

2 October 2023

Dear families

Thank you for your perseverance and patience as we troubleshoot ongoing issues with the My Child at School App (MCAS).

Lots of families have now reported that their issues have been resolved once they have ensured that **the same** email address is used for the 'Priority 1' contact on our school system (Bromcom) **and within** their MCAS App on their families personal device.

Other families have shared that completing the following steps has also helped:

- 1) Deleting the app from the current device
- 2) Re-downloading the updated version
- 3) In-putting the 'Priority 1' email address agreed for home and school communication
- 4) Ignoring the box that says 'School ID' (this is no longer needed)
- 5) Clicking 'forgot password' and then following the steps to reset a personal password *Please note that this is needed **even** if you are a new user to the App*

Eventually, the My Child at School App (MCAS) will become the main form of communication to parents. It is through this platform that families are informed about upcoming events such as trips, parents' evenings and also used when immediate notifications need to be communicated to families to ensure student safety. Until feedback is received that the MCAS App is functioning consistently, we will continue to communicate via the text messaging service alongside the MCAS App so nothing is missed. All letters are also uploaded to the academy website.

For some families it may be the first time you have downloaded the app so please follow the instructions in the Parent Guide carefully via the academy website <https://www.dixonsmp.com/about/my-child-at-school>. If you have any questions or are struggling to use the software, a guide for the App and the software can be found by navigating to the following webpage on the link above.

If you continue to have issues with the My Child at School App (MCAS) please do not hesitate to contact the DMP office, as the team are also liaising directly with the App creators for clarity on how to resolve further issues.

Thank you for your continued support.

Yours faithfully,

Emma Steele
Principal

Nicola Morrissey
Head of School

