PARENTS' HANDBOOK

FOR ACCESSING

DURING SCHOOL CLOSURE

Logging In for Your Child

URL: www.mconline.sg

Step 1:
Child's BC
(eg. t0123456a)

Step 2:
Enter school name
(eg. ACS Junior)

Step 3:
Input your password
(mconline)

Step 4:
Click Login

The default password is **"mconline"** (login details are not case sensitive). Please key in the appropriate password if it has been previously changed.

If you have forgotten your password or are unable to successfully complete the login process, please contact our helpdesk at **6777-5198**.

- **Accessing School Assignments**

On the homepage, locate the assignment panel on the left sidebar. The assignments may consist of lesson packages, tests, quizzes and other forms of practices in the MC Online portal.

Click on the assignment panel to view the list of assignments with details of the teacher who has assigned the items, the due date and the completion status, as shown below.
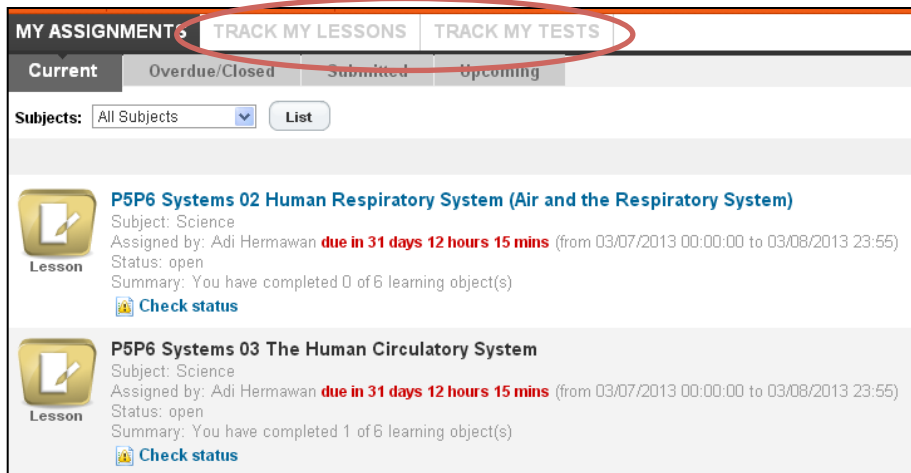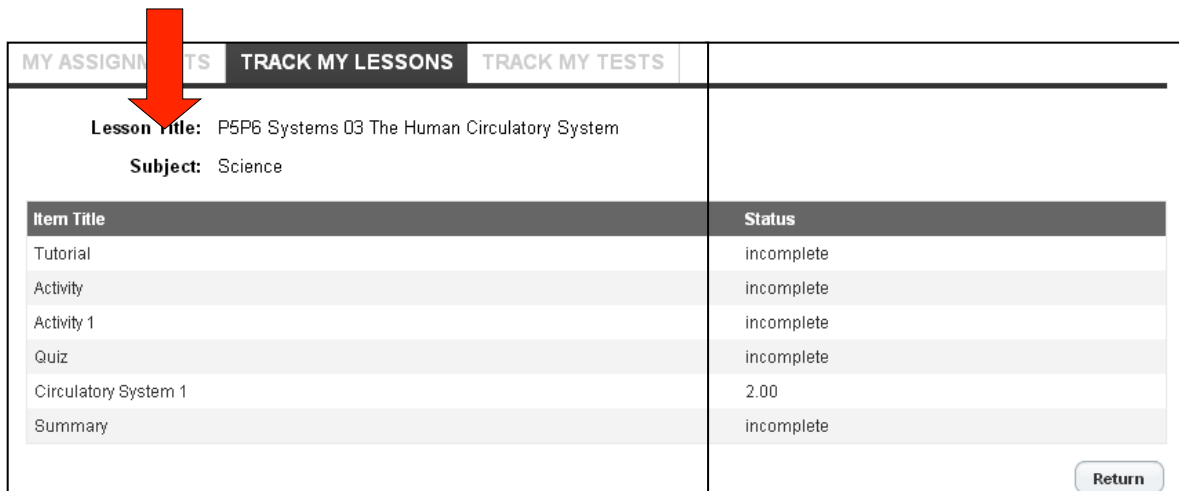
- **Tracking Your Child's Progress**

In the assignment list screen, click on **Track My Lessons** to track lesson progress or click on **Track My Tests** to track test scores as shown below.

In the **Track My Lessons** screen, click on the lesson title to view details of each individual lesson object assigned.
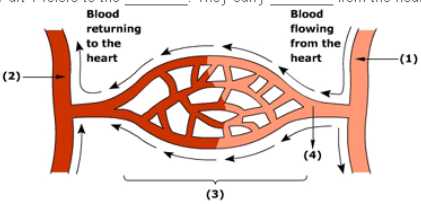
In the **Track My Tests** screen, select the appropriate subject and term, and then click **List Selection** to view the list of test titles. For completed tests, the scores will be displayed.

Click on the test title to view your child's marked paper as shown below.

Auto-Marking Issues (Submitting Screen Capture to Helpdesk)

Most of the assigned tests and quizzes assigned by school are auto-marked by our system based on the prepared answer keys. If there are cases where you believe that answers may have been marked incorrectly, it would be best to submit the screen capture to our helpdesk.

You may capture what is on your computer screen by pressing **Print Screen**. You can then paste the captured image into a document such as MS Word or MS PowerPoint.

> ***Note:** Some keyboards or notebooks that do not have the **Print Screen** button might use other keyboard combinations, such as **Function + Print Screen**, to take a screen capture. Check the user guide that came with your computer or the manufacturer's website for more information.

Then, click on the **User Manual** link at the top right-hand corner of the MC Online website and access the **Helpdesk Ticketing System** as shown below.
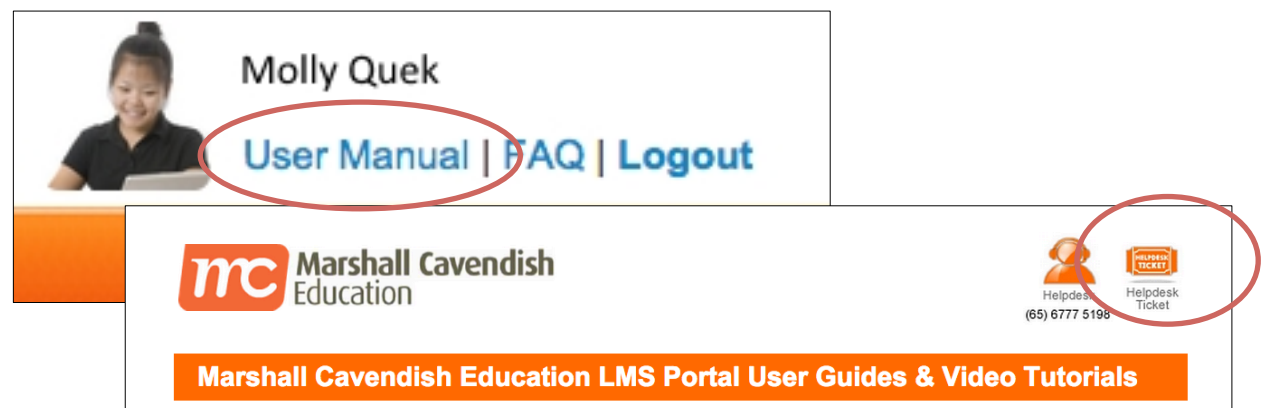
Submit the ticket by entering the required details and attaching the screen capture file. Our helpdesk will respond to your query as soon as possible.

- **FAQs**

Before contacting the helpdesk, you may wish to access our FAQs which would address most of the common problems encountered when accessing the portal from home.

http://www.mconline.sg/LEAD/LEADHELP/login_help.htm