



17th June 2025

Dear Parents and Carers,

Move from ParentPay to Bromcom – My Child at School (MCAS)

You may remember that we informed you that we are having a new management information system called Bromcom which we will start using on the 1st of April 2025. Our management information system stores all of our data including pupil and staff information including data such as pupil attendance.

With our previous system, we purchased additional software such as ParentPay at an additional cost. However, Bromcom has much of this functionality built into it and comes at a reduced cost compared with our previous management information system.

Our contract for ParentPay is coming to an end and we will start using the new Bromcom payment system called My Child at School from 1st September 2025. This will mean some changes for our Parents and Carers.

As part of the new system, you will be required to download an app or access My Child at School via your internet browser.

Website

[MyChildAtSchool - Login](#)

Apple Store for all iPhone and iPad users

Please note that to enable notifications, you must approve this at the time of downloading the app. If this step is missed, you will need to delete the app and download it again, it cannot be changed within settings.



Play Store for all Android users

Notification settings are set once the app has been downloaded and can be changed.



Croscombe CofE VA Primary School

A: Long Street, Croscombe, Wells, Somerset, BS5 3QL

Executive Headteacher: Mr Chris Partridge

E: office@croscombeprimary.co.uk

840470

Head of School: Mrs Tracy Massey-Sturgess

W: <https://croscombeprimary.co.uk>

T: 01749 343114 / 01749





There are two options to access your account:

1. School will send a generate password email on Thursday 19th June – these will be sent to the email address that was given to school. This generated link will only last for 24 hours.
2. If you access My Child at School and select Reset Password option:

Enter the email address into the box and click send reset email. The password email will be sent to you.

We will try to keep the disruption to a minimum as we move to our new system and would appreciate it if all parents could please set up their accounts as soon as possible to avoid any issue with payments.

If you have any questions, please do not hesitate to contact the school office.

Yours sincerely

Mr. Chris Partridge,
Executive Head Teacher

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