

Frequently Asked Questions

Q1. What's happening to Scopay (Tucasi) and why do I need to register with Bromcom My Child at School?

A1. Scopay (Tucasi) is the booking and online payments system that our school has used for many years. All schools in the Hamwic Education Trust have moved their pupil and staff database to a system called Bromcom. Bromcom also has an online booking and payment element to it, similar to Scopay and in addition a communication element. In order to make our communications between school and parent/carer more streamlined and effective, we are switching to Bromcom My Child at School (MCAS).

Q2. When do I need to register on Bromcom My Child at School by?

A2. We are asking parents and carers to register on My Child at School by midnight on Friday 27th August 2021. Registration can take place after this date, and the school can support you when they return after the summer holiday. Communications will only be sent from the school to parents on My Child at School as of 1st September 2021. Scopay will not be used for any activity (including club bookings or trips or any online payments) as of 1st September 2021.

Q3. Shall I delete my access and app for Scopay immediately?

A3. Please hold onto your existing Scopay account until 31st August 2021 and you have successfully registered on the new system. After this date, you can delete your Scopay app (if you have one), unless you use it at a different school for another child.

Q4. What if I have not received an email to register on My Child at School?

A4. Emails will be sent out week commencing 5 July. The email will be sent by the school office email account. If you do not receive an email, please check your spam or junk folder in your email account. If you still can't find it, please contact the school office.

Q5. How Do I Register on My Child at School?

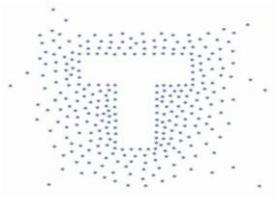
A5. Full details on how to register can be found on the email you receive and in the Parent Guide. If you do not receive the email or you are having difficulties registering, please contact the school office.

Q6. Is there a Mobile Phone App?

A6. Yes. Please ensure you register on a computer desktop, laptop, tablet, phone by the website first, otherwise the app will not work. The app can be found in the App store on IOS/Apple and Playstore on Android. Search for MCAS (My Child at School) and select the app called MyChildatSchool by Bromcom.



App logo as shown on iOS & Android



Wraparound care (Breakfast Club / After School Club)

Q1. How can I book my child into Breakfast Club and/or After School Club?

A1. Full details on how to register and pay for clubs can be found in the Parent Guide

Q2. How can I pay for Breakfast Club/After School Club?

A2. We can accept online payments by credit or debit card. We can also take Childcare Vouchers (please see Childcare Voucher section for details). We cannot accept cash or cheque or Paypal.

Q3. Are there any Terms and Conditions of booking for Clubs?

A3. Yes. You can see the Terms and Conditions as you book the Breakfast or After School Clubs. It's also available on our website **PLEASE READ THE TERMS AND CONDITIONS CAREFULLY**

Childcare Voucher Payments

In order to pay for club bookings via childcare Vouchers you must follow the procedures below:

- If you have not used Childcare vouchers before, please contact Miss Bosley (Business Manager) at the school to arrange for this to be set up.
- Ask your childcare voucher supplier to pay the school the amount you wish to pay. As soon as the school receives payment (this can take up to 5 working days), the school will load the amount onto your MyChildatSchool Account.
- When you book for Breakfast or After School Clubs, you can use your MyChildatSchool Account to pay for the booking instead of debit or credit card.

You can view additional information along with updated parent guide on our website <https://talbot-primary-school.secure-primariesite.net/my-child-at-school-mcas/>