



Woolwich Polytechnic  
School for Girls

## Frequently Asked Questions – My Child at School (MCAS)

### FREQUENTLY ASKED QUESTIONS

#### 1. What is MyChildAtSchool (MCAS)?

MyChildAtSchool is an online portal that enables parents to view their child's performance and make online payments such as school dinners, music sessions etc. at school in real time via any modern web browser (e.g. Internet Explorer, Firefox, Google Chrome etc) or phone app. The facility allows the child's attendance, grades and behaviour to be accessed whenever the parent/carer wishes.

#### 2. What do I need to use the MCAS App?

To use the MCAS App you will need access to a Smart Phone, Tablet, iPad or PC.

#### 3. How can I access MCAS? You can log on to MCAS here:

[https://www.mychildatschool.com/MCAS/MCSParent Login](https://www.mychildatschool.com/MCAS/MCSParentLogin) Please use the 'Parent MCAS Guide' for support.

#### 4. 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/MCSParent Login](https://www.mychildatschool.com/MCAS/MCSParentLogin) Please use the 'Parent MCAS Guide' for support.

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

Please email [mcas@woolwichpolygirls.co.uk](mailto:mcas@woolwichpolygirls.co.uk) with the subject heading – 'MCAS Username and Invitation Code' and we will send you your details.

#### 6. What is the School ID?

The school ID is 12784

#### 7. I have lost/forgotten my MCAS login details

Please use the 'Forgotten Login Details?' option on the MCAS login page.

[https://www.mychildatschool.com/MCAS/MCSParent Login](https://www.mychildatschool.com/MCAS/MCSParentLogin) Please use the 'Parent MCAS Guide' for support.

#### 8. I'm inputting a new password but MCAS won't accept it?

Passwords need to be a minimum of eight characters long and must contain a Capital letter, a number and a special character (i.e. !, ?, £).

#### 9. My child at another school uses MCAS so I already have an account. Do I need to set up a new account?

No, you don't need to set up a new account. Parents with siblings already registered with MCAS just need to add their child on at login.

#### 10. I am not receiving pop-up notifications?

Depending on what device you are using you would need to go Settings, Notifications, and activate for the MCAS App.

#### 11. I am unable to change my personal details?

The only details which you are able to change on MCAS are: Address, Telephone Number and email. Any other details which you require to be changed (i.e. name) will need to be requested via the school office.

#### 12. I am not able to view some of the MCAS modules

At times we configure some of the MCAS modules so they may not be enabled and therefore not accessible when you view MyChildAtSchool. You will be able to view the main modules listed at all times: Announcements, Attendance, Behaviour, Classes, Dinner Money, Homework, Online payment for books, music sessions, trips etc, Reports and Timetable (please note that some of these features might not be available during partial closure).

