

# TUDOR GRANGE ACADEMY SOLIHULL

## MY CHILD AT SCHOOL (MCAS)

FREQUENTLY  
ASKED  
QUESTIONS

**What is the school ID number:** 11863

### **What is my username?**

Your username is sent to you when you receive your invitation code to set up your MCAS account. When logging in you always use this as your username. This cannot be changed, it will be in the format Smith5432 (ie usually your surname followed by a number).

Many users forget their username and try to use their email address to login. The email address can be used to send you a reminder of your login details, by using the 'Forgotten login details' links (see below).

### **I have forgotten my login details/username**

On the MCAS login page ([MyChildAtSchool - Login](#)) please click on the blue 'Forgotten Login Details?' link, where you will be given the option to either reset your password or recover your login details.

To request an email reminder of your login details enter the school ID (11863) and the email address you used when setting up your account.

If you cannot remember the email address you used, or if the system does not recognise the email address you are trying to use, please contact the school ([MCAS@solihull.tgacademy.org.uk](mailto:MCAS@solihull.tgacademy.org.uk)) and an administrator will be in contact to assist you.

### **I cannot remember my password**

On the MCAS login page ([MyChildAtSchool - Login](#)) please click on the blue 'Forgotten Login Details?' link, where you will be given the option to either reset your password or recover your login details.

To reset your password you will need to enter the school ID (11863) and the email address you used when setting up your account. This will generate an email containing a link to enable you to reset your password.

If you cannot remember the email address you used, or if the system does not recognise the email address you are trying to use, please contact the school ([MCAS@solihull.tgacademy.org.uk](mailto:MCAS@solihull.tgacademy.org.uk)) and an administrator will be in contact to assist you.

### **I have reset my password but I still cannot gain access**

When resetting passwords please allow up to one day for the systems to update. If after one day of resetting your password, the new password still does not allow you access please contact the school ([MCAS@solihull.tgacademy.org.uk](mailto:MCAS@solihull.tgacademy.org.uk)) and an administrator will be in contact to assist you.

### **I cannot see my other children**

If you notified us that your child has a sibling already on roll at the school when completing your data/consent form we will have now linked this child to your existing account.

To view the other child, on the MCAS home page click on the name of your child (next to their photograph) and you should see a drop down menu listing your other children.

If the child is not listed please contact the school.

