

# My Child at School Site & App



Dear Parents and Carers,

I am writing to let you know about an exciting development in how we share information with you.

Over the past term, the school has moved to a new Management Information System (MIS) called Bromcom. This is the system we use to hold and manage key information about pupils and parents, including attendance, timetables, reports and communications.

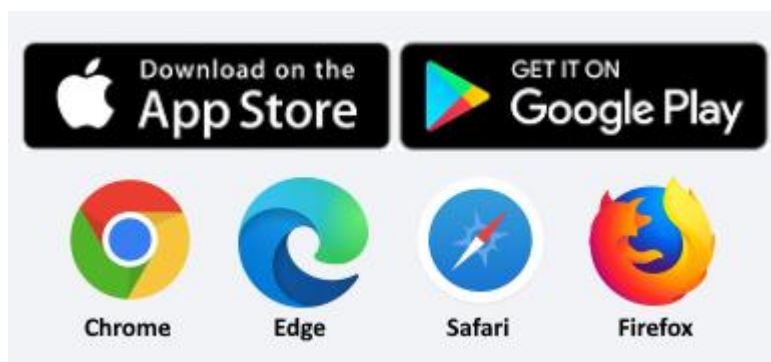
One of the major benefits of Bromcom is that it offers live data sharing for parents and carers, available through a secure website and a mobile app. This means you will be able to access up-to-date information about your child quickly and conveniently.

We see this as a positive step forward in strengthening communication between home and school, giving you clearer insight into your child's school life and helping us work together more effectively.

My Child at School will eventually replace other systems as we look to streamline how we communicate with parents. Until then, please keep your Frog and ParentPay logins so that you can continue to access home learning, behaviour information and payments.

Further details about how to access Bromcom, including login information and guidance on using the system, is shared below.

Thank you, as always, for your continued support.

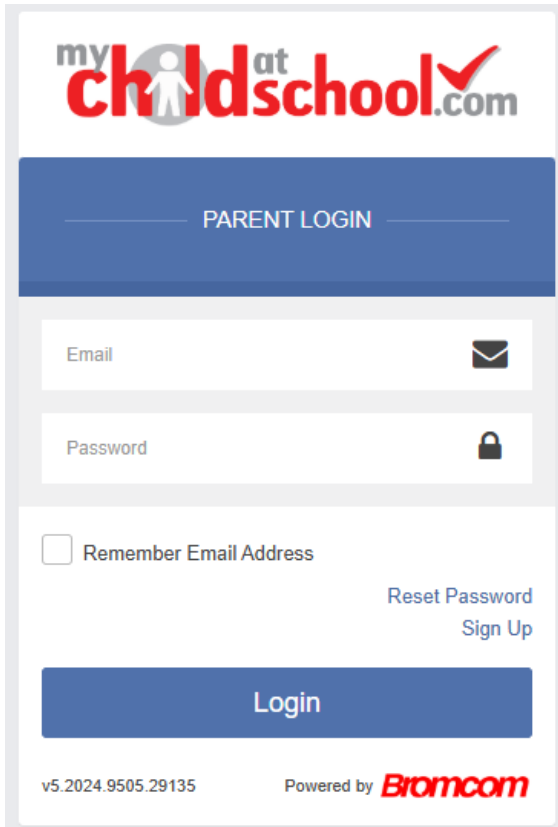


Find the app in the App Store by searching for "My Child at School" provided by Bromcom Computers PLC

## Activating your account and choosing a password

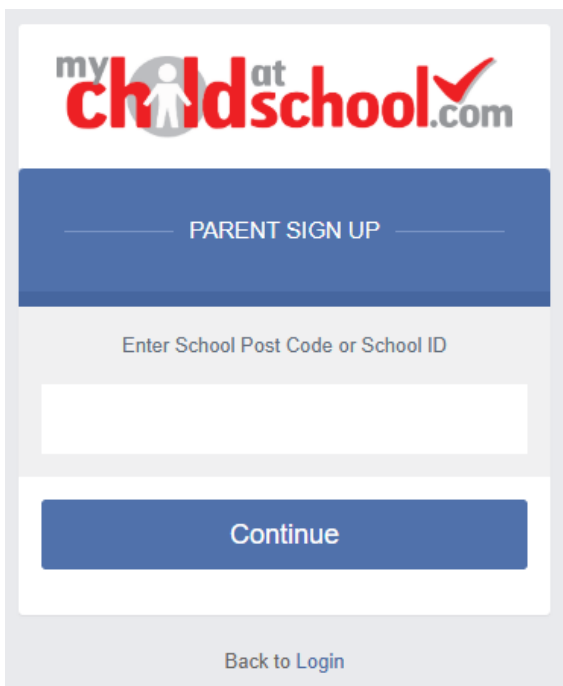
We recommend you set-up your account in a web-browser before downloading the app.

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



The screenshot shows the 'my child at school.com' logo at the top. 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'. A large blue 'Login' button is at the bottom. At the very bottom, it says 'v5.2024.9505.29135' and 'Powered by Bromcom'.

2. Click the 'Sign Up' link



The screenshot shows the 'my child at school.com' logo at the top. Below it is a blue header with 'PARENT SIGN UP'. There is a text input field with the placeholder 'Enter School Post Code or School ID'. Below the input field is a large blue 'Continue' button. At the bottom, there is a link that says 'Back to Login'.

3. Enter the school postcode **BS48** and select **Backwell School** from the list

**OR** enter the School ID: **16560**

my child at school.com

PARENT SIGN UP

Email

Sign Up

Back to Login

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 [mailbox@backwellschool.net](mailto:mailbox@backwellschool.net)

my child at school.com

PARENT SIGN UP

Enter one time passcode

One Time Passcode

Verify

Back to Login

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

my child at school.com

PARENT SIGN UP

Enter Password

Confirm Password

Create Password

Back to Login

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

my child at school.com

PARENT SIGN UP

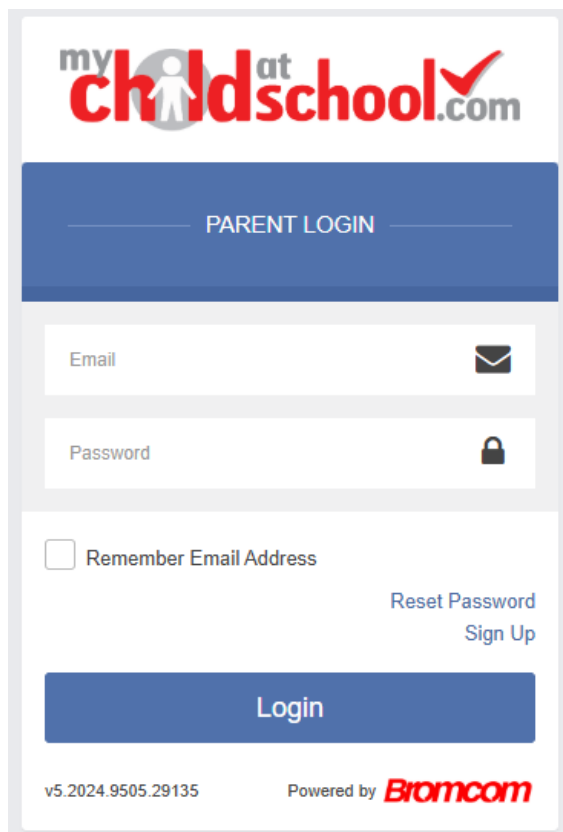
Password created and confirmation email sent

Back to Login

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.

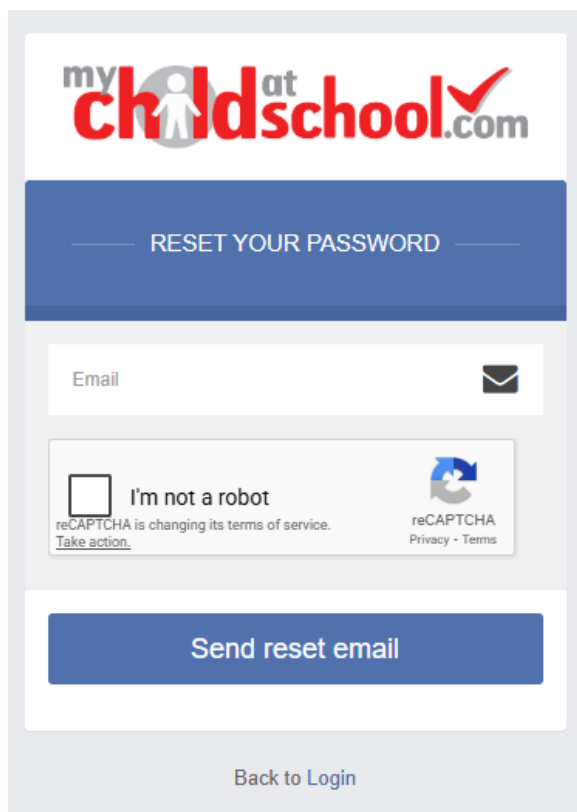
## Forgot your password?

1. Go to: [mychildatschool.com](https://mychildatschool.com)



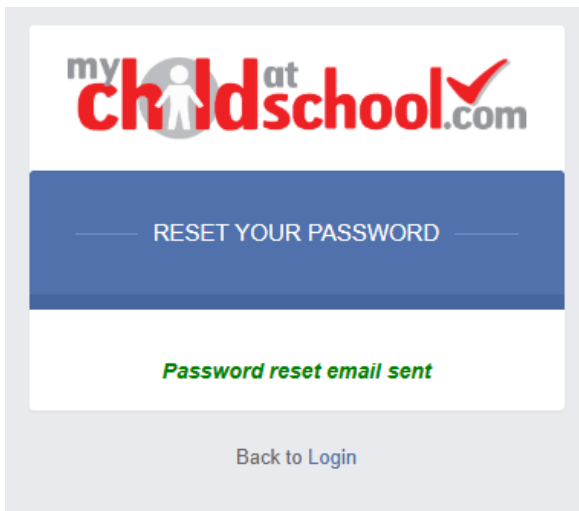
The screenshot shows the parent login page for mychildatschool.com. At the top is the logo with a red checkmark. Below it is a blue header with the text "PARENT LOGIN". There are two input fields: "Email" with an envelope icon and "Password" with a lock icon. Below the password field is a checkbox labeled "Remember Email Address". To the right of the checkbox are two links: "Reset Password" and "Sign Up". A large blue button labeled "Login" is centered below these elements. At the bottom left, it says "v5.2024.9505.29135" and at the bottom right, it says "Powered by Bromcom".

2. Click the 'Reset Password' link

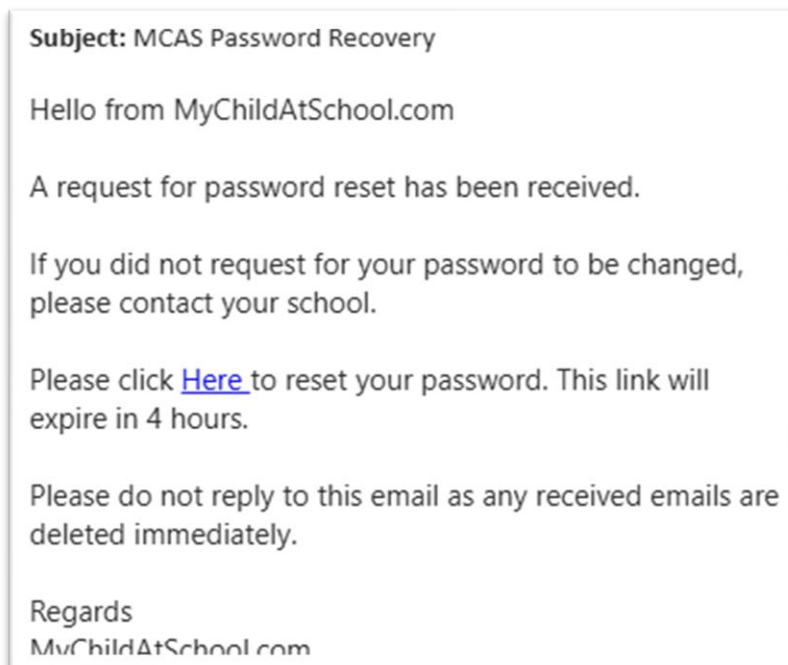


The screenshot shows the reset password page for mychildatschool.com. At the top is the logo with a red checkmark. Below it is a blue header with the text "RESET YOUR PASSWORD". There is an "Email" input field with an envelope icon. Below the email field is a reCAPTCHA section with the text "I'm not a robot" and a small square icon. To the right of the reCAPTCHA is a blue circular arrow icon. Below the reCAPTCHA is a blue button labeled "Send reset email". At the bottom center, there is a link labeled "Back to Login".

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

The image shows a web form for resetting a password on the 'my child at school.com' website. At the top left is the logo 'my child at school.com' with a red checkmark. Below the logo is a blue button labeled 'RESET YOUR PASSWORD'. Underneath are two input fields: 'Enter Password' and 'Confirm Password'. A blue button labeled 'Update Password' is positioned below the input fields. At the bottom of the form is a link that says 'Back to Sign in'.

6. Enter a new password and press the 'update password' button. You will receive a confirmation email.

# Your Guide to the *My Child at School* Website & App

In the first instance we will be using My Child At School to share the following information in real time:

## **1. Dashboard**

Your one-stop overview. Catch up on school announcements, check today's attendance marks and timetable, and quickly access your child's most recent school report—all in one place.

## **2. Data Collection Form**

Keep important details up to date. Review and update key personal information for you and your child whenever needed.

## **3. Announcements**

Stay informed with important messages from the school. If you use the app, make sure notifications are enabled in your phone settings so announcements come through instantly as push notifications.

## **4. Attendance**

View your child's current and historical attendance records at a glance.

## **5. Reports**

Access both current and past academic reports, including subject grades and attitude to learning scores.

## **6. Timetable**

Check your child's timetable for the current week and the week ahead.

## **7. Academic Calendar**

All the key dates in one place—term dates, INSET days, holidays, and more.

## **8. Parental Consent**

Manage permissions for your child's involvement in different aspects of school life, including how their personal information may be used.

Have a question about the My Child at School App? Email [mailbox@backwellschool.net](mailto:mailbox@backwellschool.net)