Mount Carmel On-line Portal (MCOP)
Frequently Asked Questions

FAQ Topics:

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1. GENERAL INFORMATION:

Q: What is Mount Carmel On-line Portal (MCOP)?
A: MCOP is a web based, on-line site. Each student / parent in Mount Carmel can log in and check several activities including grades, attendance, formative and summative tests. They can download homework assignments, register for school events including sports and field trips and much more. ***It is mandatory for all parents to register as the progress reports for the year are only available on-line.***

Q: Who can get an MCOP account?
A: Beginning in the fall of 2012, MCOP accounts have been available to MCS students and parents/guardians whose children are studying in the school.

Q: How do I get an MCOP account?
A: Parents/Guardians: Within a week of joining school, your child's MCOP account will be created & activated. The account information will be sent by SMS on your mobile number registered in school.

Q: Is there a way to translate the Portal into another language?
A: No, MCOP provides support materials only in English language.

Q: Can my child's other guardian and/or relative get access to this portal?
A: Only legal guardians have access to the specific identification (User ID and password) at the child's school, which is necessary in order to create a MCOP account. We request you not to share this personal information with anybody.

Q: Can I have the same email address as another portal user? Or what if I share an email account with another portal user?
A: No. Every MCOP account must have its own email address. This will help the system to identify you and your child correctly.

Q: If I no longer have legal rights to my child, will I still be able to access my child's information through the Parent Portal?

A: If your guardian rights have been legally restricted, then it is up to the legal guardian to inform the school. Once the school is aware of the current legal situation, your Parent Portal account will no longer have access to the particular child's data.

Q: Can I change my address/ mobile number for school SMS notification /email via the Portal?
A: No & Yes. Address and Registered mobile no. CANNOT be done through the Portal. You must visit the school's Fee department and show proof of identification in order to change this information. Your email and other information can be changed via the Portal.

Q: If I no longer want to use my account, can I cancel?
A: MCOP accounts are not typically cancelled. After three months of inactivity, your account will be disabled. To activate your account, you will need to contact the school's MCOP Advisor for support. After six months of inactivity, your MCOP account will be deleted. When you withdraw your child from the school or your child graduates from the school, MCOP accounts are automatically closed. You must download all information that you require from the account before applying for withdrawal or graduation of your child.

Q: What happens if I don't use my account for a long period of time? Do I need to re- register? Will my account ever expire?
A: After three months of inactivity, your MCOP account will be disabled. To activate your account, you will need to contact the school's MCOP Advisor for support. After six months of inactivity, your MCOP account will be deleted.

Q: I don't have a computer at home. How else can access the portal?
A: MCOP APP is available on all smartphone-operating platforms like iOS and Android. You can download it from Google Play and App store. The log in credentials of your child will be the same as what you use on your desktop version.

2. ACCOUNT REGISTRATION/ CREATION:

Q: Where do I go to login to MCOP?
A: Visit www.mountcarmeldelhi.com. to login to your account. MCOP works best on these browsers: Google Chrome, Firefox and Safari. Some features of our system are not visible on Internet Explorer.

Q: When I go to register for my MCOP account, it asks me for my username. I never received a username.
A: Contact the school's MCOP Advisor and request for one. Once you have the system generated username and password, log in to MCOP through www.mountcarmeldelhi.com.

Q: What is a username?
A: Username is the name of your child followed by the date and month of birth@mountcarmeldelhi.com (e.g.rheakapoor0806@mountcarmeldelhi.com). You will use this every time you login to your MCOP account.

Q: Can I choose anything I want for a username?
A: NO, this is cannot be changed.

3. USERNAME AND PASSWORD:

Q: My MCOP username/password won't work when I login to the Portal. Why is that?
A: Visit your child's school and speak with the MCOP Advisor. We recommend calling ahead of time to ensure he/she is available to assist you. At that time, the MCOP Advisor will need to confirm that you indeed have an active MCOP account. If your account is active, then he/she will help you access to the portal.

Q: I forgot my username. How do I retrieve it?
A: It is easy to remember - it is your child's name followed by the date and month of birth@mountcarmeldelhi.com.

Q: Can I change my username?
A: No, you will not be allowed to change your username once you have registered for your MCOP account. In case it is necessary, contact the school and ask the school's MCOP Advisor for support.

Q: I forgot my password. How do I retrieve/change/reset it?
A: It is the same way as you retrieve your Gmail password. Follow the steps Google provides in the settings tab.

4. PORTAL INFORMATION/CONTENT:

Q: I have logged into MCOP and it shows the information of the wrong child. What do I do?
A: When you login to MCOP, the photograph of your child will be visible. Click on the photograph to check the details.

If the information visible is not of your child, then contact the school's MCOP Advisor for support.

Q: I'm looking for the Marks/Grades of my child. Where do I check?
A: The "Assessment Record" tab displays the child's Term marks/grades and can be downloaded for personal record.

Q: General questions on Grades, Assignments, and/or Evaluations. Whom to ask?
A: Contact your child's school to interact with the class teacher/ subject teacher about specific questions relating to grades, assignments, and/or evaluations.

Q: General questions on Behavior, Attendance, or WISE Cards. Whom to ask?
A: Contact your child's school and ask for appointment with the Guidance Counselor, Special Educator or Class Teacher about specific questions relating to behavior, attendance, or WISE cards.

Q: When is the information updated on MCOP?
A: Every section of the Parent/Student Portal is updated differently. Most sections would have a date stamp. Marks/Grades are updated in the Assessment Record at the end of each Term. Assignments are updated as soon as a teacher updates his/her account. Holiday Assignment is updated two days before the beginning of vacation. Attendance and behavior is updated daily.

Q: How can I check my child's fee dues/payments?
A: Click on the "Fee Bill" to view your dues/payment status. Cash payments made at the school counter are updated daily, payments made vide cheque or bank transfers are updated after 15 days and on-line payments are reflected after 48 hrs. In case of any discrepancy/error in the Fee Bill contact your child's school Fee Office.

Q: How can I view my child's photograph/s of a school event?
A: Click on the "Events" tab to check all the events that have happened in the current academic session.

Q: Can I see my child's school calendar on the portal?
A: Not yet. Currently, the calendar is available on the school website. Plans to include branch-specific calendars are in progress.