

23.4.2026

Dear parents and carers,

The My Child at School app will launch in late April 2026

At **Watton Westfield Infant and Nursery School**, we understand how important it is for families to receive timely information about how their child is doing in school.

As part of our effort to improve our communications and enhance administrative approaches, we have already transitioned away from our previous current School Information Management System (Pupil Asset) to a new system called BromCom. This move took place over the Spring term.

BromCom is a modern, user-friendly platform that integrates a number of our existing platforms into one, so that over time you will have one application to use for all information relating to your child and their experience at **Watton Westfield**. With its advanced features, BromCom will allow us to manage attendance, behaviour, communication and other key aspects of student life much more effectively, including integrating payment systems and other services too. **We still plan to continue with Class Dojo for news and communication, and Studybugs for absence reporting. Magic Booking will run until later this academic year for breakfast and after school club bookings and payments.**

As part of a Multi-Academy Trust (CCT), all schools in the trust made the decision to transition to the new platform together.

My Child at School (MCAS) is a web-based portal to give families access to information on their child through a webpage or App.

What can I see on MCAS?

We will no longer be using the **Pupil Asset Parent Portal** as our whole school communication and payment tool. The new system, BromCom, has its own platform/app called My Child At School (MCAS) for which there is further information below. If you have more than one child in our school, MCAS will show all of your children's details. If your child is at a different school that uses BromCom, you will be able to see their details with the same login by toggling between Students on the app.

What do parents need to do?

You can either access the app on a web browser or mobile app. If you would like to install the app on your phone, please go to the App Store or Google Play to download the MyChildAtSchool Parent App. The mobile App will also request that you set up a 5 digit pin to ensure your data security.

Hello from MyChildAtSchool.com

A request to setup your MCAS account has been received.

Below are the details to setup your account.

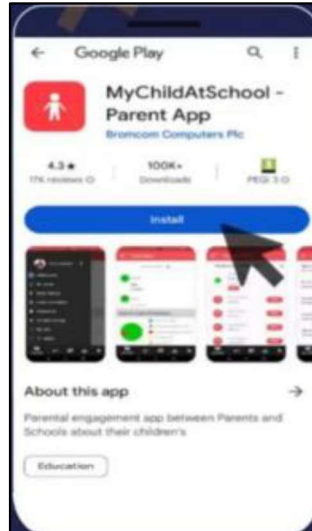
Email - sravani.konidala@bromcom.com

Password - Please click [Here](#) to create your login password.

If you did not request these details, please contact your school.

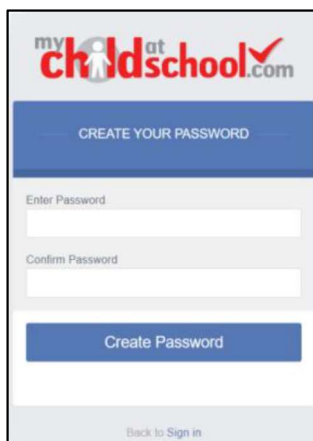
Please do not reply to this email as any received emails are deleted immediately.

Regards
MyChildAtSchool.com



We would like to ask all parents/carers to sign up to MCAS. We will send you an email with a link to the Parent Login screen. **Please let us know if you do not receive this by the end of April.**

If you click the [Here](#) in the email, this will take you to the Create Your Password screen where you will be asked to enter and confirm your password. You then click Create Password.



This will complete the registration details and you should be able to access the account for your child.

Please however do not delete any other school related apps until we advise you that they no longer have functionality for our school.

Please visit the BromCom website to view the latest [Parent Guide](#) for more information

FAQ's

Q. What do I do if I've forgotten my email address.

A. Contact your school and they will be able help you.

Q. What do I do if I've forgotten my password.

A. Click the Reset Password link from the login page. See [How to reset MCAS Password](#)

Q. The school has sent out invitation codes for parents to redeem however, some parents haven't redeemed them. How does this work now parents login with an email and password.

A. Parents should click the Reset Password link from the login page see [How to reset MCAS Password](#). Alternatively, the school can send a Password creation email from Modules>MCAS>User Accounts

Q. What if parents have multiple Email addresses registered to their MCAS accounts.

A. All Email addresses (including the Recovery Email Address if they have one) will allow the parent to Login.

Q. A parent is getting the message 'incorrect email address' when they attempt to login

A. The parent should contact their school so the school can they update the contact record for the parent with the correct email address.

Q. One of the parent profiles attached to the email address needs removing.

A. The person who's profile it is should contact the school and they can amend the account record

Q. The email address for a parents MCAS account is incorrect.

A. The parent should contact their school and the school can update the contacts record.

Q: Can messages sent to pupils be deleted?

A: We can delete Push Notifications, but SMS and Email messages cannot be deleted once sent.

Q. Parents aren't receiving Push Notifications.

A. Please see below for possible solutions;

- Advise parents to uninstall/reinstall the MCAS app, making sure their phone software (IOS/Android) is up to date before reinstalling
- Advise parents to make sure their phone settings has Notifications turned on
- School to make sure they have the 'Push Notification' tick box ticked when sending comms
- Parents declining Notifications when first installing the MCAS app and then trying to update this to allow notifications after doesn't always work, In this case parents would need to reinstall