

# Welcome to MyChildAtSchool (MCAS)

We use the MyChildAtSchool (MCAS) app to help you stay connected with your child's school life. This guide will walk you through everything from setting up your account to using the app's key features day-to-day.

## Section 1: Getting Started

Here's how to get your account and the app set up.

### 1.1 Activating Your Account (For New Parents)

- Redborne will start the process by creating your new parent account.
- You will receive an email from us containing a link to the Parent Login screen.
- In that email, click the link (it often just says "Here") to go to the "CREATE YOUR PASSWORD" screen.
- Enter and confirm your new password, then click "Create Password".

### 1.2 Installing the MCAS Mobile App

- Once your account is active, you can install the app.
- Search for the "MCAS Parent App" on the Apple App Store or Google Play.
- After it's installed, open the application.
- Very Important: Please enable notifications when the app asks. This is to make sure you receive important messages from Redborne.

### 1.3 Your First-Time Login to the App

- On the app's login screen, enter your Email Address and the Password you just created.
- Click "Add".
- You will then be asked to create and confirm a 5-digit PIN. This is for secure and quick access in the future.

### 1.4 Recovering Forgotten Login Details

- Forgotten Email Address: If you aren't sure which email address is registered, please contact Redborne for help.
- Forgotten Password: If you've forgotten your password, just click the "Reset Password" link on the login screen. You'll be emailed a link to create a new one.



## Section 2: Checking Your Settings

Once you're logged in, we recommend visiting the Settings menu (look for the cog icon ) to get everything set up just right.

- **Security:** Under "Privacy and Security," you can manage your PIN and password. You may also be able to turn on Face ID or fingerprint recognition for easier login.
- **Push Notifications:** In the settings, you can manage which alerts you receive. This includes notifications for new messages, school announcements, or behaviour updates.

## Section 3: App vs. Web Portal (What's the Difference?)

It's helpful to know that MCAS has two versions, and they offer slightly different things.

- **MCAS App:** This is designed for quick, on-the-go access. It's perfect for receiving push notifications, checking timetables, managing messages, and making payments.
- **MCAS Web Portal ([MyChildAtSchool.com](https://mychildatschool.com)):** This is the full, comprehensive version you access on a web browser. It contains more detailed information, like full attendance records and in-depth reports, that you might not find in the app.

## Section 4: Core Features of the App

Here are the main things you can do in the mobile app.

### 4.1 Switching Between Children

- If you have more than one child at Redborne, you can switch between them easily.
- On the main 'My Child' dashboard, just click the dropdown arrow next to the student's name.
- A list of all your linked children will pop up. Select the child you want to view.

### 4.2 Viewing the Student Timetable

- From the main dashboard, scroll down and select Timetable.
- This shows a clear weekly or daily view of their schedule, including the lesson, teacher, and room number for each period.



### 4.3 Communicating with Staff

- The Messages module is where you can send and receive secure messages.
- Here, you can compose new messages, read your inbox, and review your sent items.

### 4.4 Updating Your Information (Data Collection Form)

- It is vital to keep your contact details up to date.
- On the dashboard, find and select the Data Collection Form module.
- Please review all the sections (e.g., your address, phone numbers, email, and emergency contacts) and make any necessary changes.
- Important: After making changes, you must click Save Changes to submit them to Redborne for approval.

### 4.5 Viewing the Academic Calendar

- Select the Academic Calendar module to see important school dates.
- This includes term start/end dates, holidays, and any INSET (staff training) days.

### 4.6 Viewing Attendance

- The main dashboard shows a Weekly Calendar with a quick look at attendance.
- For a full breakdown, select the Attendance module. This will show the official (AM/PM) marks and lesson-by-lesson registration.

### 4.7 Viewing Behaviour

- Select the Behaviour module to see a log of behaviour incidents.
- This includes both positive achievements (like values emails) and negative incidents (like detentions), along with any points or comments from staff.

### 4.8 Viewing Classes

- The Classes module provides a list of all subjects and class groups your child is in for the academic year. It typically shows the subject, class code, and the teacher assigned.



## Section 5: Frequently Asked Questions (FAQs)

Q. What do I do if I've forgotten my email address? A. You must contact Redborne directly. We will be able to assist you in recovering your account.

Q. What do I do if I've forgotten my password? A. On the login page, click the "Reset Password" link. This will send a password reset email to your registered email address.

Q. I am getting the message 'incorrect email address' when I try to log in. A. Please contact Redborne. Our administrator will need to verify and, if necessary, update the contact record we have on file for you.

Q. I forgot my app PIN number. How do I reset it? A. For security, the PIN is stored only on your device and cannot be reset. To regain access, you must delete the MCAS app from your device and then reinstall it from the App Store or Play Store. You will then be prompted to set a new PIN.

Q. I am not receiving Push Notifications from the app. A. First, check your phone's main settings to ensure notifications for the MCAS app are enabled. If they are, try uninstalling and reinstalling the app. When you first open it, make sure to accept the prompt to "allow notifications."

Q. How do I switch between my children in the app? A. If you have more than one child at the school, click on the student's name on the main dashboard (often near their photograph). This will open a menu that allows you to select which child's information you wish to view.

