

MyChildAtSchool (MCAS) App Login Guidance 23-24

STEP 1

You may be required to update the MyChildAtSchool app by visiting your phone's app store (Apple: 'App Store' or Android: 'Play Store')

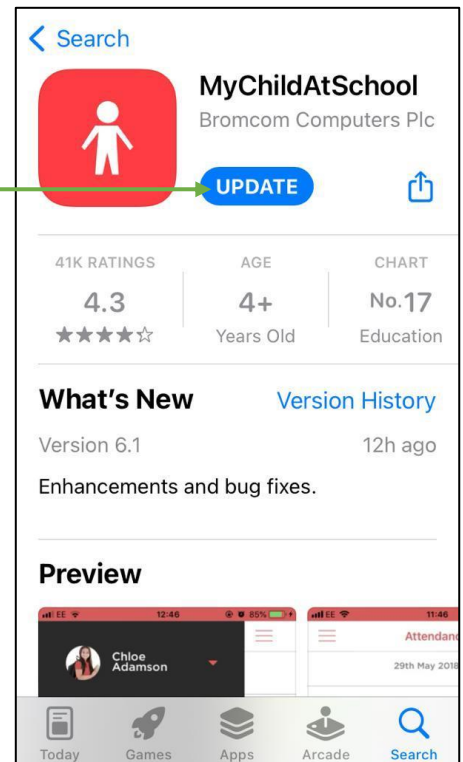
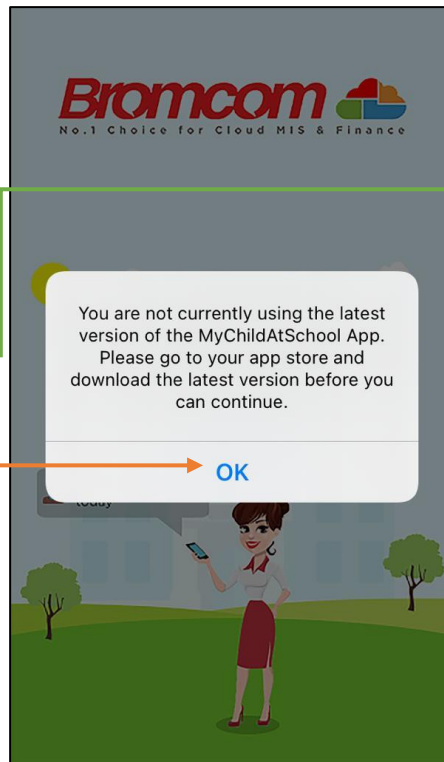
You may see a notification pop up when trying to open the app (as shown on the image on the right).

Click 'OK'.

Click 'Update' (as shown on the image on the far right).

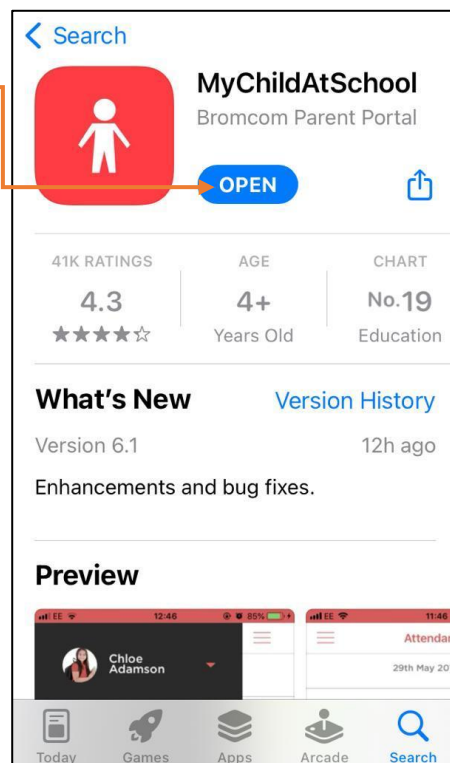
Note: The MCAS app may have already updated on your smartphone. If this is the case, please open the app and proceed to STEP 3.

New Users will be required to download the app via their phone's app store (Apple: 'App Store' or Android: 'Play Store'). Open app & proceed to STEP 3.



STEP 2

After you have updated the app, click 'Open'.



STEP 3

Enter your 5 digit PIN.

Note: If you have forgotten your PIN, click 'Forgot PIN?' Then Click 'Reset' and follow the instructions to reset your pin.

For existing users - Once you have entered your 5 digit pin – you may be logged in to the app automatically.

If not, proceed to STEP 4

If you have enabled biometric authentication previously (face ID or Touch ID, you will not be required to enter your email address and password – rather you will be directed to the app automatically after completing the authentication.

If not, proceed to STEP 4

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:** This is the password that you currently use to log in to the MCAS app.
***If you have forgotten your password, please read guidance 'How to Reset your Password' on the next page.**
- 3) Click 'Add' – You will now be logged in to the app.

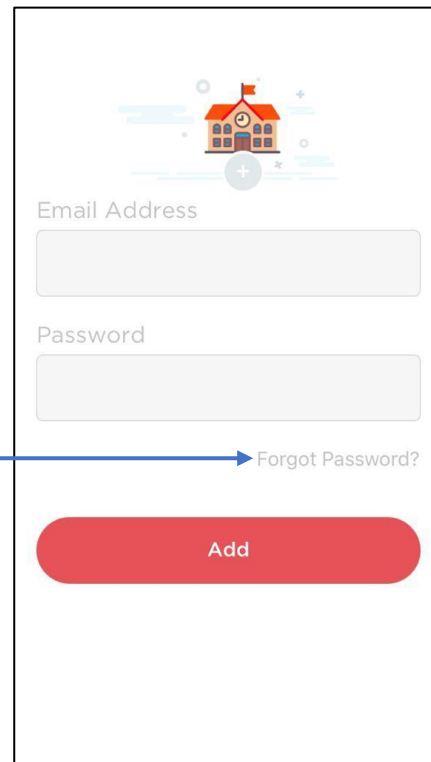
Note: New Users will receive an email to create a new password - (see below):

Users will click on Here within the email to create a new Password. Users will then need to open the app to log in with their email and the new password that they have created.

How to Reset your Password

STEP 1

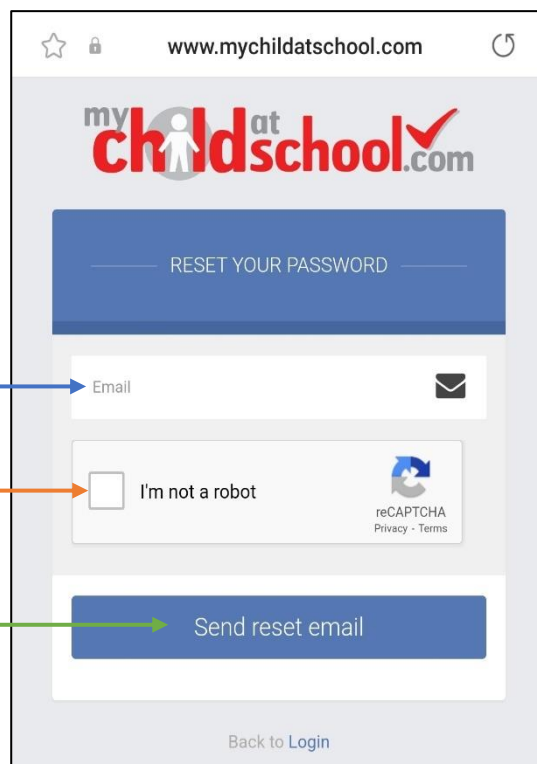
If you have forgotten your Password,
or need to create a new Password,
click '**Forgot Password**'.



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

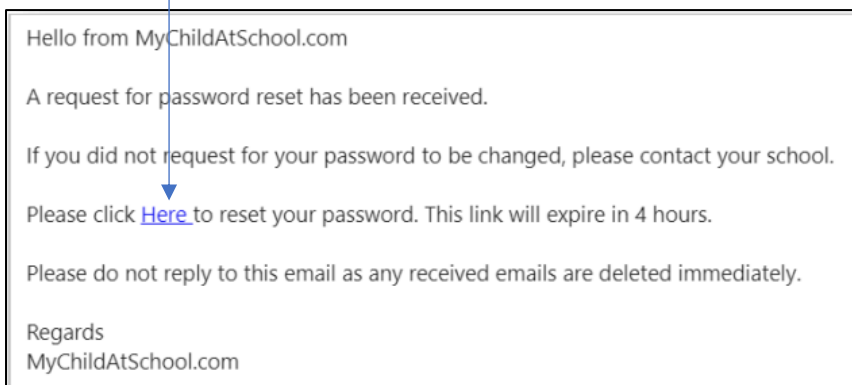


A screenshot of the 'mychildatschool.com' website showing the 'RESET YOUR PASSWORD' page. The page has a blue header with the site logo. Below the header is a white form with a blue button labeled 'Send reset email'. The form contains an 'Email' input field, a checkbox labeled 'I'm not a robot' with a reCAPTCHA logo, and a 'Send reset email' button. A blue line from the first instruction points to the 'Email' field. An orange line from the second instruction points to the 'I'm not a robot' checkbox. A green line from the third instruction points to the 'Send reset email' button. At the bottom of the page is a link that says 'Back to Login'.

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**'

my child at school.com

RESET YOUR PASSWORD

Enter Password

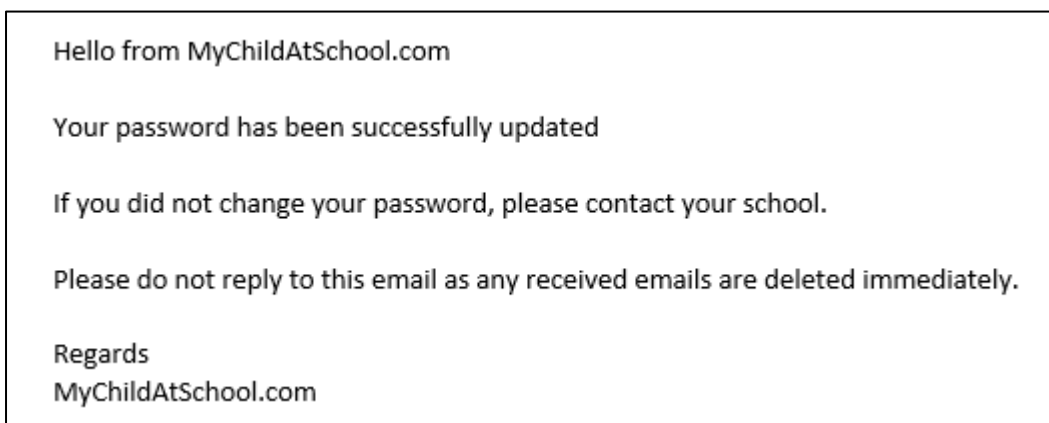
Confirm Password

Update Password

Back to Sign in

Colored arrows connect the instructions in Step 4 to the form fields: a blue arrow from instruction 1 to the 'Enter Password' field, an orange arrow from instruction 2 to the 'Confirm Password' field, a green arrow from instruction 3 to the 'Update Password' button, and a blue arrow from instruction 4 to the 'Back to Sign in' link.

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.