



Tackley C of E Primary School

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MCAS Information Letter

Dear Parents and Carers,

Thank you to all the parents and carers who have registered and signed up for **MCAS (My Child At School)**.

Today, we have re-sent invite links to any parents and carers who have not yet registered. We kindly encourage you to complete your registration.

After Easter, we plan to use MCAS for **all** messaging, letters, and announcements, and we want to ensure every parent and carer receives the information they need.

Helpful Tips for Parents

Finding Messages and Letters on MCAS

On a smartphone:

- Tap the *message icon* (usually at the bottom right).
- Select **Tackley School**.
- All messages and attachments will be displayed together for easy viewing.

On a desktop:

- Click the *message icon* (usually at the top right).
- You can scroll through all messages from there.

For parents with more than one child:

- Remember to *toggle between your children* to see the messages relevant to each one.

If You Are Not Receiving Push Notifications

Try the following steps:

1. **Uninstall and reinstall the MCAS app**
 - Before reinstalling, ensure your phone's software (iOS/Android) is fully up to date.
2. **Check your phone's notification settings**
 - Make sure notifications are enabled for the MCAS app.
3. **If you declined notifications when you first installed the app:**
 - Updating the settings later does not always work.
 - In this case, please **uninstall and reinstall** the app to reset notification permissions.

If you have tried the above and still have queries please don't hesitate to contact the school office.

Best wishes,

Tackley School Office Team

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