



## MCAS FAQ Guide:

### FAQ

Is there a user guide?

*Link to the Full Bromcom Guide to MCAS*

<https://d3kchveacp7yrb.cloudfront.net/2022/12/6fu6M8CJ-MCAS-Parent-Guide.pdf>

*Link to the Bromcom MCAS Support Web Page*

<https://docs.bromcom.com/article-categories/for-parents/>

### What is the School ID?

The School ID for Green Wrythe Primary School is **14066**

The school ID is the unique code Bromcom use to identify the school. If you have children at other schools' with MCAS, the school ID and username will be different.

### Why does the page shake when signing up?

Your password might not match the requirements. Please make sure that the password you are entering is at least 8 characters long and includes uppercase letters, lowercase letters, numbers and special characters, e.g. punctuation marks.

### Can I see my child at another school?

With your log on details for Green Wrythe Primary School you can only see your children at this school. If you have other children at other schools that use Bromcom, the other school will send you a different school ID and username for that school.

You can switch quickly between schools using the MCAS app.

If you are using MCAS in the browser, you will need to log out, and log in with the different credentials.

## What are my login credentials?

Parents require a School ID, Username and set their own password for this service.

Green Wrythe Primary School ID is **14066**

The main login page is: <https://www.mychildatschool.com/MCAS/MCSParentLogin>

Please remember to use your Username as your login name.

## I tried to login but it says my Username and Password are wrong.

This might be triggered when you try to use an email address to login rather than your username.

Your Username is your surname followed by a number, such as Example8982

If you have forgotten your username or your password, please follow the instructions under the questions below. If you have not validated your email address, you will not be able to recover your username and/or password.

## How can I receive my login details?

You will have received a 'username' and 'invitation code' from the school to create a MCAS account. Please check previous emails from the school for these details. Using these details, you can create an account using the 'Redeem Invitation Code' link on the MCAS login page. <https://www.mychildatschool.com/MCAS/MCSParentLogin>

## I've forgotten my password

Visit this site to recover your details or reset your password

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

**You will be unable to recover your details or reset your password if you did not validate your email address when you set up your account.**

Please e-mail us if you did not validate your email address and cannot access your account details.

[office@greenwps.org](mailto:office@greenwps.org)

## I've forgotten my username

Visit this site to recover your details or reset your password

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

**You will be unable to recover your details or reset your password if you did not validate your email address when you set up your account.**

Please e-mail us if you did not validate your email address and cannot access your account details.

office@greenwps.org

When using A Web Browser is there a link that saves me having to put the school ID in each time?

Yes. <https://www.mychildatschool.com/MCAS/MCSParentLogin?schoolid=14066>

## How do I change details on MCAS?

Using the Data Collection Form on MCAS you can edit, delete and add selected details of your children's and your personal details.

Addresses, Email Address, Mobile Numbers etc.

Some details such as Legal Name cannot be changed on MCAS. Please email the school office in the first instance, and if we need further details such as supporting documents, we will let you know.

Any amendments will first be approved by Green Wrythe Primary Schools office staff before any records are permanently updated. Amendments that are not approved will revert back to their original state. There may be a delay in approval, and we may contact you if we need clarification on details.

## Give Parental Consent on MCAS

Using the Parental Consent form you can review and grant consents for your child, data, services and images.

If you wish to revoke consent, you must email us.

## How can I see Behaviour

Positive and Negative behaviour events recorded for your child appear instantly on the behaviour module in MCAS.

Click on the day, to list the events recorded each day.

## How can I see the Clubs & Trips?

The clubs and trips option is accessible from both the menu bar and a widget. The Widget only displays the current Clubs & Trips that the Student is part of, while the Clubs & Trips page from the Menu Bar shows the same, as well as any Clubs & Trips that are available to be booked.

## How can I make dinner money payments?

From the dashboard scroll down until you find the dinner tab, enter the amount you want to pay for school dinners then click Add to Basket. When you are ready click checkout and fill in the payment page information. When complete click on the Confirm & Pay button.

The dinner money widget will now display the updated balance.

## How can do I use the shop?

The school shop option is accessible from the menu bar. It will display the items the school currently has available for you to purchase.

## What if I have more than one child attending Green Wrythe Primary School?

If you have more than one child at the school, you are able to click on the name of the student next to their photograph and it will give you the option to select other students associated with the user. Click on the photograph or the text to change the views allowing information to be viewed with just one login.

## I do not have my 'username' and/or 'invitation code'

Please email [office@greenwps.org](mailto:office@greenwps.org) with the subject heading – 'MCAS Username and Invitation Code' and we will send you your details.

## Is there a text message service?

Yes. Our Text Message Services will display from the below:

"Green Wrythe Primary School"

" 447860054558"

"07860054558"

We advise you to save this number in your contacts. Please note this number does not support calls.