

## MyChildAtSchool (MCAS) App Login Guidance 2024

### 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 may be prompted to 'Allow MyChildAtSchool to send you notifications',  
Please click 'Allow'



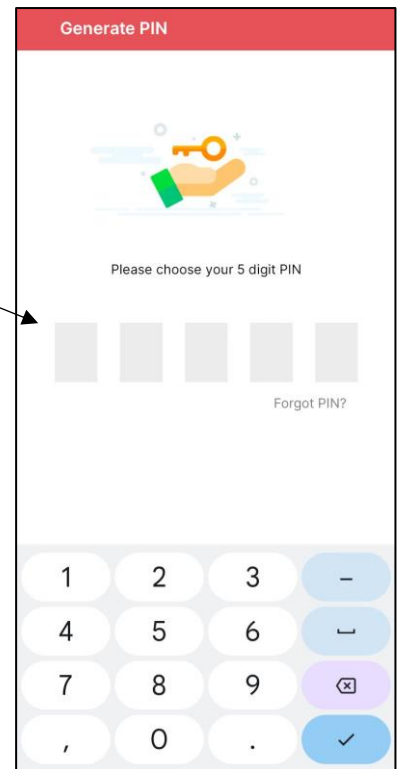
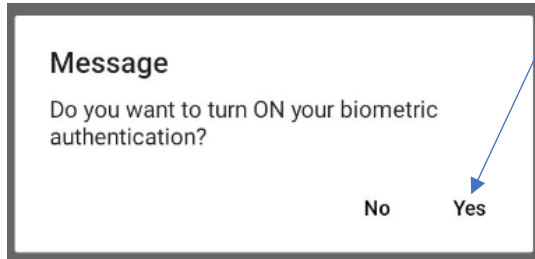
### STEP 3

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.



### STEP 4

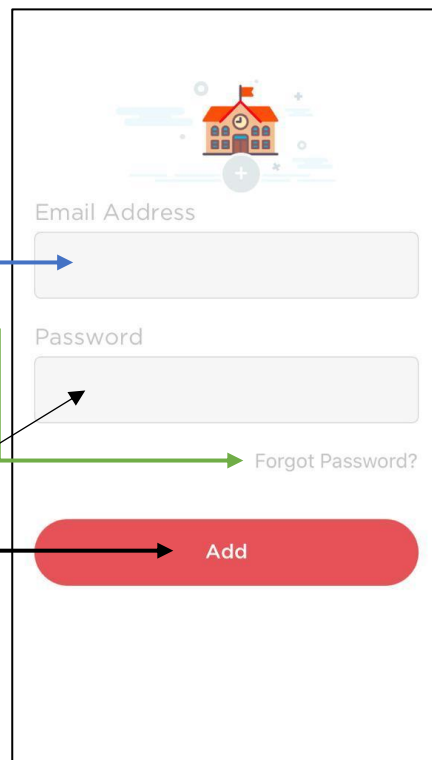
You have now reached the MCAS Login page.

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.

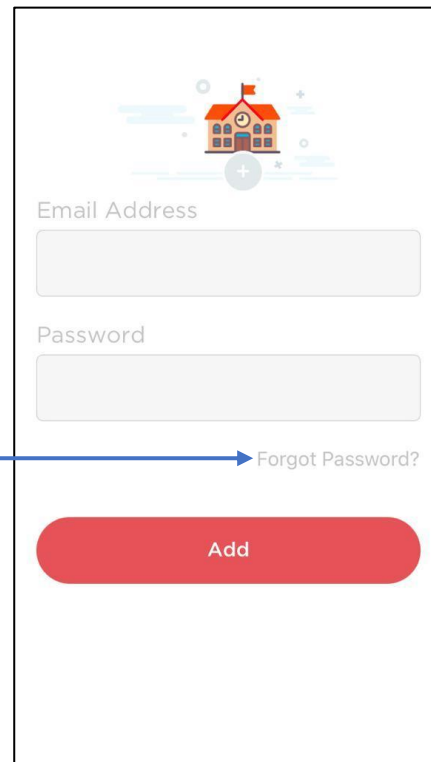
3) Click '**Add**' – You will now be logged in to the app.



## How to Reset your Password

### STEP 1

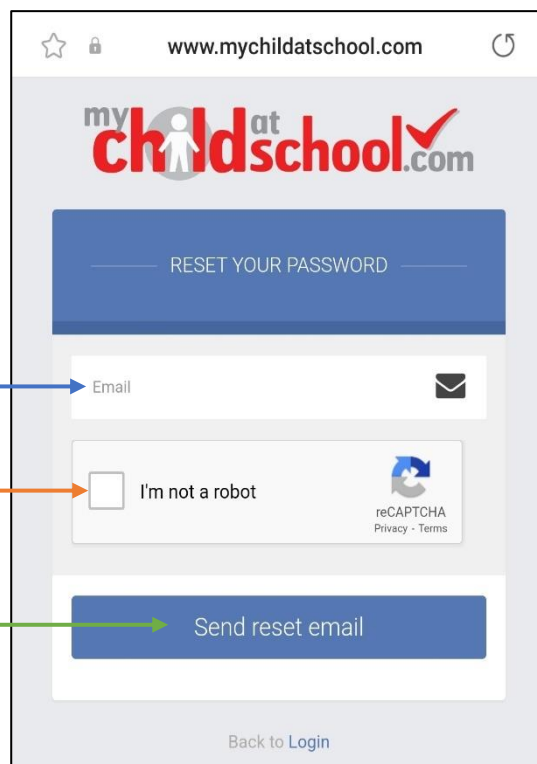
If you have forgotten your Password,  
*or need to create a new Password,*  
click '**Forgot Password**'.



A screenshot of a web form for password reset. At the top is an illustration of a school building with a flag 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 of the form is a red button with the text '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**'.

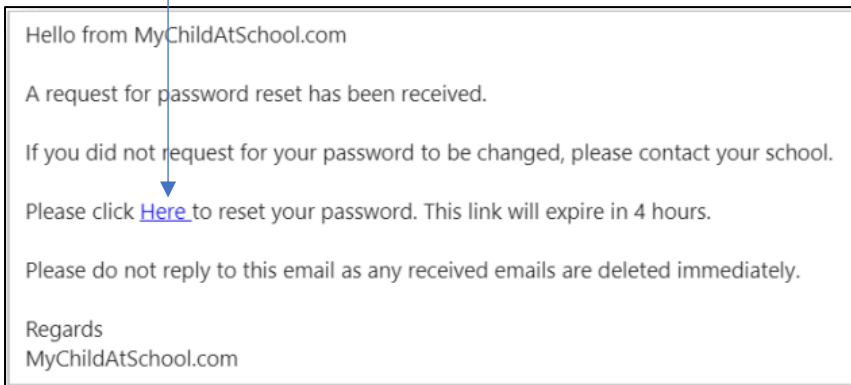


A screenshot of a mobile browser showing the 'my child at school.com' website. The page title is 'RESET YOUR PASSWORD'. It features an 'Email' input field with an envelope icon, a reCAPTCHA box with the text 'I'm not a robot' and a checkbox, and a blue button labeled 'Send reset email'. At the bottom, there is a link that says 'Back to Login'. Three colored lines from the text in Step 2 point to the 'Email' field (blue), the reCAPTCHA checkbox (orange), and the 'Send reset email' button (green).

### STEP 3

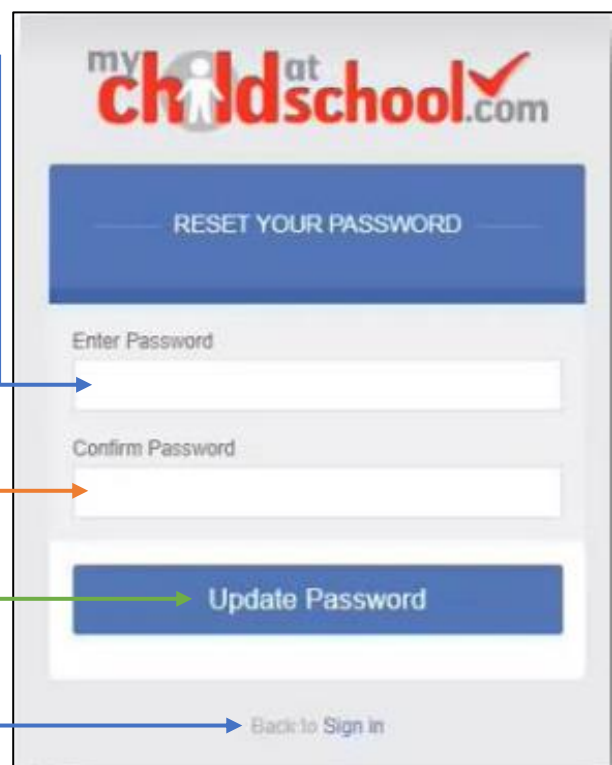
You will now receive an Email containing a Reset Password link.

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

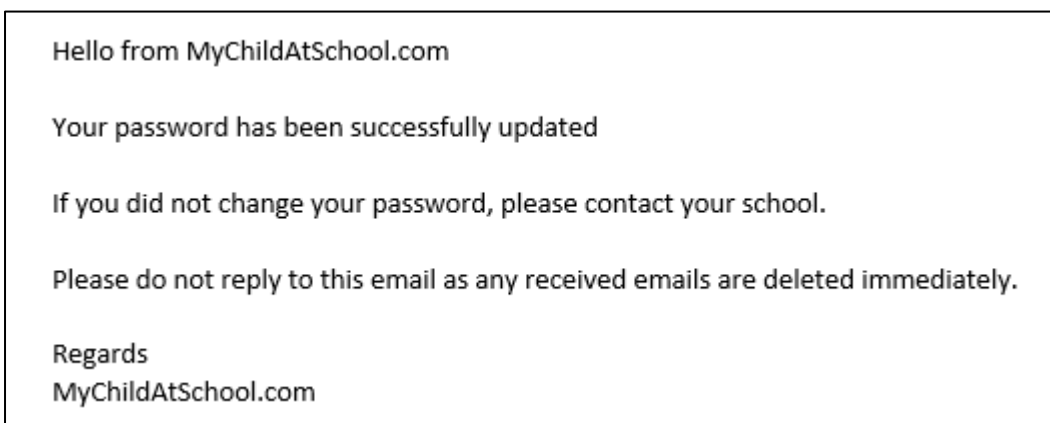


### STEP 4

- 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.