



Parent Guide -

Communications via MyChildAtSchool (MCAS)

MyChildAtSchool (MCAS) is used for all text and email communication to parents.

Our standard practice for communications to parents is to send all letters and messages via email to both 1st and 2nd priority contacts with parental responsibility. A copy of any letter sent out is also available on our website.

Text Messaging is an important method of communicating to parents but is only used for individual and urgent messages, rather than whole school reminders. Except for time-critical messages, texts will be sent to the 1st priority contact only.

For general notifications and reminders, we use 'Announcements' on MCAS, which can be found on the Dashboard. 'Announcements' will include reminders for upcoming events and activities and can be for the whole school or targeted to specific year groups, classes or groups.

MCAS Communications Explained:

MCAS can be accessed via the online portal or app. If parents download and set up the MCAS app, they have the option to have 'Push Notifications' turned on or off.

IMPORTANT: Whether you have Push Notifications turned on or off will affect how you receive your school communications:

Push Notifications ON - all texts and emails will be delivered to your MCAS inbox and you will receive a Push Notification. You will be able to access all messages you have received in MCAS (by clicking on the in the top right-hand corner of the online portal or the 'Messages' tab on the app). You will NOT receive a standard text message or an email message to your email inbox.

Push Notifications OFF - texts and emails will be delivered as a standard text or email and will NOT be available within MCAS. Please note, if your email box is full or the email is not delivered for any reason, you will not be able to access the message.

We would encourage all parents/carers to download the MCAS app and turn on Push Notifications. The use of Push Notifications will ensure you receive an instant notification of a message and allow you to access historical messages within MCAS. PLEASE NOTE – if you have already set up your MCAS app and did not enable push notifications during this process you will need to delete the app and reinstall it to activate them.