



School communications via the 'My Child at School' App (MCAS App)

Communicating with parents/carers is an important part of what we do. Making sure you get the correct information about activities, events and things that really matter, is something we care about.

We use an app called 'My Child at School', which is linked to our School Information Management system called Bromcom.

Through the MCAS app, you are able to:

- Update yours and your child/ren's personal information along with other data such as medical and dietary needs - Please can you ensure that this is kept up to date if anything changes. If there are amendments to additional emergency contacts details, please can these be emailed to admin@pontyclunprimary.rctcbc.cymru.
- View all your children's profiles, including those in other schools if they use this app. (Click where the child's name is on the app and toggle between them to view each child's profile)
- Send and receive messages to/from the school office.
- Book parents meetings, when applicable.
- View attendance records and other school based information and reports*
- Grant permission for trips/workshops and other activities*
- Consent to use of photographs and use of technology in school *
- Choose school meals in advance*
- Report a pupil absence*

* These are other aspects of the app that have still to be rolled out and you will be notified of these when they go live.

Communication:

- Through the app you will also receive real-time updates/announcements and notifications.

These could be whole school/year group information/messages for things such as trips, events and reminders.

Some communications may come through as:

- Messages, that come via a push notification on your phone/device (please ensure that notifications are turned on for this).
- Emails, if the network is unable to deliver the push notification, or we need to send a lot of information, or the parent is not set up for the app.
- Announcements, for quick messages, reminders and or messages containing images/web links.

These communications can be translated into a recipient's preferred language, if you have set this in the app.

Any class/topic/curriculum information and or reminders will come via the Seesaw app as well as updates/photos on what the children are/have been doing in class/school.

If you need to report an absence, late or early drop off/collection, please can this be emailed to the main office via admin@pontyclunprimary.rctcbc.cymru or a message left on the school answerphone. Please do not send these types of messages via Seesaw, thank you.

Should you need to contact your child's teacher for any other class based reason, please can this be sent via Seesaw. Staff will respond to messages at the earliest time possible during the day and it's at the teachers discretion if and when they reply in the evenings, thank you.

Any other questions/queries can again be sent to the school office via admin@pontyclunprimary.rctcbc.cymru.

The *My Child At School* (MCAS) app is available on the Apple store and the Google Play Store and is free to download. It is also available in a desktop version.

To get started, please complete the data capture information form with the parents/carers details of who needs to be set up on your child's pupil record.
Once your child's pupil record has been created, which should normally be within the first couple of weeks of joining, you will be able to log in using the email address details you supplied on the form in this pack.

When first installing the app, it is important to accept the prompt to allow notifications. If you decline this, you may need to reinstall the app or adjust the phone's notification settings manually in order to receive notifications.

Troubleshooting, issues that have arisen when using the app:

Common Android Issues and Solutions

The primary issues reported are often about not receiving notifications or general login and performance problems.

1. Notification Issues

Problem: Parents may not receive timely push notifications for announcements or messages from the school.

Solution: Ensure push notifications are enabled within your phone's settings for the MCAS app specifically.

Some Android phones have built-in battery saver settings that may stop apps from running in the background and receiving alerts. Check your phone's battery optimization settings to ensure MCAS is not restricted.

If this has been done then the other advice is to;

- 1. Uninstall the MyChildAtSchool App from your device*
- 2. Ensure your device is up to date and has the latest version of the IOS/Android software installed*
- 3. Reinstall the MyChildAtSchool app to ensure it is on the latest version*
- 4. Retry your login.*

If you require any assistance please contact the school office on admin@pontyclunprimary.rctcbc.cymru