



MCAS - FAQs

Logging In/Registering

I have not received my email with my username and activation code. What do I do?

Please call/email the school and check your email address is correct on our systems.

When I attempt to redeem the invitation code it says the code is invalid/not correct. What do I do?

Are the school ID, Username and Activation Code entered correctly? Try copying and pasting directly from the email you received from 'My Child At School'. If this still does not work please contact the admin team at the Academy.

When I try to login after setting up my account details it says the account username/password are incorrect. What do I do?

Did you **delete** your email address in the second box and type in your username from the email you received? If you still see your email address in this box delete it and copy and paste the username from the email.

Using the App/Website

I can't see any information on the dashboard. Why?

Is it a weekend? Only information for the present day is displayed. If you are looking on a Saturday or Sunday, as school is not open and your child is not attending school no information will be shown.



When I look at the 'Data Collection Form' tab some of the information that OAS have is incorrect, how do I change this?



You can change some of the information directly in the app/website. Please amend the information and click submit. The Academy may call you to confirm these changes. Some of the information cannot be changed directly in the MCAS app. You must submit in writing to the Academy to change this information.

When I 'view your personal details' tab some of the information that OAS have about me is incorrect, how do I change this?



You can change some of the information directly in the app/website. Please amend the information and click submit. The Academy may call you to confirm these changes.

I would like another person to have access to MCAS. How do I organise this?

Please email the Academy (office@oasissilvertown.org) with full details for this additional contact:

- Full Name
- Address
- Telephone number
- Relationship to your child

Please be aware that this person will have full access to information about your child and this access should only be given to someone that you trust.