

## My Child at School

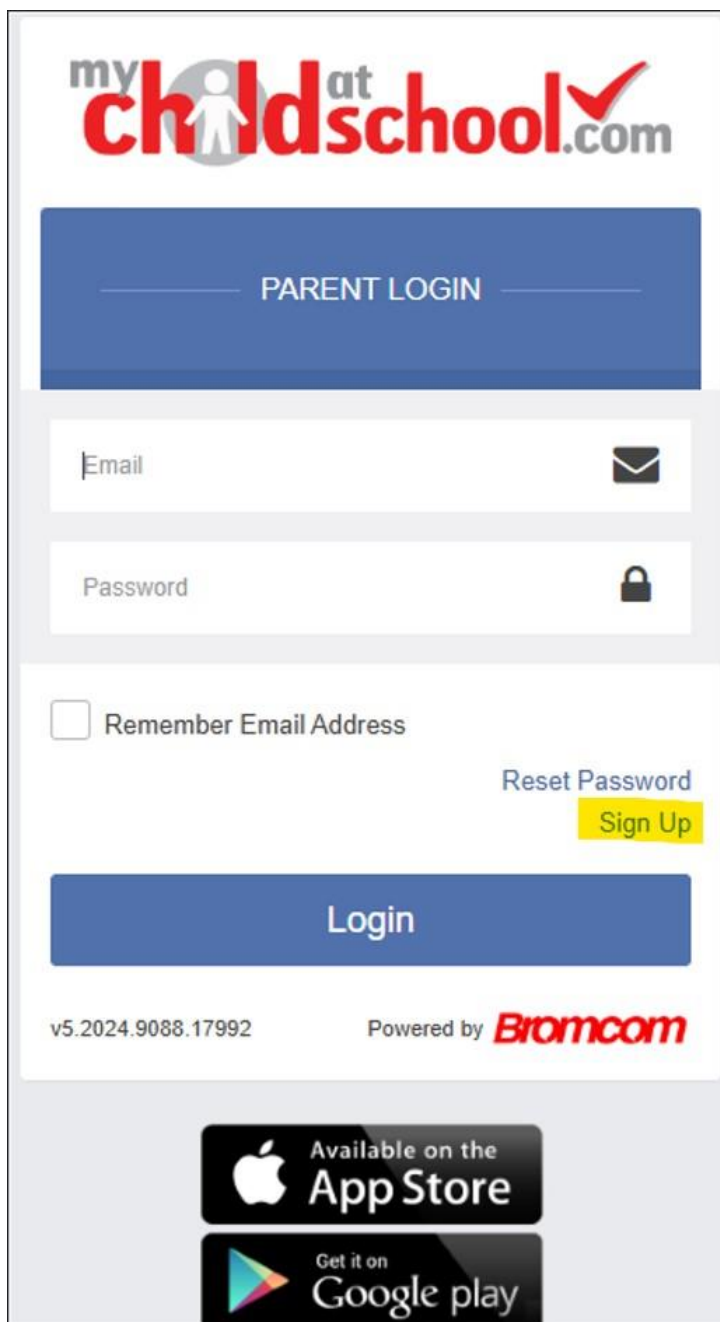
This app allows parents to view various pieces of information about their child. From here you can see timetables, homework, behaviour events and detentions.

### How to sign up for My Child at School (MCAS)

Go to the website <https://www.mychildatschool.com/>

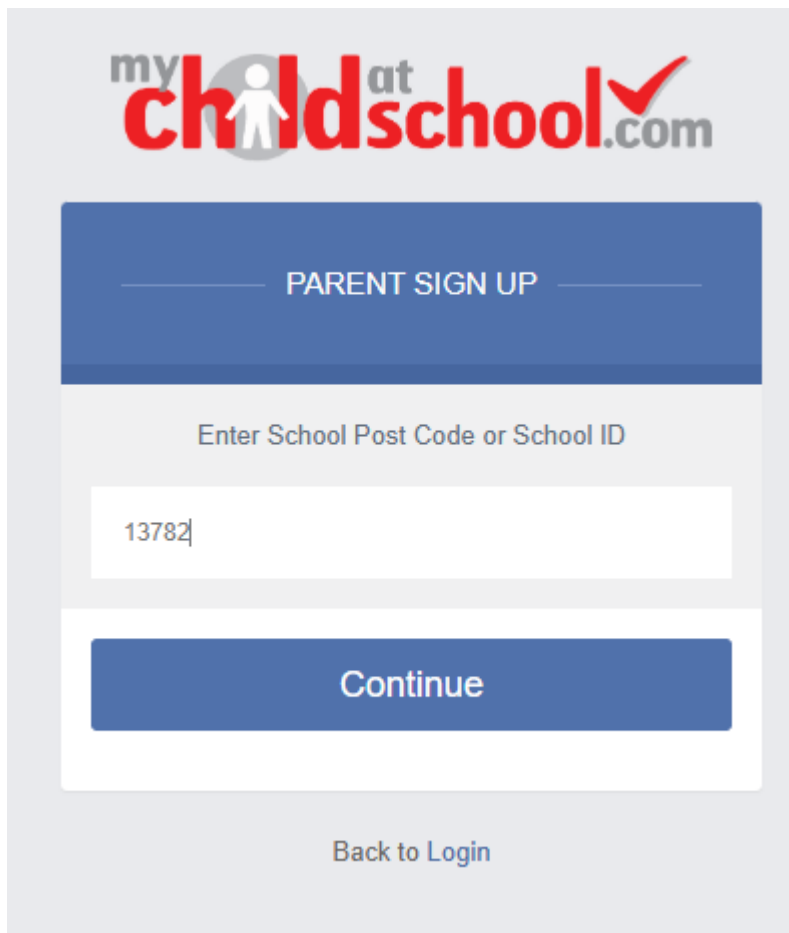
And choose Sign Up.

At this point there is no need to input any other details.



The screenshot shows the login interface for 'my child at school.com'. At the top is the logo with a red checkmark. Below it is a blue button labeled 'PARENT LOGIN'. The login form consists of two input fields: 'Email' with an envelope icon and 'Password' with a lock icon. Below these fields is a checkbox labeled 'Remember Email Address'. To the right of the checkbox are links for 'Reset Password' and a yellow 'Sign Up' button. A large blue 'Login' button is positioned below the checkbox. At the bottom left of the form area, it says 'v5.2024.9088.17992'. At the bottom right, it says 'Powered by Bromcom'. Below the login form are two black buttons: 'Available on the App Store' with the Apple logo and 'Get it on Google play' with the Google Play logo.

On the next screen type in the school code of **13782** and click continue.



myChildschool.com

PARENT SIGN UP

Enter School Post Code or School ID

13782

Continue

[Back to Login](#)

Finally type in your email address and press continue.

This must be the email address that is recorded against your contact record at MCA.



After a few minutes an email will be sent from [13782@bromcomcloud.co.uk](mailto:13782@bromcomcloud.co.uk) which contains a link to verify your account.

Once that link is clicked, a password needs to be created. This needs to be a complex password, this needs to be 8 characters long including one upper case one lower case and a special character.

You can now log-in to MCAS.

#### Common issues

**Q: My password does not work or I have forgotten it.**

A: On the first page choose the reset password option.

myChildsSchool.com

PARENT LOGIN

Email

Password

☐ Remember Email Address

[Reset Password](#)

[Sign Up](#)

Login

v5.2024.9088.17992 Powered by **Bromcom**

Available on the App Store

Get it on Google play

**Q: I tried to set a password and it did not work.**

A: Try another password, or the same password with a different special character. The \$ special character sometimes is not accepted.

**Q: I can only see one of my children.**

A: This is due to duplicate contacts in our system. You need to email reception:

[MCA-reception@attrust.org.uk](mailto:MCA-reception@attrust.org.uk) and include the names of all children that are attending or have attended MCA and we will check for duplicate contacts.

**Q: My child has moved to MCA but I can only see their previous school.**

A: Either you have not yet registered your account with MCA or you have a duplicate account. If you have not signed up to MCA, then you need to do that first, each MCAS account for each school is

different, so even though you already have one account, this process attaches you to MCA. This is required so that siblings can attend different schools.

If that does not help then email reception [MCA-reception@attrust.org.uk](mailto:MCA-reception@attrust.org.uk) and include the names of all children that are attending or have attended MCA and we will check for duplicate contacts.

**Q: Is there an app?**

A: Yes, the links are on the login page, however the website version will always have the most up to date features. This is due to the way Apple and Google having to approve the app before making it available. Additionally, when a new release occurs, the stores do not send the update to everyone at once, it sends in batches.

**Q: I did not get the activation email.**

A: It is likely that the email has been sent into your junk or spam folders. Please check those first, this is especially the case for Hotmail accounts. The email itself is non-descript and does look like junk, we cannot alter the appearance of the email to brand it.

**Q: Can you set a password for me?**

A: No, the system does not allow us to do this, we can send a password reset email if your account is already registered, but we do not have access to setting passwords.