

MyChildAtSchool (MCAS) App Login Guidance 2025

STEP 1

Please install the MyChildAtSchool app by visiting your phone's app store (Apple: 'App Store' or Android: 'Play Store'). Once installed, please 'Open' the app.



STEP 2

You have now reached the MCAS Login page.

Here you will be required to enter the following:

- 1) **Email Address:** This is the email address that you have provided the school with.
- 2) **Password:** Please click 'Forgot Password' – Please refer to the guidance on the next page, 'How to Reset your Password'. Once you have created your password, please enter it here.
- 3) Click '**Add**' – You will now be logged in to the app.

The image shows the MCAS Login page. At the top is a schoolhouse icon. Below it are two input fields: 'Email Address' and 'Password'. To the right of the 'Password' field is a link that says 'Forgot Password?'. At the bottom of the form is a red button labeled 'Add'. Arrows from the text in Step 2 point to the 'Email Address' field, the 'Forgot Password?' link, and the 'Add' button.

STEP 3

Enter your new 5 digit PIN.

Note: You will be prompted to enter your new 5 digit PIN twice.

Please keep this PIN safe for future reference.

After entering your new 5 digit PIN, a message may display prompting you to turn ON biometric authentication, please click on Yes.

Message
Do you want to turn ON your biometric authentication?

NoYes

Generate PIN



Please choose your 5 digit PIN

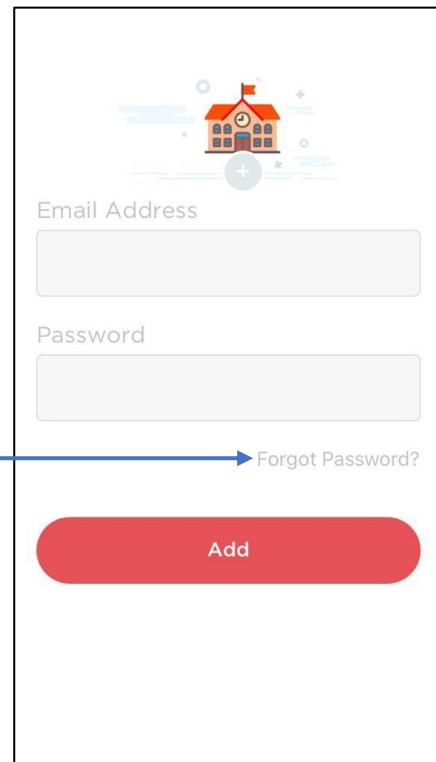
Forgot PIN?

123-
456-
789-
,0.✓

How to Reset your Password

STEP 1

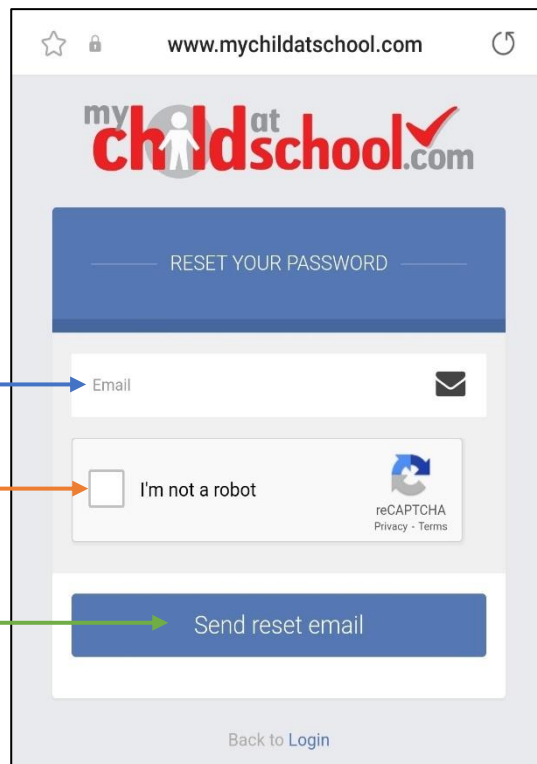
If you have forgotten your Password,
or need to create a new Password,
click '**Forgot Password**'.



The screenshot shows a mobile app interface for password reset. At the top is an illustration of a school building with a clock and a plus sign. Below it are two input fields: 'Email Address' and 'Password'. To the right of the 'Password' field is a link that says 'Forgot Password?'. At the bottom is a red rounded button labeled 'Add'. A blue line from the text 'click \'Forgot Password\'' points to the 'Forgot Password?' link.

STEP 2

- 1) **Email Address:** Enter the email address that you have provided the school with.
- 2) **reCAPTCHA:** Tick the 'I'm not a robot' box.
- 3) Click '**Send reset email**'.

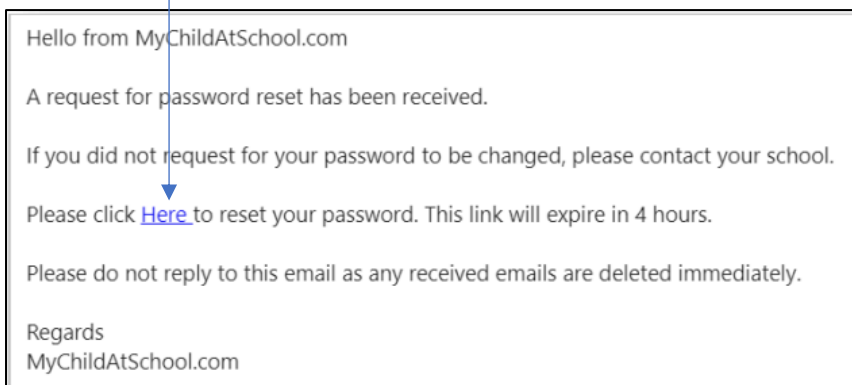


The screenshot shows a mobile app interface for password reset confirmation. At the top is the website URL 'www.mychildatschool.com' and a refresh icon. Below is the 'my child at school.com' logo. A blue header bar contains the text 'RESET YOUR PASSWORD'. Below this is an 'Email' input field with an envelope icon. Underneath is a reCAPTCHA section with a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo with links for 'Privacy' and 'Terms'. At the bottom is a blue button labeled 'Send reset email'. A 'Back to Login' link is at the very bottom. Three colored lines from the list point to the corresponding elements: a blue line from item 1 to the 'Email' field, an orange line from item 2 to the 'I'm not a robot' checkbox, and a green line from item 3 to the 'Send reset email' button.

STEP 3

You will now receive an Email containing a Reset Password link.

Click on the **Here** link in the email to reset the Password. Note that the password reset email expires within 4 hours.

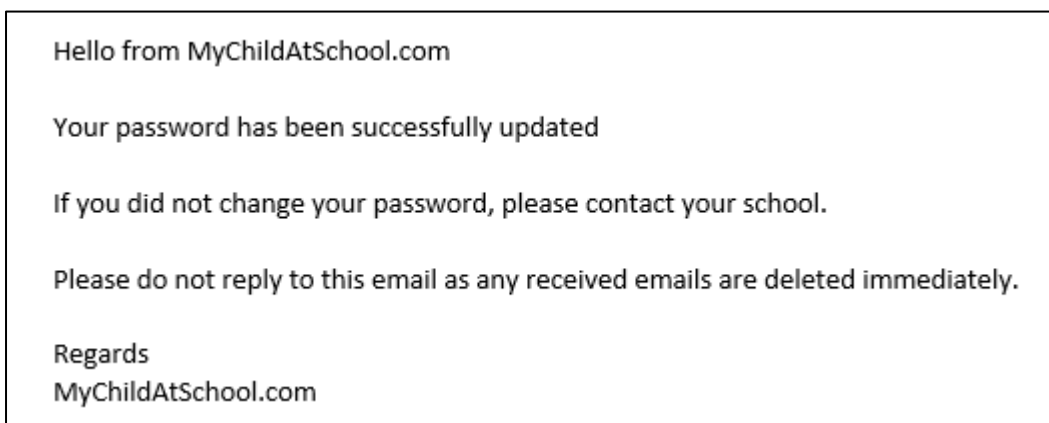


STEP 4

- 1) **Enter Password:** Enter your new password.
- 2) **Confirm Password:** Re-enter your new password.
- 3) Click '**Update Password**'.
- 4) Click '**Back to Sign in**'



Once you have updated your password, you will receive a confirmation email as shown below:



You will now be able to log in to the app with your Email Address and new Password.