

Frequent Issues Accessing My Child At School (MCAS)



MCAS is a useful application for parents enabling them to look up various aspects of their child's school record for example their timetable or latest attendance records. Occasionally parent come across technical difficulties getting logged into their account. Below are some common issues and resolutions to support:

- 1. I have an account, but I am unable to access it**
 - a. Check you are using the correct website**

A common issue parents/carers have when trying to access MCAS is that they try to login via the invitation page rather than the login page. The invitation page will only be used once to set up your account.

Once you are set up, you should be accessing MCAS at the link below:

<https://www.mychildatschool.com/MCAS/MCSParentLogin>

You can tell if you're on the right page as there are subtle differences in what they display

Initial Invitation Page

A screenshot of the 'Initial Invitation Page' on the my child at school.com website. The page has a white background with a blue header containing the logo. Below the header is a blue button labeled 'REDEEM YOUR INVITATION CODE'. Underneath are three input fields: '12263' (with a keypad icon), 'Username' (with a person icon), and 'Invitation Code' (with an envelope icon). There is a reCAPTCHA section with a checkbox labeled 'I'm not a robot' and a 'reCAPTCHA' logo. At the bottom is a large blue 'Redeem Code' button and a 'Back to Login' link.

Main login page

A screenshot of the 'Main login page' on the my child at school.com website. The page has a white background with a blue header containing the logo. Below the header is a blue button labeled 'PARENT LOGIN'. Underneath are three input fields: '12263' (with a keypad icon), 'Username' (with a person icon), and 'Password' (with a lock icon). There is a checkbox labeled 'Remember School ID and Username' and links for 'Forgotten Login Details?' and 'Redeem Invitation Code?'. At the bottom is a blue 'Login' button, version information 'v5.2021.8336.35594', and 'Powered by Bromcom'. There are also 'Available on the App Store' and 'Get it on Google play' logos.

- b. I Don't know the school ID**

The school ID for Coleshill school is 12263

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c. Check you are using the correct Username

The username in most cases is NOT your email address but a username that was sent to you from the school e.g. "Smith3694". If you have forgotten this, you should follow the "Forgotten Login Details" link on the website:

<https://www.mychildatschool.com/MCAS/MCSParentLogin>

Click "I need to recover my account details".

d. Forgotten password

If you have forgotten your password, you should select the "Forgotten Login Details" link on the Website

<https://www.mychildatschool.com/MCAS/MCSParentLogin>

Click "I need to reset my password"

2. I have more than one child at the school but am unable to access both records

Please contact datateam@thecoleshillschool.org with your children's names and we will be able to link their records on your MCAS account

3. My child is new to the school and I don't have an account

Please contact datateam@thecoleshillschool.org and someone will send you details on how to set up your account.

4. I have a MCAS account set up for a child at a different school can I see both children in my one account.

Unfortunately, the records are linked to the school ID so you will have 2 separate accounts where children are at 2 different schools.

5. Why cannot I not see school reports or assessment information

We use a different provider for this information. Go4Schools is accessible to parents at the following website: <https://www.go4schools.com/sso/account/login?site=Parent>
If you have not yet set up click the "first-time user" link. It's important you use the same email to register that we have on your parent record at school.

For any further queries on accessing My Child at School contact datateam@thecoleshillschool.org