



For parents/carers having problems accessing their MyChildAtSchool accounts please try the following before contacting the school. You should already have an account and just need to reset your password to get access.

## To reset your password

1. Visit - [mychildatschool.com](https://mychildatschool.com).
2. You do not need to enter your email at this stage, simply select 'Reset Password'.

The screenshot shows the 'my child at school.com' logo at the top. Below it is a blue button labeled 'PARENT LOGIN'. Underneath are two input fields: 'Email' with an envelope icon and 'Password' with a lock icon. A checkbox labeled 'Remember Email Address' is checked. Below the checkbox is a blue button labeled 'Reset Password' which is highlighted with a red rectangular box. Below that is a blue button labeled 'Login'. At the bottom, it says 'v5.2024.8887.30849' and 'Powered by Bromcom'.

3. Enter your email address and select 'Send reset email'.

The screenshot shows the 'my child at school.com' logo at the top. Below it is a blue button labeled 'RESET YOUR PASSWORD'. Underneath is an input field for email containing 'john.smith@aol.com' with an envelope icon. Below that is a reCAPTCHA section with a green checkmark and the text 'I'm not a robot'. To the right of the reCAPTCHA is a small icon and the text 'reCAPTCHA Privacy - Terms'. At the bottom is a blue button labeled 'Send reset email'.

4. Reset your password following the instructions in the email and try logging in.