

16 February 2024

Dear Parent/Carer

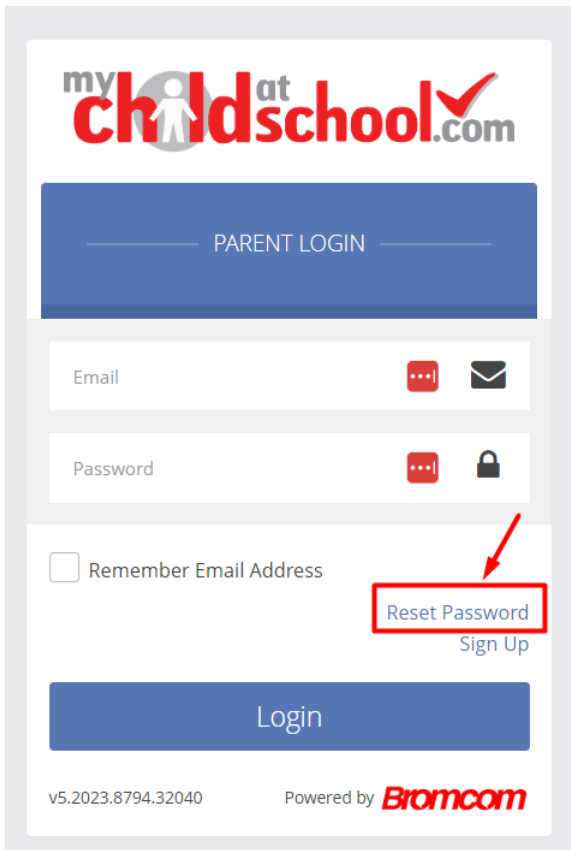
Re: SMRT Launch of My Child at School (MCAS)

We are writing to provide a further update on MCAS. You can find our previous correspondence on the change from Edulink to My Child at School [here](#).

A significant amount of work and testing has taken place during the half-term break and the information below explains how you can access MCAS. We are aware that several parents/carers have already signed up to MCAS during the half-term.

For our initial launch of MCAS, we will not be sending an automated email to you. Instead, you can activate your account by clicking the '**Reset password**' link on the MCAS website and choosing a password. The five-step procedure is as follows:

1. [Click here for the MCAS \(MyChildatSchool\) website.](#)
2. Find the **Reset Password** link next to the log in box.



my child at school.com

PARENT LOGIN

Email

Password

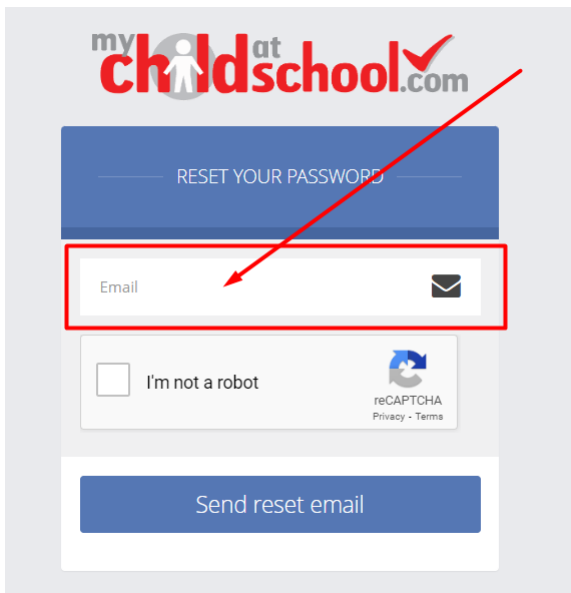
Remember Email Address

Reset Password
Sign Up

Login

v5.2023.8794.32040 Powered by Bromcom

3. Enter your **email**, complete the 'I'm not a robot' step, and press **Send reset email**.



The screenshot shows the 'my child at school.com' logo at the top. Below it is a blue header with the text 'RESET YOUR PASSWORD'. A red box highlights the 'Email' input field, with a red arrow pointing to it. Below the email field is a reCAPTCHA section with the text 'I'm not a robot' and a checkbox. At the bottom is a blue button labeled 'Send reset email'.

4. Check the email that arrives and click on the link to set your password. The email will look like this:

From: St Mary Redcliffe and Temple School <bromcom@smrt.bristol.sch.uk>
Sent: 13 February 2024 12:36
To:
Subject: MCAS Password Recovery

Hello from MyChildAtSchool.com

A request for create password 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 24 hours.

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

Regards
MyChildAtSchool.com

5. Then **enter your chosen password** to save it in MCAS. That's it!

Please refer to our new dedicated [Bromcom support page for parents and carers](#) on our website for guides on using MCAS, frequently asked questions and sources of further support.

Features available to SMRT Parent/Carers in MCAS

Please note that new features on MCAS will be made available in phased stages. We recommend **installing the Apple or Android MCAS app** as soon as possible so that you can also access MCAS from the convenience of your phone. Links to the apps are on the support page above and repeated below.

[MCAS at the Apple store](#)

[MCAS at the Google Play store](#)

Please do contact our Student Data Team via studentdatateam@smrt.bristol.sch.uk if you require any support and they will be able to support with your queries or direct you to the correct team from Monday 19 February.

Student Portal

We have been testing the student sign-in during the holiday and will be supporting all students to sign up when they return. We provided guidance before the half-term and also have guidance on our website which can be accessed [here](#).

Yours sincerely

SMRT School