email Address** and new **Password**.

This is the end of this guide.

For more guidance on **MyChildAtSchool** for parents see here.