

Bredon Hill Academy

Learning Together for Success

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Dear Parents and Carers

Bromcom Student Portal and My Child At School (MCAS)

To support our communication with parents and carers we use an online platform, My Child At School (MCAS). This runs alongside your child's Student Portal, which they use for their home learning. Pupils are currently learning how to access their Student Portal through their Computing lessons.

The Student Portal is run by Bromcom, a leading cloud-based software package supporting schools with administration and communication. Through the platform, your child will be able to check their home learning; view resources; get updates on their achievements and sanctions and check their attendance and timetable. Your child will also be able to view their termly progress reports through the portal. There will be no need for pupils to access the portal during the school day and so our current rules regarding mobile phone use within school remain in place.

The Student Portal is most easily accessible through a computer via the following website link: <https://www.bromcomvle.com/>. Pupils will be able to log-in using their usual school log-in details, which are being individually provided to them through their computing lessons. This will take a few weeks for them all to do this due to the timetable. Once they are on the log-in page, pupils can click 'Login with Microsoft Account' towards the bottom of the screen and type in their usual school log-in and password. The details can be located on page 8 of your child's learning journal. The sticker it is on is titled 'Office 365 + Bromcom'.

MCAS is also run by Bromcom. For parents and carers who are new to the school, there is a self-sign-up system. MCAS is available through a web browser or as a mobile app. **As the web browser version of MCAS contains more information, we recommend using this version of the software.**

Parents/Carers (first and second contacts) can access the Parent Login screen in two ways:

1. From within the web browser type www.mychildatschool.com - this will open the Parent Login screen.
2. By downloading the MyChildAtSchool mobile phone app through your app store - this will open the Parent Login screen.

Once in the Parent Login screen, parents/carers should follow these steps:

- Click on the Sign-Up link in the Parent Login screen.
- Enter the school's Postcode (WR11 7SW) or School ID (12439).
- Select 'Bredon Hill Academy' from the list in the dropdown.
- Click Continue.

- Enter the email address you have registered with us at Bredon Hill Academy. **Please note that the sign-up process will only work if the email you type in matches the email, we have for you on our records.**
- Click 'Sign Up'. Parents/Carers will see the message: 'To complete your registration, we have sent an email to the email address you provided. Please access your email and follow the steps to create your password'.
- The email will contain a one-time passcode, click the link, enter the passcode and then click verify.
- Once the one-time passcode has been verified, you will be asked to enter a password.
- You will then be able to log in to the platform. We recommend you save your password automatically for ease of access.

If you are a parent/carer of a child with an older sibling at Bredon Hill Academy, you should be able to see your child already on your existing log-in without any further action. The platform allows you to toggle between your children.

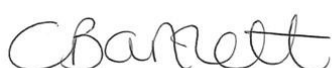
We are aware that some parents/carers have already successfully accessed the platform and, if this is the case, there is no further action you need to take.

Through MCAS you will be kept up to date with your child's home learning, achievements and sanctions, academic progress, letters and notices. You can also update contact details and parental consents, meaning everything is easily accessible and in one place. It is therefore really important for parents and carers to regularly access the portal in order to keep up to date and support your child(ren) with their learning journey at Bredon Hill Academy.

Should you have any queries, please do not hesitate to get in touch with the school through the dedicated email address mcas@bredon.worcs.sch.uk. Guidance and FAQs to support any troubleshooting follow this letter. Further guidance from Bromcom regarding the MCAS Portal has been put on our website, simply click on the link below:

<https://docs.bromcom.com/knowledge-base/how-to-login-and-use-the-mcas-web-parent-portal/>

Yours sincerely



Cherry Bartlett
Assistant Headteacher

Frequently Asked Questions

1. I can't register my details
 - a. You must type in the same email address as the one you have provided to Bredon Hill Academy when you registered your personal information. If you have since changed your email address, please let us know by emailing office@bredon.worcs.sch.uk
2. I have registered successfully but can't log-in
 - a. Make sure you have verified your account by clicking on the email after the initial registration.
3. My device has updated and lost my saved log-in details
 - a. Click on 'forgotten login details' and follow the on-screen instructions.
4. Once I've logged in, I only get a blank screen/I'm missing parts of the screen
 - a. The portal is cloud based and reliant on the Bromcom server. As with all cloud-based services, there can be the occasional glitch or speed issue, particularly during busier times of usage. Try refreshing your page or trying a little later in case the Bromcom server is down.
5. I have more than once child at BHA. How do I see each profile?
 - a. Once logged in, click on your child's name next to their picture, this will allow you to toggle between your children.
6. I can't see any assessment data

- a. We report to parents/carers termly and will email you when the latest reports are available. We are currently changing our assessment arrangements and more information will follow.
- 7. How often should I be looking at MCAS?
 - a. Home Learning will be updated daily through your child's Student Portal and you will also receive this information through MCAS. Should your child be able to confidently access their home learning independently, we recommend you view MCAS at least weekly, to check for any updates and to monitor achievements and communications regarding your child's school day.