



5th February 2026

Dear Parent(s) / Carer(s),

Re: Transition to Bromcom as the Academy's new Management Information System

We are writing to inform you of an important update that will be taking place from Monday 23rd February, the migration of our Management Information System (MIS) from SIMS to Bromcom. Bromcom will be the new MIS for all schools within Anglian Learning.

What does this mean for you?

With Bromcom, we will have access to a comprehensive platform that will streamline communication between our school, our parents and carers. Bromcom will simplify administrative tasks and provide more efficient systems for both school, parents and carers.

A key advantage to support you during your child's journey through our school is the opportunity to access the parent portal via the Bromcom website or access the app (Apple or Android) called My Child At School (MCAS), which will replace Parentmail and the SIMS Parent App.

If you have children at other Anglian Learning schools, or other schools using Bromcom, your single login will allow you to see information about all of your children in the same place.

What do you need to do next?

Please download the MCAS app from Apple Store or Google Play in readiness for the transition to Bromcom.

On Friday 13th February, you will receive an email from Bromcom via the Academy. *Please check junk and spam folders. If you have not received this by the end of the school day.*

This email will contain a link that will direct you to create a password for your child's **My Child at School** account. You will be able to access this either via the My Child At School app or your usual internet browser. We would encourage you to "allow notifications" so you are kept up to date with child's school information.

Please note that the email will be sent to the main address that we currently hold for you on SIMS.

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Please also be aware that once the email has been sent, you have 24 hours in which to activate your password.

The transition to Bromcom for our school is scheduled to take place over the remainder of this half term. Once you receive the email directing you to do so, we would appreciate it if all parents/carers could please set up their accounts as soon as possible, and in advance of Monday 23rd February.

Help and advice

Should you have any questions about how to use Bromcom, the Parent Guide of MCAS can be found on the website or alternatively please follow the link [here](#).

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

Reporting absence

Until the end of this half term, please continue to report absence in the usual way, via Parentmail or telephone.

From **Monday 23rd February 2026**, if your child is absent, please advise us using the **My Child at School** App. There also remains the option to call the Academy on 01799 540237 and select option 0 to leave a message on the absence line or email attendance@joycefrankland.org. Absences will be recorded by the Attendance Officer and then be visible on the MCAS app.

Important information regarding payments for trips and school dinners

Bromcom will also be used for all payments. As part of this transition, we are required to introduce a cut-off point for payments this term. We apologise for any inconvenience this may cause and thank you for your understanding.

The **final date for payments via our existing provider** (Parentmail) will be **Thursday 12th February at 4pm**

We aim to have shop and trip items available for payment again via the My Child At School (MCAS) app by **Thursday 26th February**. Please note that existing balances for trip and shops will be transferred over.

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If your child normally has school dinners that you pay for, please ensure you top up in advance of the cut-off date (Thursday 12th February).

Please top up with enough funds for Friday 13th February and from Monday 23rd February to Thursday 26th February (inclusive). Alternatively, please provide your child with a packed lunch on those days. As above, existing balances for school dinners will be transferred over.

Students/families in receipt of free school meals do not need to do anything differently.

Bromcom for students

Students will be provided details as to how to access Bromcom via either the student app (Bromcom Student App) or the browser (Student Portal) upon their return to school after the February half term. Key information such as timetables has already been provided via hard copy.

We appreciate your support as we work towards making this transition as smooth as possible.

Yours sincerely

Mr J Fitzgerald
Deputy Principal

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