



Friday, 6th February 2026

Dear Parent/Carer,

## **SUBJECT: Moving from ParentPay to MyChildAtSchool (MCAS)**

We are pleased to announce that Risedale School is moving our online payment system from ParentPay to **MyChildAtSchool (MCAS)**.

As the majority of our parents and carers already use the MCAS app to view attendance, behaviour, and school reports, this change is designed to make school life simpler. **You will no longer need to use ParentPay.** By moving our payments into MCAS, everything you need—from tracking progress to paying for school meals and trips—will be available within this single app.

### **Key Dates**

- **Thursday 26th Feb (4pm):** ParentPay will close. This is the final deadline for all ParentPay transactions.
- **From 4pm on Thursday, 26th Feb to 10am on Friday, 27th Feb: No online payments can be made** during this window while balances are transferred.
- **Friday 27th Feb (10am):** The online payment facility goes **LIVE** in your MCAS app.

**What happens to my current balance?** Any credit remaining on your child's dinner money account in ParentPay will be automatically transferred to MCAS. You do not need to take any action, though we do ask that you ensure any outstanding debts are cleared by 26th February to ensure a smooth transition.

**What do I need to do?** As the majority of parents already use MCAS, there will be very little change for you. To prepare, please ensure the following:

- **App Access:** Ensure you have the latest version of the "MyChildAtSchool" app installed on your device.
- **Verify your Details:** Check that the email address we have on file for you is correct, as this is your primary login.
- **Parent Guide:** Read the guide [here](#) on how to use the online payment facility once it goes live.

**New to MCAS?** If you do not yet have the app, please download it from the Apple App Store or Google Play Store. Then contact the school office at [enquiries@risedale.org.uk](mailto:enquiries@risedale.org.uk) to activate your account. You will then receive an invitation email with setup instructions.

**Support:** We understand that changing systems can be a transition. To assist with this, we have included a helpful FAQ sheet on page 2 of this letter, as well as the [parent guide](#).

Thank you for your continued support as we work to improve our services for our families.

Kind regards,

**Mrs L Greenwood** (Headteacher)





## MyChildAtSchool (MCAS) MIGRATION FAQ

### 1. Why are we changing from ParentPay?

We are moving to Bromcom's **MyChildAtSchool (MCAS)** portal to provide a "one-stop shop" for parents. Instead of using different apps for payments, attendance, and reports, you can now access everything in one place. The majority of parents already have access to MCAS.

### 2. What happens to the money currently in my ParentPay account?

Any existing credit balances for **Dinner Money** will be automatically transferred to your MCAS account. You do not need to request a refund from ParentPay unless you are leaving the school.

### 3. How do I log in to the new system?

If you are a new user, you will receive an activation email from the school. You can then download the **MyChildAtSchool** app on your smartphone or access it via a web browser. Use the email address the school has on file to register.

### 4. Can I still use ParentPay?

No. After **26/02/2026**, ParentPay will be deactivated for our school. All future payments for meals, trips, and clubs must be made through MCAS.

### 5. What if I have more than one child at the school?

The MCAS app allows you to link multiple children to one account. You can easily switch between your children's profiles within the app dashboard.

### 6. What if I am partway through a payment for a trip?

If you have already paid instalments for a trip via ParentPay, these records will be migrated to the new system. Your MCAS account will show the remaining balance owed, and you can continue your payments there.

### 7. Is the new payment system secure?

Yes. Bromcom uses industry-standard encryption and secure payment gateways (like Stripe) to ensure your financial data is protected. No card details are stored by the school.

### 8. What if I don't have a smartphone?

You can still manage payments and view school information through any web browser on a computer or tablet by visiting [www.mychildatschool.com](http://www.mychildatschool.com).

### 8. What happens if my child receives Free School Meals?

Nothing will change. Your child will still receive their dinner money allowance in their account as they normally would.

