

22<sup>nd</sup> January 2025

Dear Parents/Carers,

### Important Update: Transition to My Child At School App (MCAS) for Communication

From **28<sup>th</sup> April 2025** will be transitioning to the My Child At School App (MCAS) as our primary method of communication with parents and carers. MCAS will become the sole platform for all school announcements and key information.

To ensure a smooth transition, we will begin phasing in the use of MCAS from **20<sup>th</sup> January 2025** to **11<sup>th</sup> April 2025**. During this period, all school-related information, including announcements and updates, will be gradually transferred to the app. This will give everyone the opportunity to familiarise themselves with the system before it becomes our main communication tool.

### Key Features of MCAS:

- **School Announcements:** Receive timely updates about school events, closures, and other important notices.
- **Progress Reports:** Access your child's academic progress reports directly through the app.
- **Key Events:** Notifications for events such as parents' evenings will be sent through MCAS.

We believe that MCAS will significantly enhance our ability to communicate effectively and efficiently with all parents and carers. The app is easy to use and ensures that you have instant access to important information about your child's education.

### Next Steps:

- **Download the App:** If you have not already done so, please download the My Child At School App from your device's app store.
- **Login Details:** You will receive an email with your unique login credentials and instructions on how to set up your account.
- **Notifications:** You need to turn on your notifications to receive communication. Refer to attached user guide for support on how to turn on notifications.
- **Support:** If you encounter any issues or require assistance, please contact [mcas@jarrowschool.com](mailto:mcas@jarrowschool.com). We will also provide guidance sessions during the transition period to help you navigate the app.

We appreciate your cooperation as we move towards this streamlined approach to communication. By adopting MCAS, we aim to provide a more accessible and efficient way to keep you informed and engaged in your child's educational journey.

Thank you for your continued support.

Yours sincerely



Mr P. Atkinson  
Head Teacher

## Introduction

This guide looks at accessing **MyChildAtSchool (MCAS)** for a parent with an **existing MCAS Account** in the following two ways;

- The desktop web view
- The app view in the new User Interface (UI) of **MCAS**

The example screenshots in this guide are for illustration purposes only and may differ from your view of the desktop or app. **Your school configures how your MCAS Dashboard looks.** For the app screenshots where the android view is different to the iOS Apple view, we have shown both examples.

For more guidance on **MCAS** for parents please click [here](#)

## Email Addresses and Passwords

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** .
- 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).
- If 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 Login Details

- Forgotten **Email Address**? - Contact your school who will be able to help.
- Forgotten **Password**? - Follow the instructions in [How to reset your MCAS Password](#) in this guide.

## New Parent Accounts

The **MCAS Login** process allows parents to log into the **MCAS** online portal using their **Email Address** and **Password**. Parents can view multiple **Student MCAS** accounts in one place.

- Schools also have the function to enable self-sign for parents see [How to Use Self Sign Up for MCAS Accounts](#)
- Parents who already have an MCAS account will not need to click the link in the email, the new student will appear automatically.
- Parents will receive an email from their school with a link to the **Parent Login** screen.
- Parents will click **Here** in the email to open the **CREATE YOUR PASSWORD** screen

Below is an **example email** sent to a parent.

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](mailto:sravani.konidala@bromcom.com)

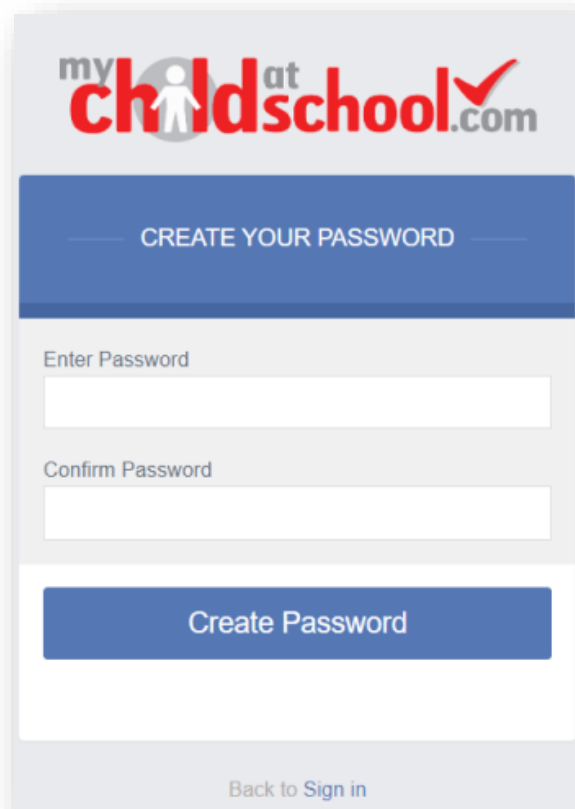
Password - Please click [Here](#) to create your login password.

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**.
- Parents will then click **Create Password**.

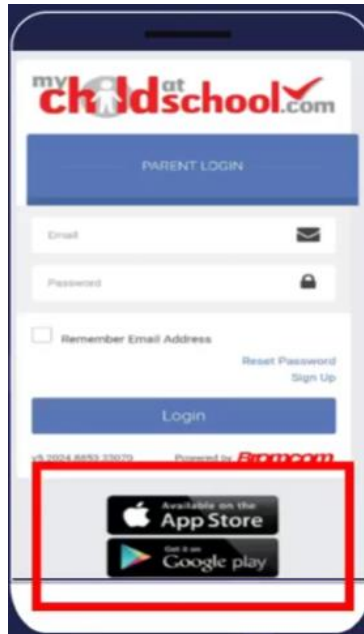


The screenshot shows the 'my child at school.com' logo at the top. Below the logo is a blue header with the text 'CREATE YOUR PASSWORD'. Underneath, there are two input fields: 'Enter Password' and 'Confirm Password'. A blue button labeled 'Create Password' is positioned below the input fields. At the bottom of the form, there is a link that says 'Back to Sign in'.

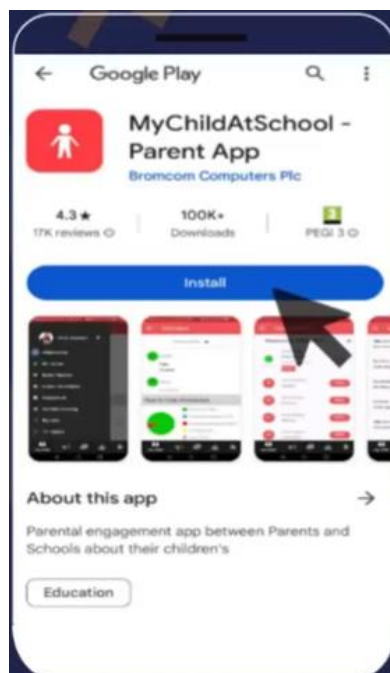
## MCAS App

### Install the App

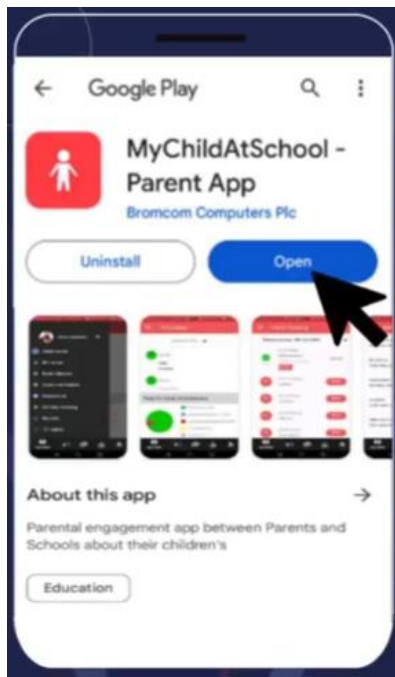
When logging in either from an invitation email sent from your school for new accounts or from [www.mychildatschool.com](http://www.mychildatschool.com) for existing accounts parent then have the option to **install the MCAS Parent App** either from the **App Store** or **Google Play** depending on what type of mobile device have.



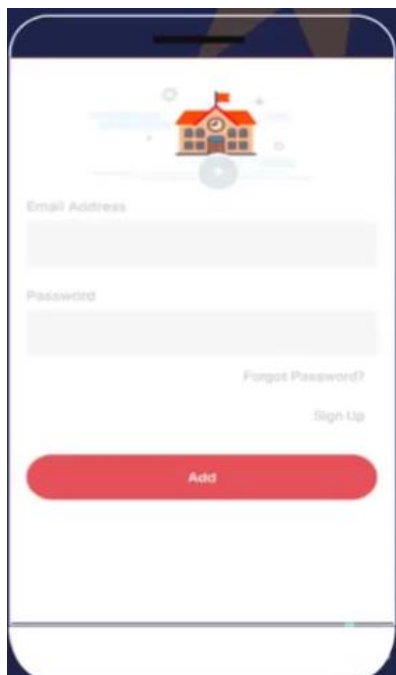
When you access either the **App Store** or **Google Play** you will see a screen that looks something like the example below;



Click **Install** then once the application has installed you can click **Open**. Please be aware users will need to enable notifications on mobile phones when they install the app to get notifications for important messages from their school.



This will take you to the **login screen**, here you can enter your **Email Address**, **Password** and click **Add**.





From here you will be asked to **set your 5 digit pin** and **tick** to confirm.

## Navigation

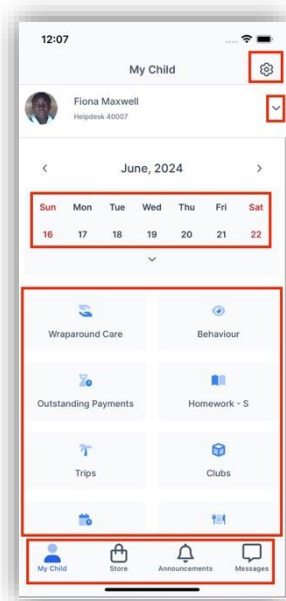
When a parent loads the new MCAS Parent App on a mobile device they will first see the new **My Child** central dashboard for their child. The dashboard contains the following features:

- **Settings** button – Account Settings, Privacy and Security, Financial Payment Methods, Financial Order History, and School Contact Information.
- **Student account** dropdown – switch to another student account.
- **Weekly calendar** with **Attendance** information by day.
- Access to the modules (e.g., Behaviour, Homework).

### Banner

The banner along the bottom contains the following further options;

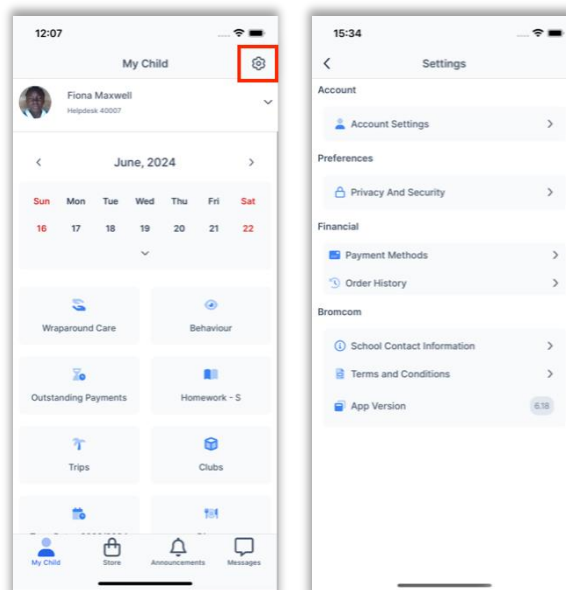
- **Store** – Displays school products that can be purchased online.
- **Announcements** – Displays announcements from the school.
- **Messages** – Displays messages from the school.



### My Child > Settings

Clicking on the **Settings** cog, users will be able to access the following screen:

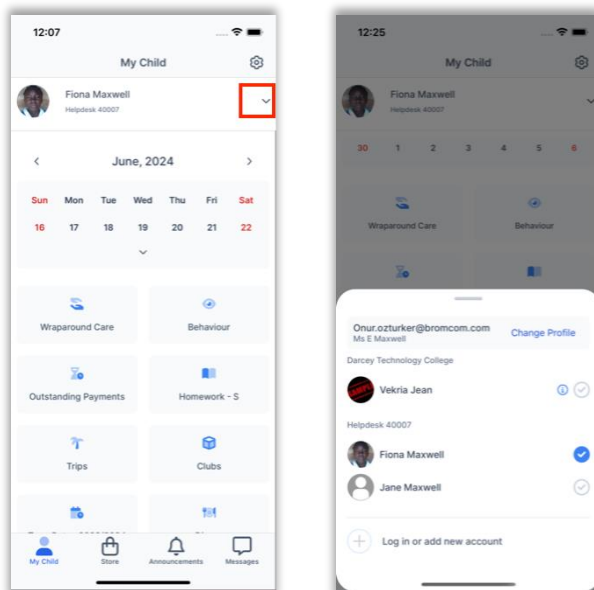
- **Account Settings** – change profile and log in to another account.
- **Privacy and Security** – change Pin and Password.
- **Financial Payment Methods.**
- **Financial Order History** - order transactions.



### My Child > Calendar

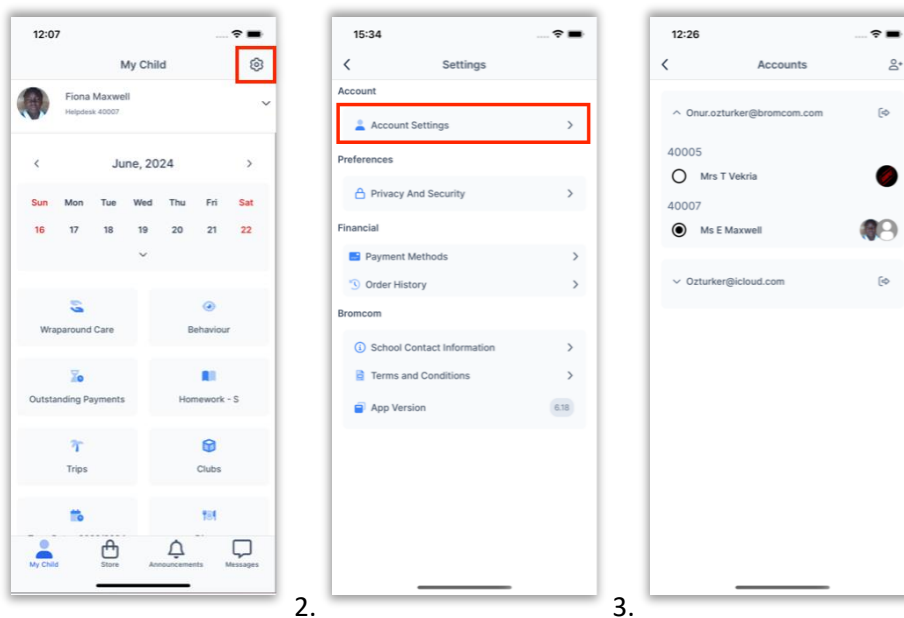
Clicking on a date in the calendar, users can see the student's **Attendance** information by day. Clicking on the arrows will display the previous or next day.

**Note:** If you select **Change Profile** - this will take you to the **My Child > Settings > Account Settings** screen where you can change Profiles.



## Change Profile

- On the **My Child** dashboard, go to **Settings**.
- Go to **Account Settings**.
- Select the user **Profile**, under the correct email address, that you would like to use.



## Update the Data Collection Form

- On the **My Child** dashboard, go to the **Data Collection Form** module.
- Make amendments to the relevant sections.