SIMS PARENT APP LITE PARENT GUIDE
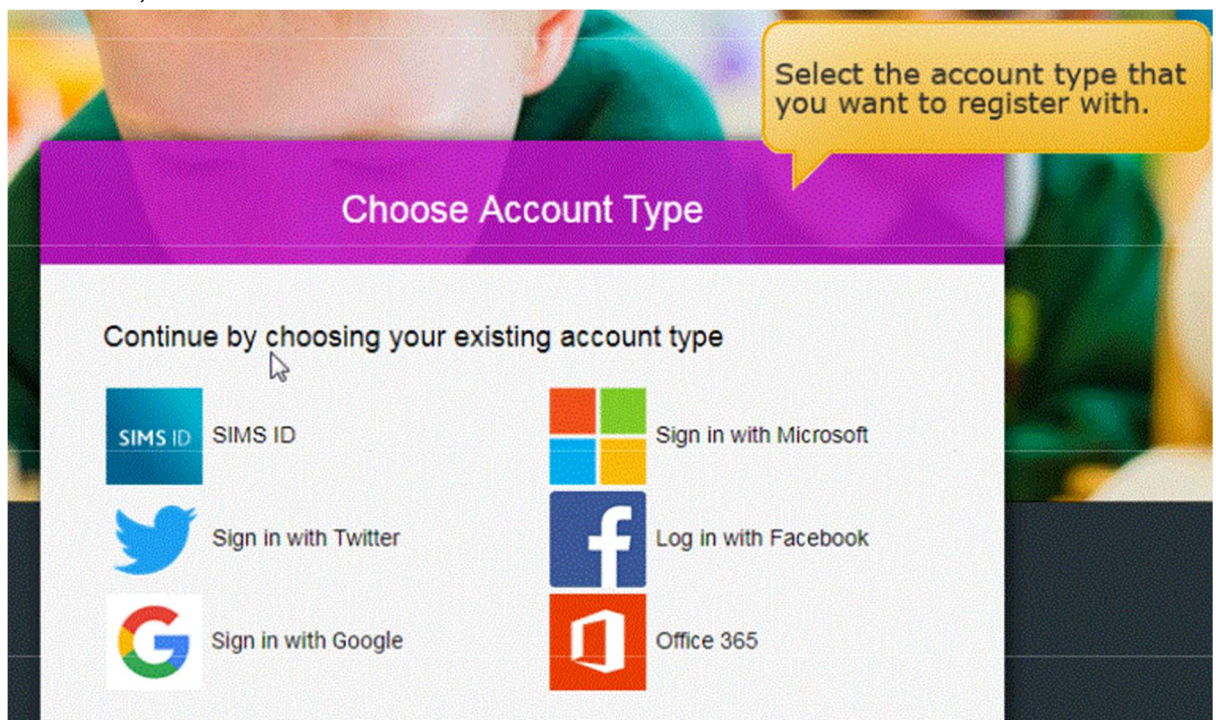
1. **Get email from noreply@sims.co.uk** in Inbox. If not there, **check in Junk mail**.
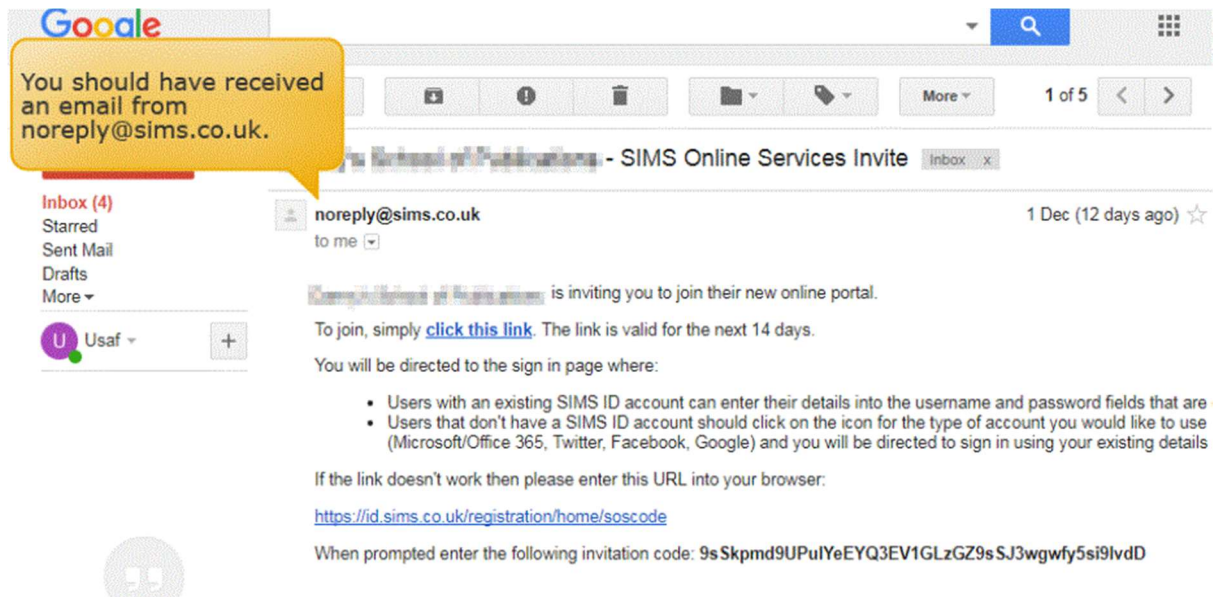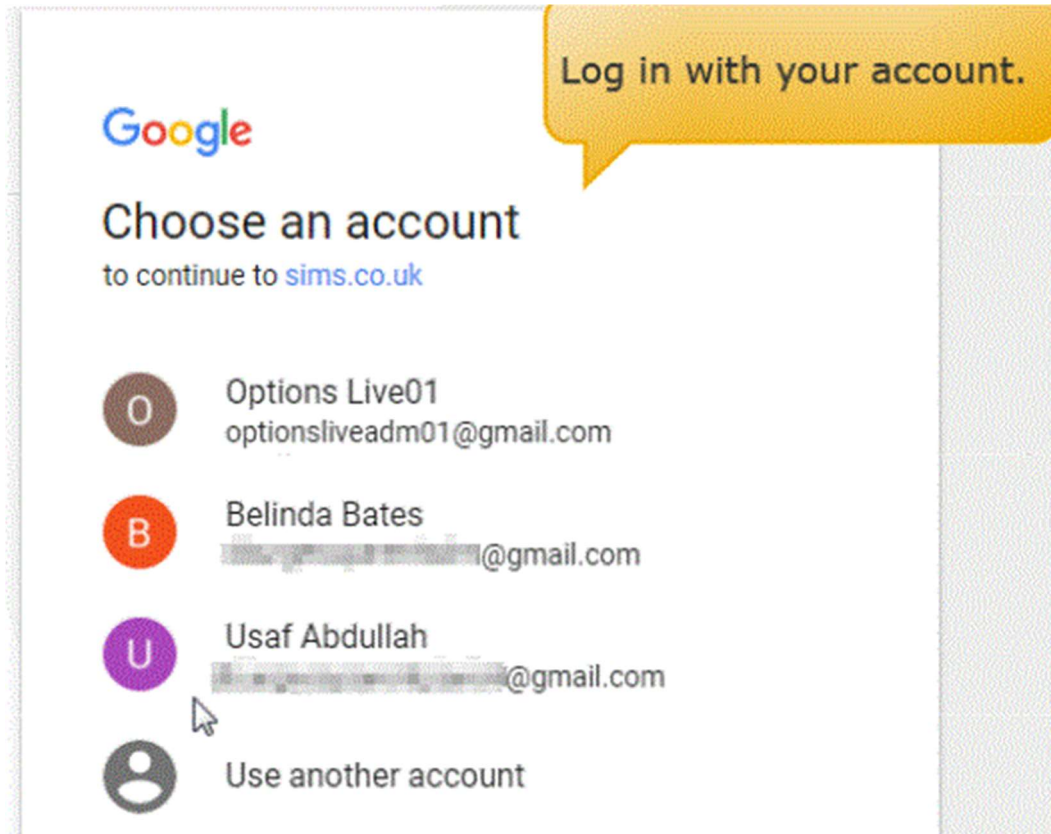

2. Select "**Click the Link**".

3. **Select the account type** you want to register with e.g. Twitter, Google, Microsoft, Facebook or Office 365.

4. **Login** with your preferred account.

5. Get "**Invitation Code**" filled in to the "**Registration**" screen. If not displayed, copy from email invitation. Click the "**Register**" button.

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6. Answer the **security question**: "**Date of Birth of Child at School**". Then click on "**Verify**" to confirm. (N.B. This is for security login, not part of SIMS Parent App Lite.)

7. Wait for about 30 seconds which your **account is created**.

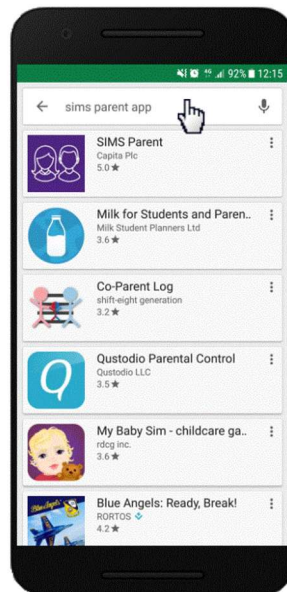
8. Now **enter SIMS Parent App Lite** from either **www.sims-parent.co.uk** or via the **SIMS Parent App** from Google Play Store (Android) or Apple Store.

Please click here to view a short tutorial that guides you through the download process.

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SIMS Parent is displayed in the search results with a purple icon.

SIMS Parent is developed by Capita Plc.

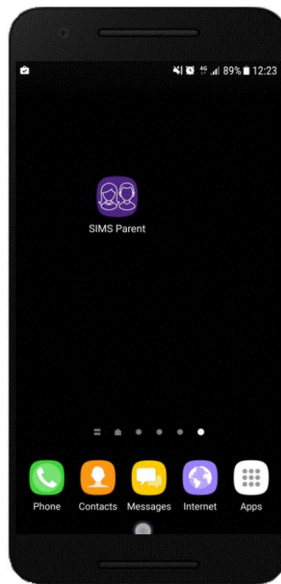Tap **READ MORE** for more information or **INSTALL** to download the app.

You can now exit the Play Store or Apple Store.

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When the app has downloaded, a shortcut will be available directly from your device.

The SIMS Parent app can be downloaded for free from the Apple Store or the Play Store.

NOTE: Before you can use the app, you will need to be invited to register for SIMS Parent by your child's school.

1. Open the Play Store or Apple Store on your device.
2. Using the Search facility, enter `SIMS Parent`.
3. Select **SIMS Parent** by **Capita Plc** from the search results.
4. Tap **READ MORE** for more information or **INSTALL** to download the app.
5. Once the app has downloaded successfully, tap **Open** to register and start using the app.

NOTE: Once downloaded, the SIMS Parent app is available as a shortcut on your device.
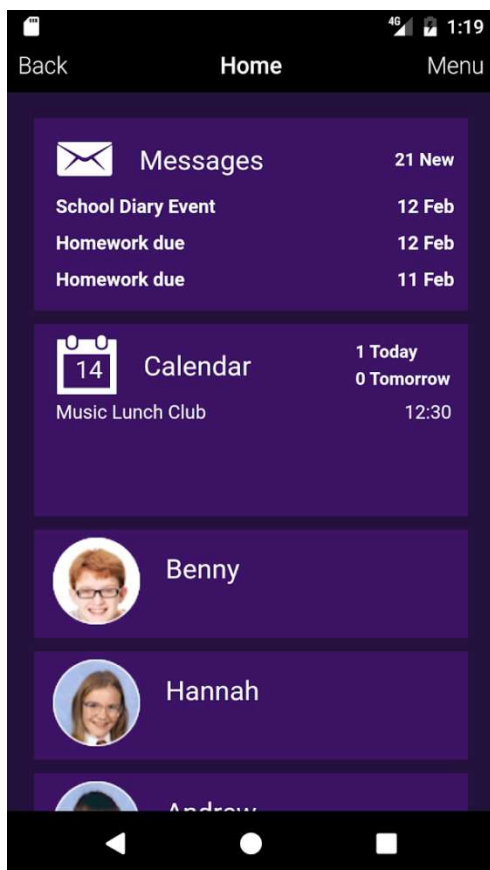
9. **Select the Account** used to register
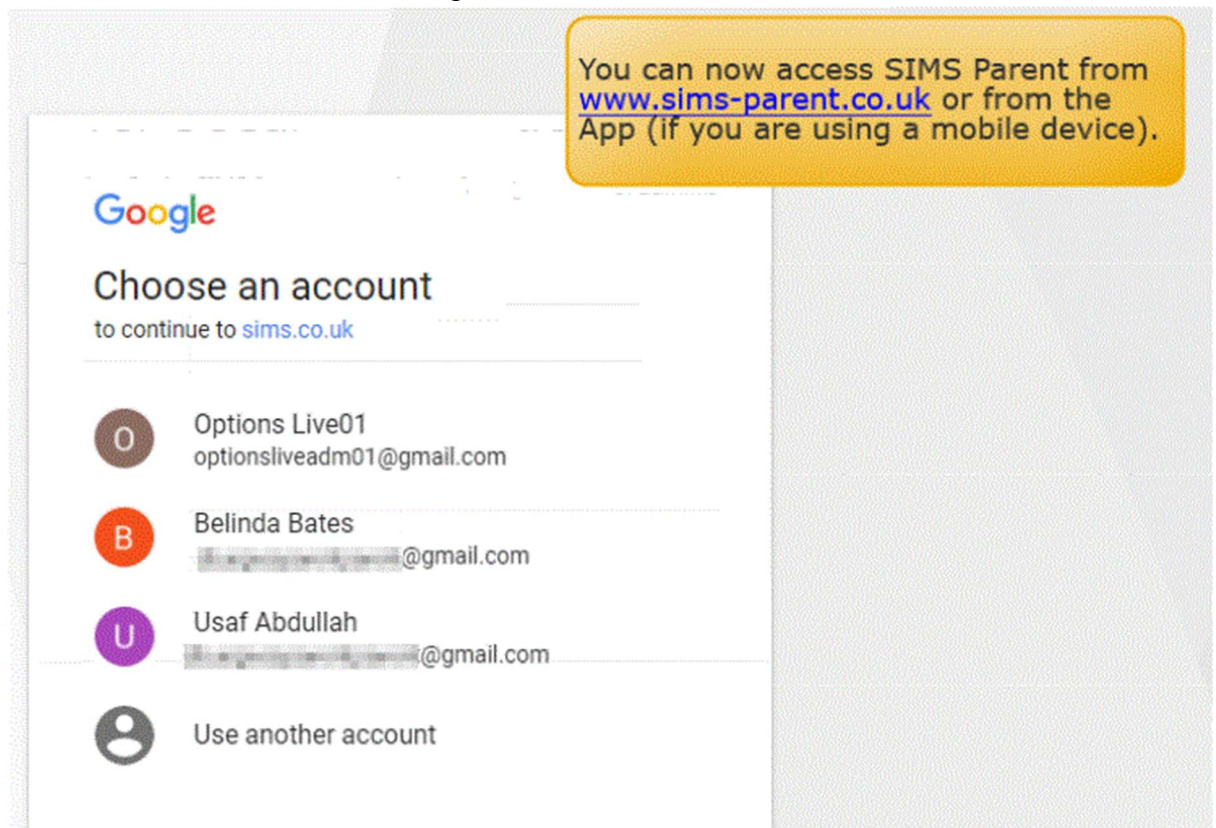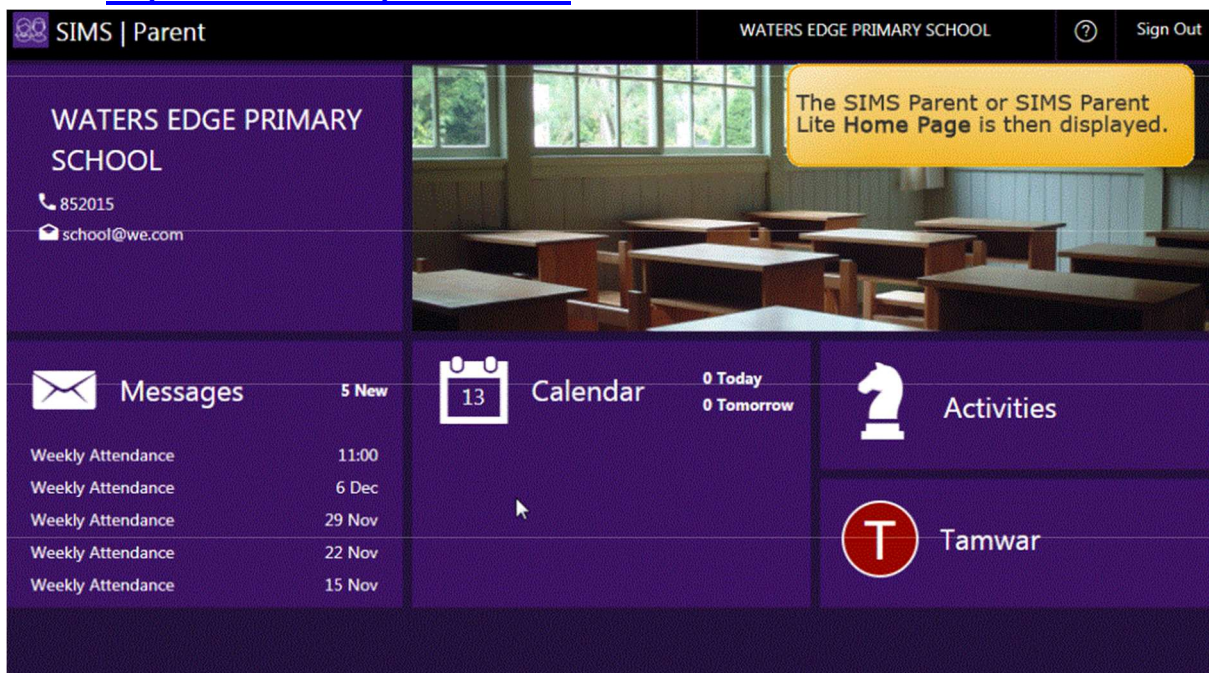

SIMS Parent App Lite (**purple home page**) is then displayed.

Parents can view School Contact Information and Term Dates from app

Parent App Lite - Mobile phone view – Home Screen

or

From: https://www.sims-parent.co.uk / Internet Browser View

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If pupil lives at a different address to a parent. Then there is normally no access to Data Collection list

If the database has been amended and submitted, parent will get "Review Pending" message and access will be set to read only until previous changes have been approved.

If pupil lives at same address, parent has primary responsibility for the pupil and all previous changed have been approved or none submitted yet, then the database can be amended.

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Q & A

- **What devices can I use to access SIMS Parent?**

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

The SIMS Parent app can be accessed on Apple or Android devices. SIMS Parent supports Android version 4.4 (kitkat) and above, and IOS version 8 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. Click here for more information.

- **How do I log in for the first time?**

Full instructions for registering a SIMS Parent account can be found here.

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

If you cannot find this email, please check your junk mail and ensure it has not been marked as SPAM.

If you still have not received your account registration email, please contact your school directly to check whether they have sent the email to the correct email address.

- **How do I log in?**
  - You will have received an email invitation from your school directing you to complete the registration process for SIMS Parent.
  - Parents can access the SIMS Parent website by going to https://www.sims-parent.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 via the SIMS ID website, where you can select the account provider you wish to register and sign in with.

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

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

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

  No. When you sign in to SIMS Parent, events and information for <u>all</u> of your children attending this school will be displayed in one place.

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

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

- **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 (i.e. the account you used during the SIMS Parent registration process).

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

  Alternatively, try accessing SIMS Parent through a private 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 + Shift** 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.