

## MY CHILD AT SCHOOL – SECURITY CHANGES

To increase account security Bromcom have changed the way schools can view and edit account information. These changes have been designed to increase the security of My Child At School but have made the process of recovering lost account information more complex.

The account administrators at Hummersknott can no longer access and re-set passwords. Instead we must generate an “invitation code” for new or existing accounts which users can use to create their own passwords.

### What to do if you have problems accessing My Child At School...

Go to [www.mychildatschool.com](http://www.mychildatschool.com) (not the MyChildAtSchool app) where you will see the parent log-in screen with two links “forgotten login details” and “redeem invitation code” shown with red arrows below.

my child at school.com

PARENT LOGIN

School ID

Username

Password

Remember School ID and Username

[Forgotten Login Details?](#)

[Redeem Invitation Code?](#)

Login

v5.2019.7227.17197 Powered by Bromcom

**If you have previously set up a validated email address and security question** please try the “forgotten login details” link first and follow either the “reset password” or “recover my account details” links. You will need the school ID which is 11391.

For password resets you will be sent an email with a link to re-set your password – at this point you will need to answer your security question.

For login details you will be sent an email reminding you of the username associated with your email address.

Note – this method will also work if you follow the “forgot password” link on the MyChildAtSchool app.

my child at school.com

WHAT DO YOU NEED TO RECOVER?

I need to reset my password

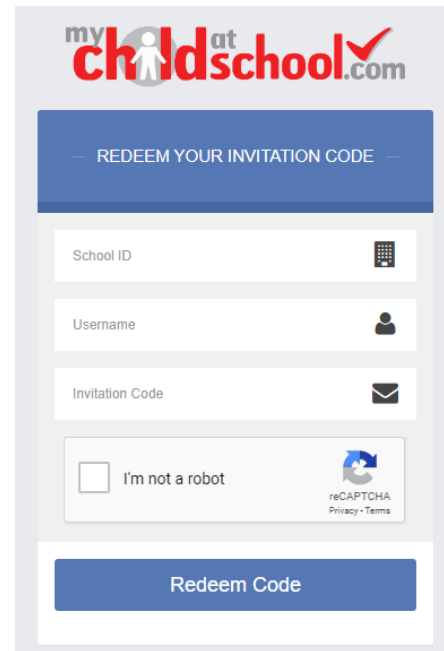
I need to recover my account details

**If you have not previously set up a validated email address and security question or the above method has not worked** please contact us on [enquiries@hummersknott.org.uk](mailto:enquiries@hummersknott.org.uk) or 01325 241191 and we will generate an “invitation code” for you and send it along with a reminder of your username.

Once you have received the code click on the “redeem invitation code” link – you will then be prompted to enter the school Id (11391), your username and the invitation code.

You will then be required to set up an email address, password and security question and save the account details. A message will be displayed that the new login setup has been successful and you will be returned to the login page.

An e-mail will also be sent to the e-mail address entered with a link to verify the information, if this is not verified you will not be able to recover account details or passwords in the future.



Note – you cannot currently use invitation codes on the MyChildAtSchool app – you need to use the web version – [www.mychildatschool.com](http://www.mychildatschool.com) – to set up the new password which you can then use for the app.

## Other issues

When we first set up My Child At School accounts we only set up one account per household. We are now setting up one for every contact with parental responsibility. This has led to some anomalies including the issues below.

**You don't see all of your children** - If you have more than one child at the academy you should be able to toggle between them by clicking their name next to their photograph, this will open a selection box to swap between children. If this does not work then one or more children have not been correctly linked to your account.

**You see the contact details** for another member of the household instead of your own – this is usually because accounts were shared initially and the username you are using is attached to another parent in the household.

If you are affected by any of these or any other issue with My Child At School - please contact us on [enquiries@hummersknott.org.uk](mailto:enquiries@hummersknott.org.uk) or 01325 241191 and we will correct the accounts

## The MyChildAtSchool app

The app is an easy to use alternative to the web version once you have set up your account and password. It is available to download from the Apple or Google Play stores for use on iPhones or Android smartphones accordingly. Simply search for mychildatschool.com and follow the instructions for installation on your phone. When you access the app for the first time you will be required to create a 5-digit PIN and complete the setup by confirming your biometric authentication settings if appropriate. You will then enter your usual MCAS details: these are the School ID (11391), your User ID and your password. Once these have been added, they will be stored securely within the app and you will only need the PIN or biometric authentication to access the app.