

Frequently Asked Questions

SIMS Parent App



Learning through diversity

Humanity, **E**quality, **A**spiration, **R**espect

Unlocking talent, Creating future, Changing lives

Getting Started:

What devices can I use to access SIMS Parent?

SIMS Parent Web can be accessed via any desktop PC, laptop or tablet.

The SIMS Parent App can be accessed on Apple or Android devices. SIMS Parent supports Android Version 6 and above and iOS Version 11 and above.

How do I download the App?

The SIMS Parent App can be downloaded for free from the Apple Store or the Play Store. Please note before you use the App, you will need to be invited to register by your child(ren)'s school.

- Open the Play Store or Apple Store on your device
- Using the Search facility, enter SIMS Parent
- Select SIMS Parent by Capita PLC from the search results
- Tap 'read more' for more information or install to download the App
- Once the App has downloaded successfully, tap 'open' to register and start using the App. Please note – once downloaded the SIMS Parent App is available as a shortcut on your device.

How do I log in for the first time?

- Open the activation email and click the link or the website URL as instructed. A new internet browser window will open and you will be asked to log in. The email will have been received from noreply@sims.co.uk
- **We strongly encourage our parents/carers to make use of the SIMSID to register. You will require an e-mail address to do this.**
- Please follow the instructions on screen to connect your account to your child's profile. You may need to enter the date of birth of one of your children attending the school. This is for login security purposes only and this information will not be used in the SIMS Parent system.

I can't find my account registration email. What should I do?

If you cannot find your invitation email from noreply@sims.co.uk, check your junk mail and ensure it has not been marked as junk. If you have not received your account registration email, please contact your school directly to check whether they have a correct email address for you.

How do I log in?

- Parents can access the SIMS Parent website by going to <https://www.simsparent.co.uk> or via the SIMS Parent App
- Once the SIMS Parent App is downloaded onto a mobile device, an icon will be available on the device menu that will take you directly to the App
- Registration for SIMS Parent is completed by selecting the account provider you wish to register and sign in with.

How do I navigate SIMS Parent?

When you sign in to SIMS Parent you will see the Home Page (please see Appendix 1 at the back of this document) showing a named tile for each of your children and the Messages and Calendar tiles. The Messages tile displays messages relating to all of your children at the school. The Calendar tile displays shared information such as term dates and child specific dates relating to each of your children at the school.

Check a tile showing the name and photograph of a child to view their data. Tiles are displayed for any information your school has chosen to make available to you. Check a tile to display detailed information.

I can't remember my password. What should I do?

Visit the website of your account provider (ie Microsoft, Google, Facebook or Twitter) and follow their instructions for resetting your password.

IMPORTANT NOTE – please be aware that your child(ren)'s school does not hold passwords for your account.

Do I need to sign out of the SIMS Parent App?

No, once you have signed in to the App, you will remain signed in for 30 days. Following this period, you will need to sign in to the App again.

Why can't I access the SIMS Parent site or why does the page not load correctly?

Ensure that your internet browsers are up to date. SIMS Parent is supported on Internet Explorer, Chrome, Safari and Firefox.

If your internet browser is up to date and you are still experiencing problems, please contact your school.

I have signed into SIMS Parent before but I can't sign in now. What should I do?

Ensure you are logged in with the correct account (ie the account you used during the SIMS Parent registration process).

To sign out of an incorrect account, visit the account provider's website (eg Google, Facebook etc) and sign out. Close the browser completely. Open a new browser window and log into SIMS Parent, using the account details you used during the registration process.

Alternatively, try accessing SIMS Parent through a private (incognito) browser window; this will ignore any other logged in accounts. This can be achieved using various browsers.

- In Internet Explorer, hold down Ctrl+Shift on the keyboard and press P
- In Google Chrome, hold down Ctrl+Shif on the keyboard and press N
- In Firefox, hold down Ctrl+Shift on the keyboard and press P •In Safari, select Safari>Private Browsing

If you still cannot sign in to SIMS Parent having followed the advice in this section, please contact your school directly for assistance

If I have children who attend different schools, and if each of the schools are using SIMS Parent, can I view all of my children in one place?

It is now possible to parents to use the same login details to register with multiple SIMS Parent schools. Users are able to change schools once inside SIMS Parent from a drop down menu located on the school name in the top right hand corner of the page.

Do I need to register separately for each of my children attending this school?

No, when you sign in to SIMS Parent, information for all your children attending this school will be displayed in one place. If this is not the case, please contact your school directly for assistance.

I have signed into SIMS Parent but I can't see any data. What should I do?

If you cannot see any data, please contact your school directly for assistance.

Why can't I see the tiles for my children?

If you sign in to SIMS Parent and cannot see any of your children's name tiles, check the display name in the top right hand corner of the screen and discover what ID you are signed in with. Sign out and sign in again using the correct credentials.

Timetable:

How do I view my child's Timetable?

- To view your child's Timetable, click their name tile
- Click the Timetable tile
- The timetable expands to show today's timetable