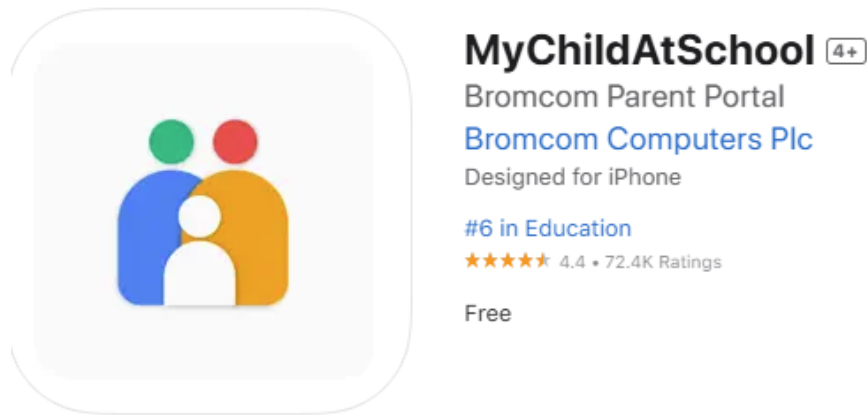


My Child at School

Exciting news – all our school communications are moving to one place, ‘My Child at School’. This new app will allow you to check and change your contact details, send school messages, receive announcements and emails from Broad Oak.

We recommend My Child at School is accessed by downloading the mobile app from Google Play or Apple Store



All families must be signed up to this app or you will miss school messages – our current text message system will close in May.

To sign up, download the app then follow the instructions overleaf. You should use the email address that you have already given to the school office.

It's really important that you sign in and check your details before the end of term.

If you need any help or support, please let us know.

How to Self Sign Up for parents

Parents can access the **Parent Login** screen in two ways:

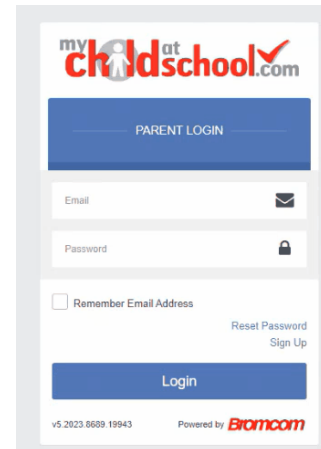
1. Download the **MyChildAtSchool** app which will open at the **Parent Login** screen.

Once in the **Parent Login** screen parents should follow these steps:

- Click on the **Sign Up** link in the Parent Login screen.
- Enter the **school's Postcode** or **School ID**.
- Select the school from the list in the dropdown.
- Click **Continue**.
- Enter the registered email address.
- Click **Sign Up**.

Parents will see the message *'To complete your registration, we have sent an email to the email address you provided. Please access your email and follow the steps to create your password'*.

Please note you may need to check your junk email.



Parents will receive an email from **MyChildAtSchool** with a link to a **one time passcode**.

- Click on the **link** for the one time passcode.
- Enter the one time passcode.
- Click **Verify**.

As soon as the **one time passcode** has been verified, parents will be prompted to enter a **password**.

- **Enter Password.**
- **Confirm Password.**
- Click **Create Password**.

Once the password has been created, parents can login from within the web browser and type www.mychildatschool.com, or access the **MyChildAtSchool** mobile phone app, this will open the **Parent Login** screen.

Note: Parents should contact the school if:

- **Self Sign Up** has not been enabled for the school.
- **Parental Responsibility** has not been assigned to the parent, then a message will appear *'Email address invalid. Please contact the school to gain access to your child's account.'*
- The parent's email address is not recognised. Schools should update the email address for that Contact in *Modules > MyChildAtSchool > Administration > User Accounts > User Account Maintenance* or *Students > Student Details > Contacts*.

Note: Parents should go back to the login screen if the email address already exists:

- Enter email address and password to sign into your account.
- Use Forgot Password if the user has forgotten their password.