

MCAS PARENT PORTAL GUIDANCE

Version 2

Initial login instructions:

Parents were issued with login details to the new MCAS Parent Portal on the evening of Monday 9th December. If you have not received your email, please contact Annie Rayson (arayson@solihull.tgacademy.org.uk).

Link to MCAS login page: <https://www.mychildatschool.com/MCAS/MCSParentLogin>

CONTENTS:

Setting up a new account –
See Pages 2-4

Invitation code used/Account registered – Password forgotten –
See Pages 5-8

Invitation code used/Account registered – Security Question/Username forgotten –
See Pages 9-10

Author : Annie Rayson
Date : 7th January 2020

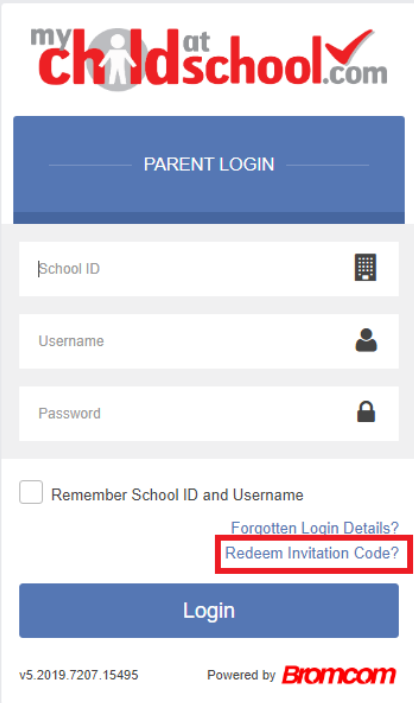


Brand New Account

What do the Parents need to do?

1. Redeem Invitation Code (Currently, this can only be done on the MCAS Website).
2. Set Security Information.
3. Check Emails
4. Click on Email

Please see below for Screenshots from every Step that a Parent will encounter.



myChildatSchool.com

PARENT LOGIN

School ID

Username

Password

Remember School ID and Username

[Forgotten Login Details?](#)

[Redeem Invitation Code?](#)

Login

v5.2019.7207.15495 Powered by **Bromcom**

Available on the App Store

Get it on Google play

— REDEEM YOUR INVITATION CODE —

School ID



Username



Invitation Code



I'm not a robot



reCAPTCHA
Privacy - Terms

Redeem Code

[Back to Login](#)

— SETUP YOUR ACCOUNT DETAILS —

Email



Confirm Email



Password



Confirm Password



Select a security question and then type your answer.

What was your childhood nickname? ▾

Security Answer

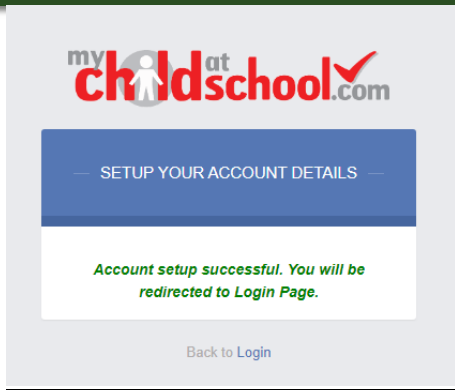


Confirm Security Answer

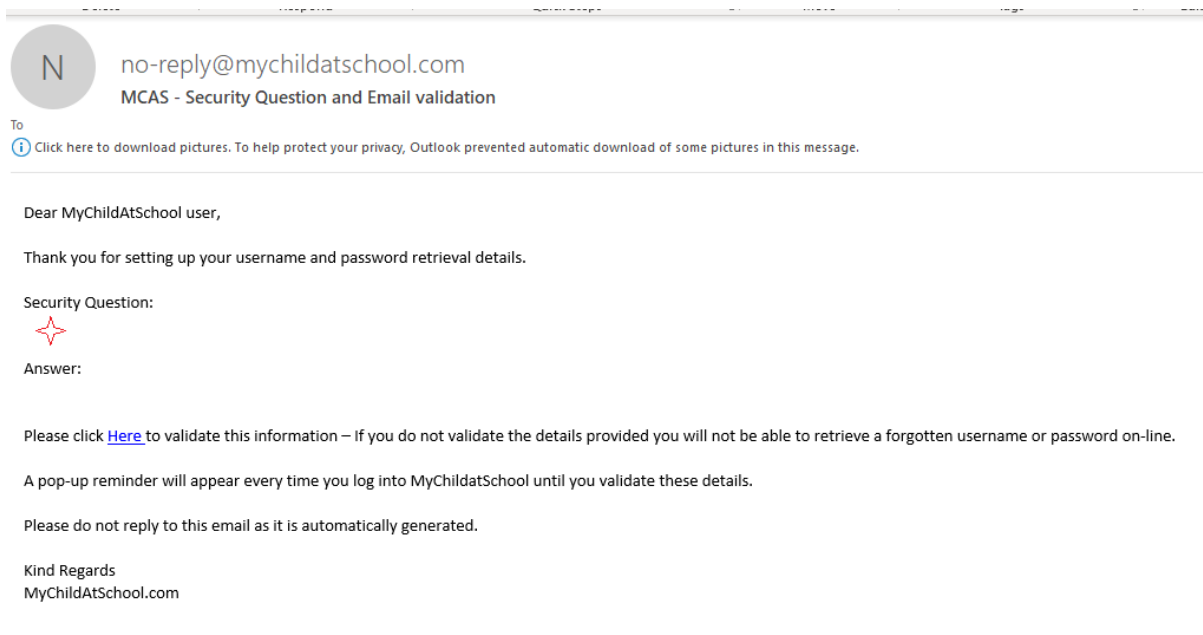
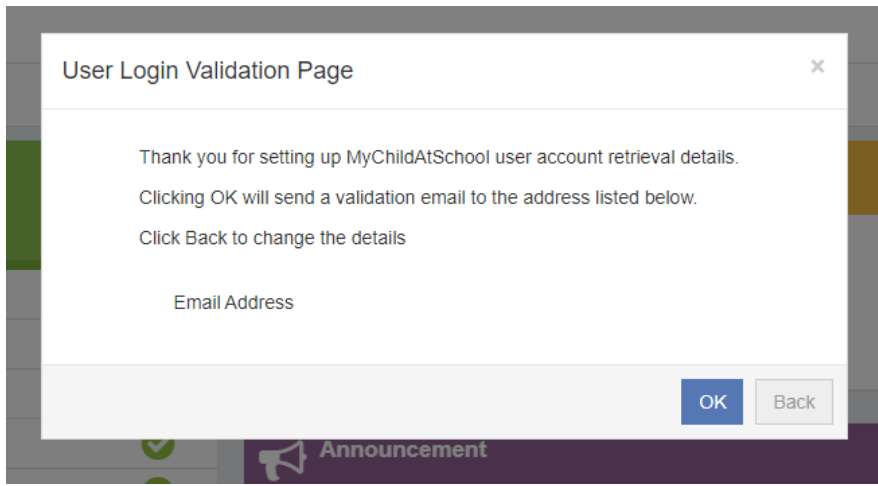


Save Account Details

[Back to Login](#)



When Parents Log In for the first time, they will be asked to confirm their Email.



(The email will display your Security Question but will not display the Security Answer).

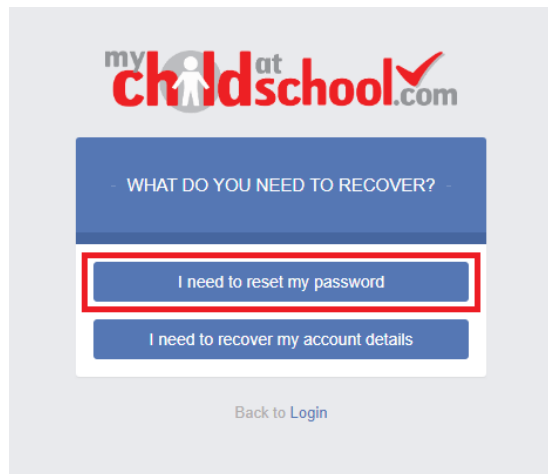
Parents need to click the Link in the Email, to validate their Account – this will help in the future should it be necessary to retrieve the Password / Reset their Account

Parent has an Account, but has forgotten their Password:

The Account has an Email associated

This would usually mean that the User has previously registered their MCAS Account through the Validation Link

The User must follow the: Forgotten Login Details > Reset Password Steps.



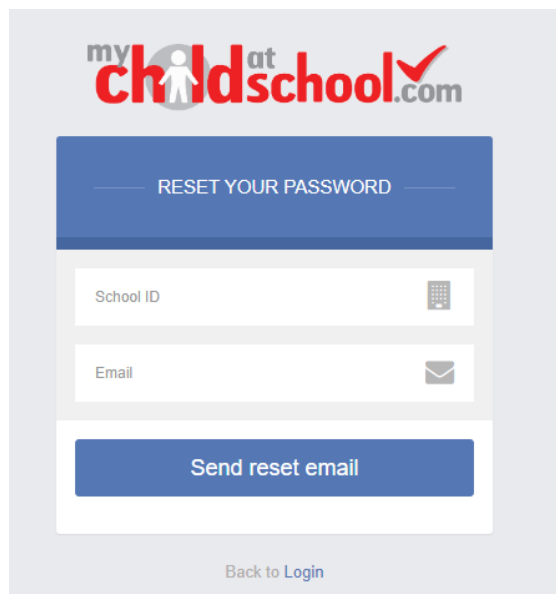
my child at school.com

WHAT DO YOU NEED TO RECOVER?

I need to reset my password

I need to recover my account details

Back to Login



my child at school.com

RESET YOUR PASSWORD

School ID

Email


Send reset email

Back to Login



no-reply@mychildatschool.com
MCAS Password Recovery

To

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hello from MyChildAtSchool.com

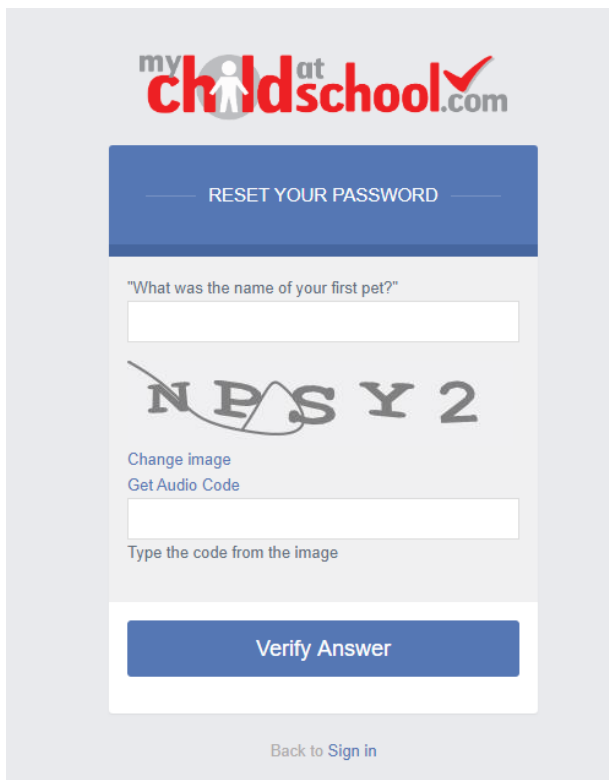
A request for password reset has been received.

If you did not request for your password to be changed, please contact your school.

Please click [Here](#) to reset your password. This link will expire in 15 minutes.

Please do not reply to this email as any received emails are deleted immediately.

Regards
MyChildAtSchool.com



my child at school.com

RESET YOUR PASSWORD

"What was the name of your first pet?"

NPSY2

[Change image](#)
[Get Audio Code](#)

Type the code from the image

Verify Answer

[Back to Sign in](#)

(As with all CAPTCHAs, this is Case Sensitive (and will be different for every user)).



RESET YOUR PASSWORD

Enter Password

Confirm Password

Update Password

[Back to Sign in](#)



RESET YOUR PASSWORD


Password updated and confirmation email sent

[Back to Sign in](#)



no-reply@mychildatschool.com
MCAS Password Update

To

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hello from MyChildAtSchool.com

Your password has been successfully updated

If you did not change your password, please contact your school.

Please do not reply to this email as any received emails are deleted immediately.

Regards
MyChildAtSchool.com

Parent has an Account, but has forgotten their Security Question / Username:

These Steps can be followed where the User has either forgotten their Security Question/Answer or has forgotten their Username.

Please follow the: Forgotten Login Details > I need to Recover My Account Details steps.



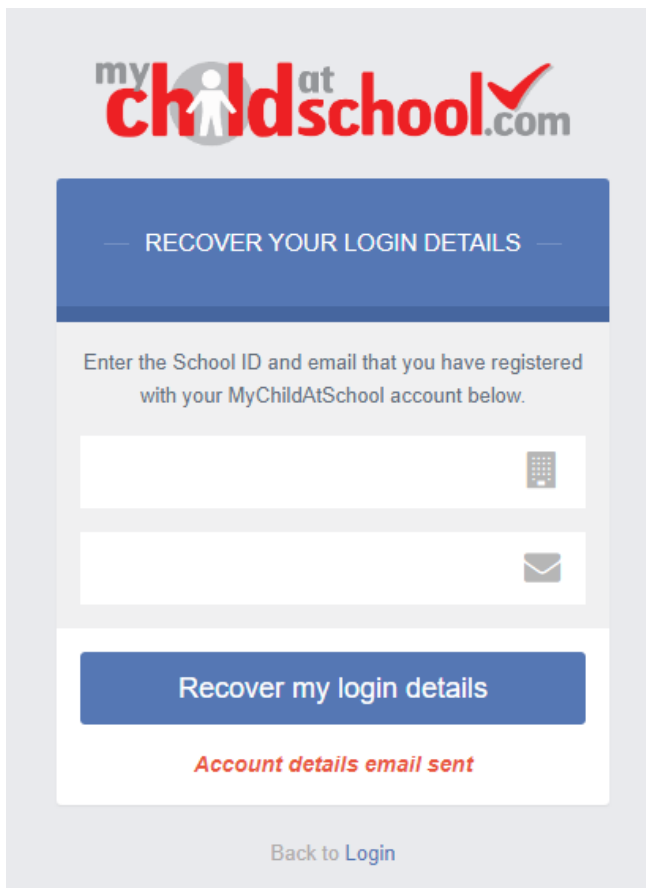
myChildAtSchool.com

WHAT DO YOU NEED TO RECOVER?

I need to reset my password

I need to recover my account details

Back to Login



myChildAtSchool.com

RECOVER YOUR LOGIN DETAILS

Enter the School ID and email that you have registered with your MyChildAtSchool account below.

Recover my login details

Account details email sent

Back to Login



no-reply@mychildatschool.com
MCAS Access Details Recovery

To

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hello from MyChildAtSchool.com

A request to retrieve your login details has been received.

If you did not request your login details, please contact your school.

The login associated with this email is



Please do not reply to this email as any received emails are deleted immediately.

Regards

MyChildAtSchool.com

The Email will display the Username associated with the Email Address, where they can login with their Username and Password.

If the User cannot remember their Password either, please see the section above for how they can retrieve their Password.

What do the Parents need to do?

Please see above for Following the Steps to retrieve their Username – if they do not remember the Security Question/Answer for resetting their Password.

If they do not remember either their Password – or Security Question/Answer, then they will need to have an Invitation Code sent to them and register for an Account. (Please contact Annie Rayson at Tudor Grange Academy Solihull).