

# My Child At School (MCAS)

## FREQUENTLY ASKED QUESTIONS

(Updated 16<sup>th</sup> November 2021)

### 1. What do I need to use the MCAS App?

To use the MCAS App you will need access to a Smart Phone, Tablet, iPad or PC.

### 2. Where can I get the MCAS App?

You can find this on the App Store on an Apple device or Play Store on an Android device. If accessing on a PC you need to search [www.mychildatschool.com](http://www.mychildatschool.com).



### 3. I'm inputting a new password but MCAS won't accept it?

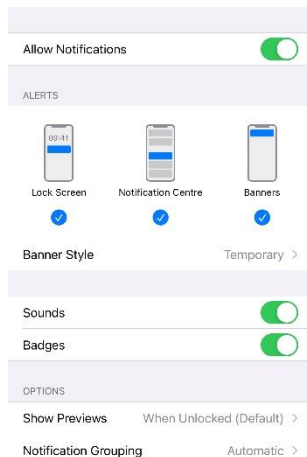
Passwords need to be a minimum of eight characters long and must contain a Capital letter, a number and a special character (i.e. !, ?, £).

### 4. My child at another school uses MCAS so I already have an account. Do I need to set up a new account?

No, you don't need to set up a new account. Parents with siblings already registered with MCAS just need to add their child on at login.

### 5. I am not receiving pop-up notifications?

Depending on what device you are using you would need to go Settings, Notifications, and activate for the MCAS App.



# My Child At School (MCAS)

## FREQUENTLY ASKED QUESTIONS

(Updated 16<sup>th</sup> November 2021)

**6. I am unable to change my personal details?**

The only details which you are able to change on MCAS are: Address, Telephone Number and email. Any other details which you require to be changed (i.e. name) will need to be requested via the school office.

**7. What do the colours mean on the Academic Calendar?**

Green – normal school day  
Yellow – school holiday  
Red – school event

**8. Can I send a message directly to my child's class teacher from the MCAS App?**

No. If you send a message from the MCAS App this will be sent automatically to [parents@tongemooracademy.org](mailto:parents@tongemooracademy.org) and will be forwarded to your child's class teacher.

**9. What can I pay for using the MCAS App?**

At the moment we can only receive payments for dinner money and trips via the MCAS App. We need to do further work setting up the system to receive payments for other things.

**10. Since I have signed up to MCAS I no longer receive emails from school, should I still be receiving emails?**

No. When you sign up to MCAS, all communications sent from school are sent through Bromcom, which means you will receive the notification via the MCAS App. Please ensure that you have set your phone to receive notifications (see Question 5).

**11. I cannot open PDF attachments?**

This is more than likely down to your phone. Please make sure that both your App version and Android version is up to date.

**12. I don't want to use the MCAS App, how will I receive communications from school if I don't sign up?**

Although we encourage as many parents as possible to use MCAS, if you would really prefer not to you will continue to receive communications via email. We also have other communication channels such as Twitter, Facebook and our school website.