



## DPA My Child At School (MCAS) FAQs



We have listed some of the frequently asked questions regarding **MyChildAtSchool** within Bromcom. This list may be added in due course.

### **Q1. I have received message. Is it spam or a dangerous website?**

A1. The message is legitimately sent by the Bromcom , and it is safe to click on the link in the message to create your password. **Please note that the link sent you expires after 24 hours.**

Hello from MyChildAtSchool.com

A request to setup your MCAS account has been received.

Below are the details to setup your account.

Email - [\\*\\*\\*\\*\\*@yahoo.com](mailto:*****@yahoo.com)

Password - Please click [Here](#) to create your login password. **This link will expire in 24 hours.**

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

## How to download the My Child App on my device



Via the Email sent to you by the academy using the web version	Google Play/Store	Apple App Store
<p><a href="http://www.MyChildAtSchool.com">www.MyChildAtSchool.com</a></p> <hr/> <p>Hello from MyChildAtSchool.com            A request for create password has been received.            If you did not request for your password to be changed, please contact your school.            Please click <a href="#">Here</a> to reset your password. This link will expire in 24 hours.            Please do not reply to this email as any received emails are deleted immediately.            Regards            MyChildAtSchool.com</p>	<p>Google Play</p>  <p>Search for: <b>MyChildAtSchool Parent App</b>  <a href="https://play.google.com/store/apps/details?id=com.bromcom.mcas&amp;hl=en-US&amp;pli=1">https://play.google.com/store/apps/details?id=com.bromcom.mcas&amp;hl=en-US&amp;pli=1</a></p>	<p>Apple App Store</p>  <p>Search for: <b>MyChildAtSchool Parent App</b>  <b>Or search for MCAS</b></p>

### Q2. What do I do if I've forgotten my email address.

A. Contact the academy via email [mcas@discoveryprimary.com](mailto:mcas@discoveryprimary.com) and we will be able help you.

### Q3. What do I do if I've forgotten my password.

A. Click the **Reset Password** link from the login page. See [How to reset MCAS Password](#) (found on **page 7**).

### Q4. The Academy has sent out invitation messages for parents/carers to action, however, I have not actioned the message for some time. How does this work for me?

A. Parents/carers should click the Reset Password link from the login page see [How to reset MCAS Password](#) (found on **page 7**).

### Q5. What if parents/carers have multiple Email addresses registered to their MCAS accounts.

A. All email addresses (including the Recovery Email Address if they have one) will allow the parent/carer to Login.

### Q6. I am getting the message 'incorrect email address' when I attempt to login

A. You should contact the academy **ONLY** using this email address [mcas@discoveryprimary.com](mailto:mcas@discoveryprimary.com) so the academy can then update the contact record for the parent with the correct email address.

### Q7. One of the parent/carer profiles attached to the email address needs removing.

A. The person who's profile it is should contact the academy and they can amend the account record. Please use the following email address [mcas@discoveryprimary.com](mailto:mcas@discoveryprimary.com)

**Q8. My email address for a parents/carers MCAS account is incorrect.**

A. You should contact the academy and they can update their records.

**Q9. What do I do if the link has expired to create a new password?**

A. Please email the academy using the following email address [mcas@discoveryprimary.com](mailto:mcas@discoveryprimary.com) stating your full name (first and second name). Once checks have been made, the academy will send you a new message. **It is important to act on this message within 24 hours as it will expire.**

**Q10. I have multiple children at the academy but cannot see all of them. What do I do?**

A. Please email the academy [mcas@discoveryprimary.com](mailto:mcas@discoveryprimary.com) requesting access to all your children in the MCAS app. Once appropriate safeguarding checks have been completed, you will receive an email to confirm that you will be able to view all of your children in the MCAS app. There is no need to reset your password simply logout of the app and then log back in after receiving the email confirmation.

**Q11. Why is the performance of the app at time very slow?**

A. We have been informed by the vendor that they are currently experiencing technical problems, and they are currently addressing this as a matter of urgency. Unfortunately, this issue is outside the academy's control.

**Q12. I have children at different schools that use MCAS. I cannot see all of my children when I login. What do I do?**

A. It is possible to see your children using a single email and password. You do not need separate MCAS accounts. You will only be able to see all of your children if the following conditions are in place:

1. Please check all the schools that your children attend use MCAS.
2. You have provided all the schools with the same email address.
3. If you use different email addresses for each school to contact you, then decide which single email address is to be used and contact the other school(s) to update your email address.
4. If you change your password at one school it will be the default password to login to see your other children. **Please note: you can only have one email and password to login into MCAS to see all of your children.**

**Q14. Can I self-sign up if the password reset sent to me has expired or I have not received it?**

A14. Yes you now can using the **How to Self Sign Up** for parents' guidance below:

**Please note that this only works if you have parental responsibility and email contact details on the academy's system. If in doubt please contact us via the email <mailto:mcas@discoveryprimary.com>**

**Parents can access the Parent Login screen in two ways:**

1. From within the web browser type [www.mychildatschool.com](http://www.mychildatschool.com), this will open the Parent Login screen.
2. From the MyChildAtSchool mobile phone app, this will open the Parent Login screen.

**Once in the Parent Login screen parents should follow these steps:**

- Click on the Sign Up link in the Parent Login screen.
- Enter the school's Postcode (**PE4 6HX**) or School ID (**14655**)
- Select the school from the list in the dropdown.
- Click Continue.
- Enter the registered email address.
- Click Sign Up.

**Parents will see the message *'To complete your registration, we have sent an email to the email address you provided. Please access your email and follow the steps to create your password'*.**

my child at school.com

PARENT LOGIN

Email

Password

Remember Email Address

[Reset Password](#)  
[Sign Up](#)

Login

v5.2023.8689.19943 Powered by **Bromcom**

Parents will receive an email from MyChildAtSchool with a link to a one time passcode.

- Click on the link for the one time passcode.
- Enter the one time passcode.
- Click Verify.

my child at school.com

PARENT SIGN UP

Enter one time passcode:

One Time Passcode

Verify

[Back to Login](#)

As soon as the one time passcode has been verified, parents will be prompted to enter a password.

- **Enter Password.**
- **Confirm Password.**
- **Click Create Password.**

my child at school.com

CREATE YOUR PASSWORD

Enter Password

Confirm Password

Create Password

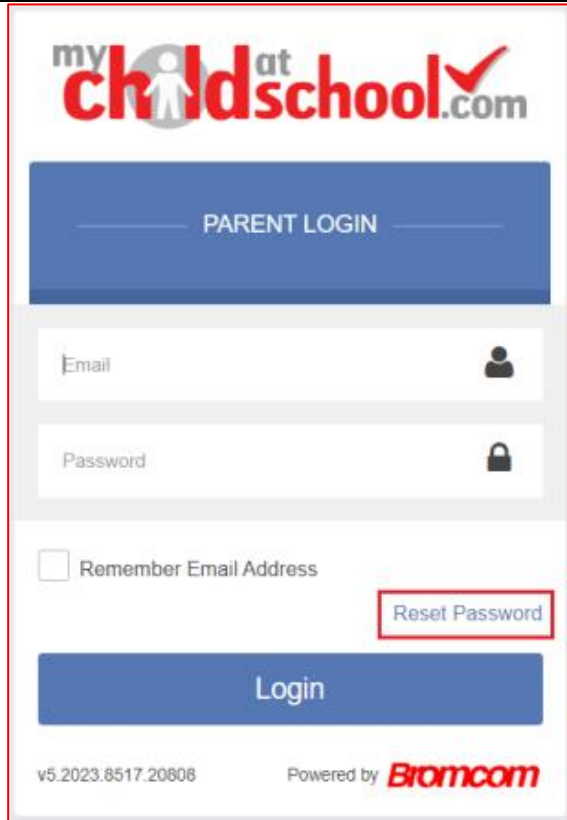
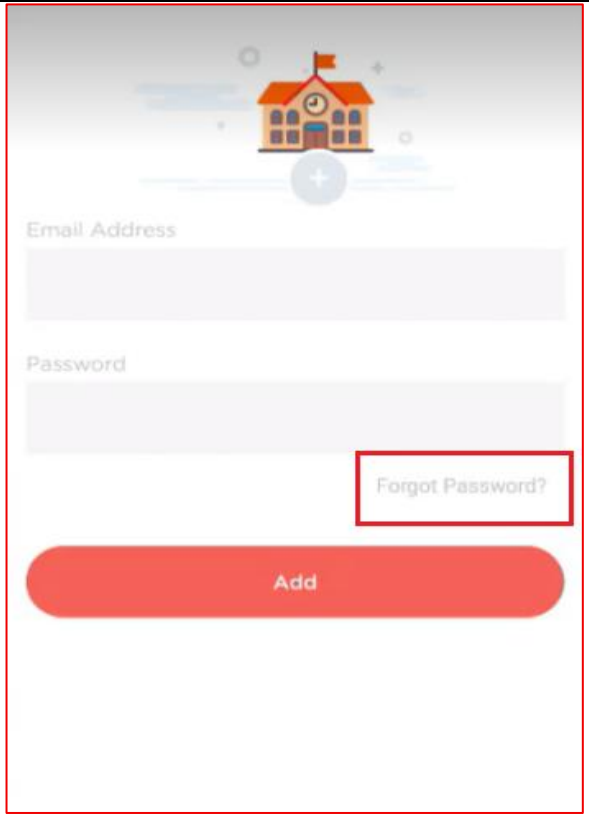
[Back to Sign in](#)

# How to reset MCAS password

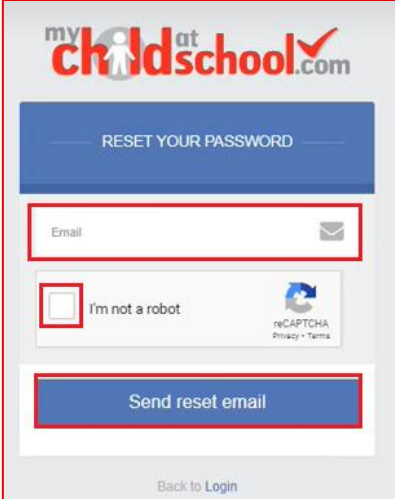

This guide shows you how to reset the password for the **MCAS** online parent/carer portal and account registration process.

1. From within a **web browser** type [www.mychildatschool.com](http://www.mychildatschool.com) or
2. access the **MyChildAtSchool** mobile phone app, this will open the **Parent Login** screen.

## Step 1

Click on the Reset Password link (app version).	Reset Password link (Web version).
	

## Stage 2: Password reset email sent message that you will receive

Reset Password (App version)	Reset Password (Web version)
	
<p>Parents/Carers will be asked to <b>Reset Your Password</b>.</p> <ol style="list-style-type: none"><li>1. Enter the <b>Email Address</b>, this will be the <b>Email Address</b> that the academy uses to contact you.</li><li>2. Tick the <b>reCAPTCHA</b> box.</li><li>3. Click on the <b>Send reset email</b> button.</li></ol>	<p>Press the <b>Reset Your Password</b> button and move to the next</p>

### Stage 3: Password reset email sent message that you will receive

Parents/Carers will receive an **Email** containing a **link**.

- Click on **Here** to reset the **Password**.

Hello from MyChildAtSchool.com

A request for create password 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 24 hours.

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

Regards  
MyChildAtSchool.com

### Stage 4: Entering a new password

Parents/Carers will then be asked to **Reset your Password** of at least **8 characters**.

1. **Enter Password.**
2. **Confirm Password.**
3. Click the **Update Password** button.



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

You should now be able to **Login** using their **Email Address** and new **Password**.

For further support please contact [mcas@discoveryprimary.com](mailto:mcas@discoveryprimary.com) The academy will aim to reply within 48 hours.