



27th August 2024

Dear Parents and Carers,

Important Information for the Start of Term

We hope you and your family have had a good Summer break and that your child is looking forward to the start of the new academic year. The start of term brings the introduction of a new parent portal system so please read the details below carefully.

Start of Term

Students in Years 7 and 11 start school on Wednesday 4th September, students in year 8,9 and 10 start on Thursday 5th September. The school day starts at 8.40am and staff will be on hand to direct students to the correct room for the first session.

School Uniform and Equipment

Please check that your child has the correct uniform and your child's name is written on all items. If your child has had additional piercings or nail treatment, please also ensure that these are removed in readiness for the first day of school. Clear retainers can be used for nose piercings and a single pair of studs may be worn in the ears. There should be no nail decorations or eyelash extensions.

All students also require a pencil case with the usual school stationery, along with a scientific calculator. All students should also have with them every day a suitable bag/rucksack in order to store books and equipment.

Parent Portal, Communications and Payments

All schools within West Norfolk Academies Trust are moving across to a new Parent portal called **MyChildAtSchool or MCAS**. This system is provided by a company called Bromcom. This change is aimed at providing you with a more streamlined payment experience that can be accessed through the same app as all other parental communications you will receive from your child's school. As we move closer to the start of the new term, we would like to provide more information regarding this switchover.

What's changing:

- Online Payments - MCAS will replace Parentpay for online payments (Dinner Money, Trip Payments, Prom(s), Music Lessons etc)
- Parental Engagement - MCAS replaces SIMS Parent App for all the details you need regarding your son/daughter's education – ranging from Academic Reports to Attendance to Behaviour Logs. Parents will also be able to update some school information and permissions.
- Communication - Although communications will still be made via text and email. Our preferred method of communication will be MCAS. If using the app, you will be able to receive push notifications.

Key Features of the New System:

- Enhanced Security – Secure encryption ensuring that your financial information remains safe.
- User-Friendly Interface – Simplified and intuitive design for easy navigation.
- One App for all parental information – One App covering all aspects of payments, communications and interactions concerning your child and their day to day school information.

Accessing MyChildAtSchool (MCAS)

- A link will be provided on your invitation email (see below). You will not be able to access MCAS without being invited.
- Ongoing you can access MCAS either via the website or by downloading the app.
- <https://www.mychildatschool.com/>
- Both Iphone and Android are supported. Links to the apps can be found on the MCAS website

Action Required:

In order to login to the MCAS portal you will need to have a valid email address registered with the school. If you do not have an email registered with the school please email mcas@wnat.co.uk

You will receive your invitation to MCAS via email on Monday 2nd September 2024. Please ensure that you log into the new system and set up your account at your earliest convenience. Any balances remaining on your child's ParentPay account will be automatically transferred across to the new system, ready for when they return to school in September.

Please do not make any payments to your child's Parentpay account after Thursday 29th August 2024.

Support accessing MCAS:

The school's website will have a link at the top of the homepage called "Parent and Student Portal". Here you will find more information and links to official MCAS documentation and user guides.

If, in the future, you forget your password to MCAS please click on the Reset Password link on the App, or, using your web browser, go to www.mychildatschool.com and click on the Reset Password link. You must use the email address that you have given the school. An email will be sent to your email account - it will only be valid for 24 hours. Follow the instructions within the email.

Should you experience any issues with your MCAS account please contact us for support via the following options;

Telephone: 01553 423359 E-mail mcas@wnat.co.uk

When emailing, please provide as much detail about your issue so we can make sure we allocate the right department. Please also provide Your full name, School and return phone number.

We appreciate your cooperation and understanding during this important transition. We are confident that as a parent/guardian this new app will continue to enhance your engagement with your child's school.

Thank you for your continued support.

Yours sincerely,



Mr N. K. Willingham
Headteacher