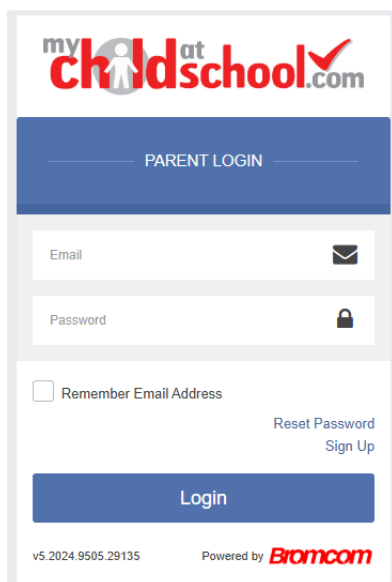


MY CHILD AT SCHOOL SITE & APP INSTRUCTIONS

Activating your account and choosing a password

We recommend you set-up your account in a web-browser before downloading the app.

1. Go to: **mychildatschool.com**

The screenshot shows the 'my child at school.com' website. At the top is the logo with a red checkmark. Below it is a blue header with 'PARENT LOGIN'. There are two input fields: 'Email' with an envelope icon and 'Password' with a lock icon. Below the password field is a checkbox labeled 'Remember Email Address'. To the right of the checkbox are links for 'Reset Password' and 'Sign Up'. At the bottom is a large blue 'Login' button. The footer contains the version number 'v5.2024.9505.29135' and 'Powered by Bromcom'.

2. Click the 'Sign Up' link

3. Enter the school postcode **BS48** and select **Golden Valley Primary School** from the list (or our site ID is **16570**)

4. Enter the email address you have on record with the school and click 'sign up'. To add or change your email address you will need to contact the school office on office@goldenvalleyschool.co.uk

5. Check your email for a one-time passcode. Check your spam/junk folder as the email may have been redirected there. Enter the passcode within 1 hour and press the 'verify' button

6. Enter a password and press the 'create password' button

At the time of writing My Child at School passwords must have:

- 8 or more characters
- 1 uppercase character
- 1 lowercase character
- 1 numeric character
- 1 special character

Your account is ready. Your username is your email address and your password is what you entered in the previous step.

If you wish, you can now download the highly rated app (Apple or Google stores) and sign in with your details. You will then have to create and enter a 5-digit passcode.

WHEN DOWNLOADING THE APP PLEASE ENSURE THAT YOU ALLOW PUSH NOTIFICATIONS AS YOU CANNOT ADD THIS AT A LATER DATE

Children at different schools

1. Log into MCAS and go to Accounts
2. Click Add Account
3. Enter the school ID and the accounts should link

Forgot your password?

1. Go to: **mychildatschool.com**
2. Click the 'Reset Password' link
3. Enter the email address you signed up with and check the 'I'm not a robot'
4. Check your email for a password reset email. Check your spam/junk folder as the email may have been redirected there. Follow the instructions contained in the email. Ensure you do not click any links if the email is unexpected. If you did request the password reset, the email will look like this:
5. Click the link in the email:
6. Enter a new password and press the 'update password' button. You will receive a confirmation email.

Have a question about the My Child at School? Email office@goldenvalleyschool.co.uk or help guides for parents can be accessed here: <https://docs.bromcom.com/article-categories/for-parents/>