



Knaresborough St. John's Church of England Primary School
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Thursday 1st October 2026

Communication via MCAS

Dear Parents/Carers,

I want to start by saying thank you to those that have been in touch to share that there have been some issues with MCAS. The time you have taken to show me the issues first hand has been really useful.

As a result of you speaking with us, I was able to arrange a meeting with the developers of MCAS to find a resolution. Hopefully the information below will help to address the issues.

Not receiving notifications

When speaking with MCAS, this issue is most likely to have arisen during the initial installing of the app. As part of the installation, users are asked if they would like notifications. If, at this point, no was selected, then you will not receive notifications at all and there is no way they can be turned back on. If you clicked yes, then you will get notifications which can then be managed via the app / device.

The solution that was advised if you are not receiving notifications is to delete the app, shut down your phone and then reinstall the MCAS app. This will then take you through the installation process again where notifications can be turned on. I have been assured that by deleting the app, you will not lose the information that is on your account.

Cannot download letters from the school unless on Wi-Fi

MCAS have advised that on smartphones, there is an option to restrict downloading documents unless you are on Wi-Fi to prevent users eating through their data plans. The advice we have been given to solve this, is to check your download settings to check if your phone will only download documents when on the Wi-Fi. You can then decide whether you are happy to download letters from school on your data plan.

We really hope that this guidance can fix the issues that some parents are having with MCAS.

In the meantime, please regularly log onto the app to see if there are any messages from the school so that you can be fully up to date with all school communications. It was appreciated that the parents that raised the issue acknowledged that it is not the school not communicating; but the MCAS app not necessarily being as user friendly as it could be in getting the information to you.

If you do have any further issues, please contact the school office so we can log these and hopefully help resolve them.

As always, thank you for working with the school to address any concerns that you have.

Best wishes

Mr A Hope
Headteacher

