

## My Child At School (MCAS) Frequently asked questions

### How do I access MCAS?

Parents require a School ID, username and set their own password for this service.

Dean Trust Rose Bridge school ID is **13085**

If you have forgotten your username or password

Visit this site to Recover your details or reset your password

<https://www.mychildatschool.com/MCAS/MCSForgottenLogin>

If you have never used the service must redeem the invitation code the school has sent you, to set your password for the service.

<https://www.mychildatschool.com/MCAS/MCSRedeemInvitationCode>

If you are having any problems accessing this service review the other questions on this form or email: [office@deantrustrosebridge.co.uk](mailto:office@deantrustrosebridge.co.uk)

### What is an Invitation code? - (FIRST TIME USER)

If you are using the service for the first time, please click on "**Redeem Invitation Code?**" to enter your initial details.

#### Example :

**School ID** : 13085

**Username** : Surname10553

**Invitation Code** : C638EFD249

You can **Redeem Invitation Code?** on this website or on the app :

<https://www.mychildatschool.com/MCAS/MCSRedeemInvitationCode>

This process will allow you to enter your email address and your own password for the service.

All parents require a valid and unique email address to use this service.

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(If you have received email with the invitation code blank, then you have used the service before, visit this site to recover your details or reset your password)

<https://www.mychildatschool.com/MCAS/MCSForgottenLogin>

If you are having any problems accessing this service review the other questions on this form or email [office@deantrustrosebridge.co.uk](mailto:office@deantrustrosebridge.co.uk)

### **Why is my invitation code blank?**

If you receive an email that reminds you about MACS with the school ID and username but the invitation code is blank.

This indicates that you have already redeemed the invitation code, and you have set your username and password.

Visit this site to Recover your details or reset your password

<https://www.mychildatschool.com/MCAS/MCSForgottenLogin>

### **What is the School ID?**

The School ID for Dean Trust Rose Bridge is **13085**

The school ID is the unique code Bromcom use to identify the school.

If you have children at other schools' with MCAS, the school ID and username will be different.

### **I've forgotten my username**

Visit this site to Recover your details or reset your password

<https://www.mychildatschool.com/MCAS/MCSForgottenLogin>

### **I've forgotten my password**

Visit this site to Recover your details or reset your password

<https://www.mychildatschool.com/MCAS/MCSForgottenLogin>

### **I've forgotten my username**

Visit this site to Recover your details or reset your password

<https://www.mychildatschool.com/MCAS/MCSForgottenLogin>

### **Why do I need an email address?**

**You must have an email address to use MCAS and many other services provided by the school.**

Email will allow to recover your own MCAS details and reset your password.

**You can get sign up for a free email account at <https://www.outlook.com>**

Once you have got an email address please email the school: [office@deantrustrosebridge.co.uk](mailto:office@deantrustrosebridge.co.uk) so we can update your contact details.

### **I can only see one of my children on MCAS**

If you cannot see or switch between all your children on your MCAS account for Ashton on Mersey, it is most likely due to multiple contact profiles on our system.

Please contact

[office@deantrustrosebridge.co.uk](mailto:office@deantrustrosebridge.co.uk) and they will link your children to the same contact record.

### **Can I see my child at another school?**

With your log on details for Dean Trust Rose Bridge (13085) you can only see your children at this school.

If you have other children at other schools that use Bromcom, the other school will send you a different school ID and username for that school.

You can switch quickly between schools using the MCAS app.

If you are using MCAS in browser, you will need to log out, and log in with the different credentials.