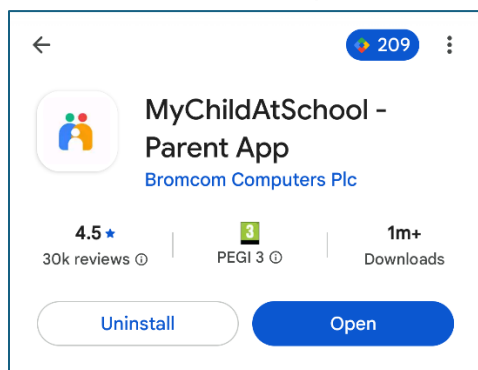


Getting Started with MyChildAtSchool – Parent and Carer Guide

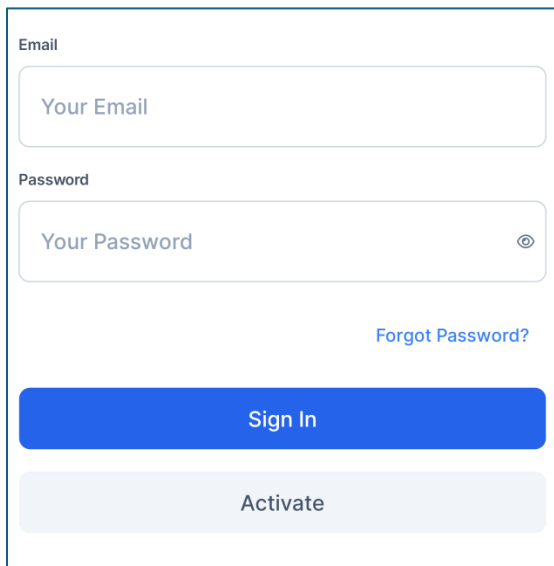
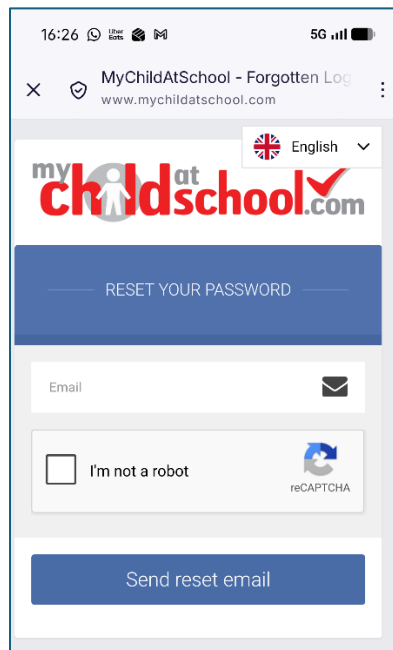
New parents and carers can set up the MyChildAtSchool app using an email address.

Your email address is linked to your child on the school's system – if your email address is not recognized you will need to contact the school (either via phone or mcas@chaseterraceacademy.co.uk) to have your records updated.

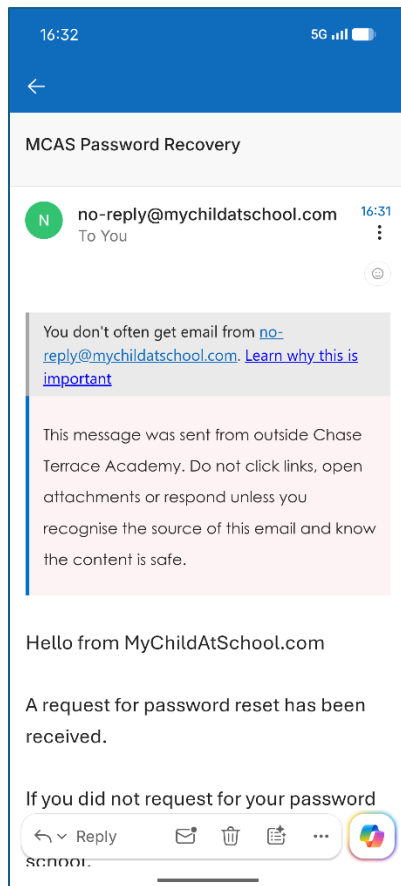
- Download the MyChildAtSchool app from the App Store/Play Store



- Open the app and tap on “Forgot Password” – enter your email address tap “Send reset email”

A screenshot of the MyChildAtSchool login screen. It features two input fields: 'Email' with a placeholder 'Your Email' and 'Password' with a placeholder 'Your Password' and a toggle icon. Below the password field is a blue link that says 'Forgot Password?'. At the bottom, there are two buttons: a blue 'Sign In' button and a light grey 'Activate' button.A screenshot of the MyChildAtSchool 'Forgotten Log' screen. The page title is 'MyChildAtSchool - Forgotten Log' with the URL 'www.mychildatschool.com'. It includes a language selector set to 'English'. The main heading is 'RESET YOUR PASSWORD'. Below this is an 'Email' input field with an envelope icon. A reCAPTCHA section contains a checkbox labeled 'I'm not a robot' and a 'reCAPTCHA' logo. At the bottom is a blue button labeled 'Send reset email'.

- If your email address matches our records, you will receive a password reset email – (please check your spam/junk folder if you don't see it straight away)



- Follow the instructions in the email to set a secure password
- Return to the app and sign in using your email address and new password
- You will need to create a 5-digit pin number for security purposes – it is recommended that you allow biometric authentication after this is set

