

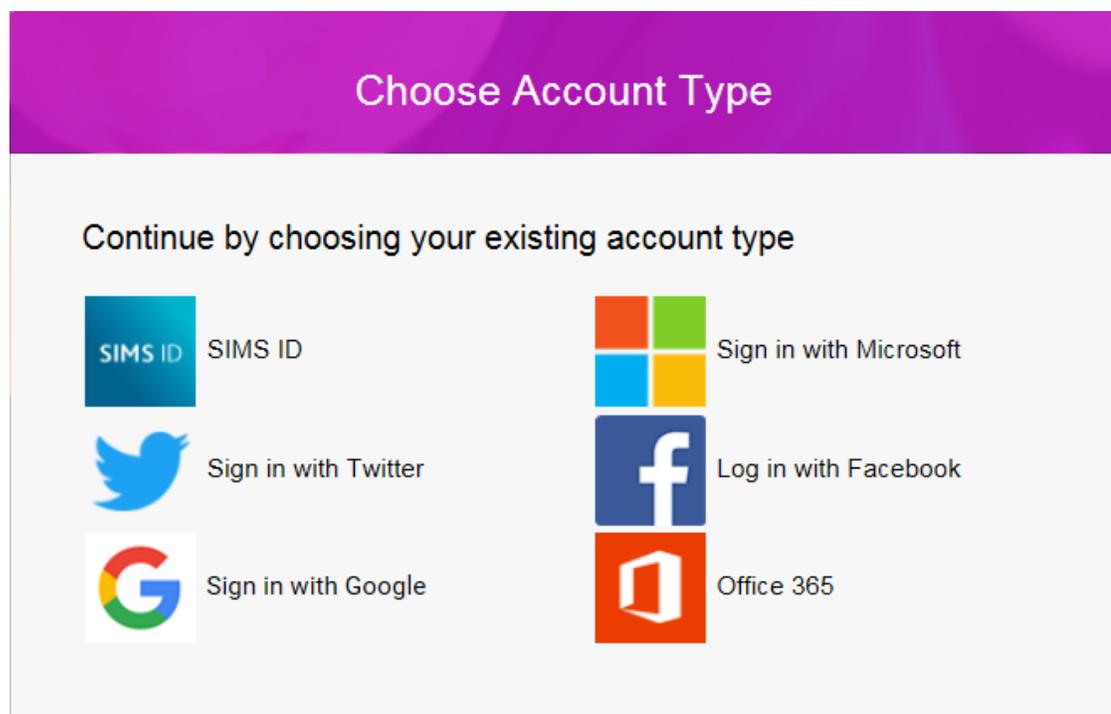
## How do I register?

### Parents

1. Before beginning the registration processes, you will need the following:
2. Your unique registration email. Your school will send you a registration email containing a registration link and an invitation code. This email will be sent from Capita SIMS ([noreply@simms.co.uk](mailto:noreply@simms.co.uk)). If you cannot find this email, please check your junk mail and ensure it has not been marked as SPAM. When asked for your invitation code, you can either click on the link provided in the email, or if you had to select the web address in the email, you will need to copy the invite code from the email and paste it into the space provided.
3. The date of birth of one of your children who attends the school – which will need to be entered. For security purposes this information is not displayed or used in the SIMS Parent system. Then click Register.
4. A Microsoft (including Office 365), Google, Facebook, Twitter or SIMS ID account. You can use an existing account (e.g. a Hotmail account) or create a new one online - they are free, easy to set up and you can use any valid email address and password.

**IMPORTANT NOTES:** To register for SIMS Online Services products, you will need one of the following accounts: Microsoft, Office 365, Google, Facebook, Twitter.

5. Follow the link in the email to be directed to the **Sign in** page.



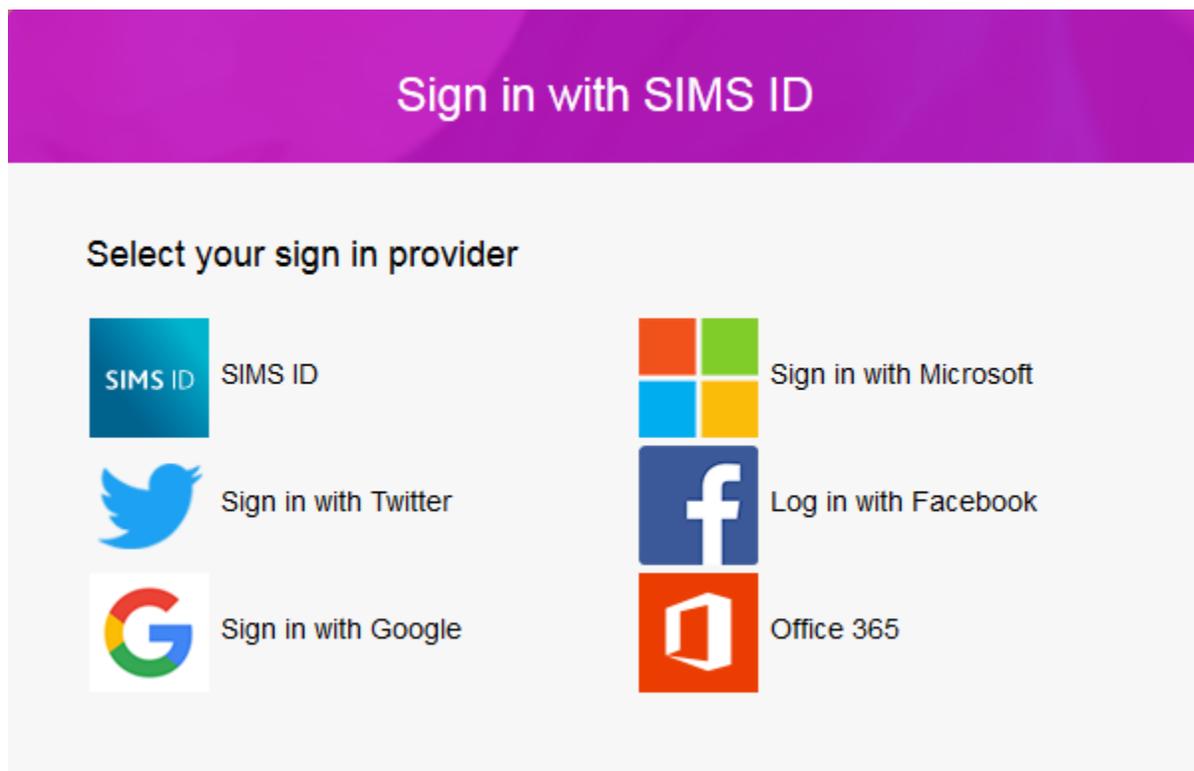
**IMPORTANT NOTES:** Please note the SIMS ID icon will not work for parents and students.

You will be guided through the login process. Once logged in, you will be asked if you want to authorise SIMS Parent to use your account.

- Once registration has been completed successfully, you can access your children's information.

## How do I sign in after registering?

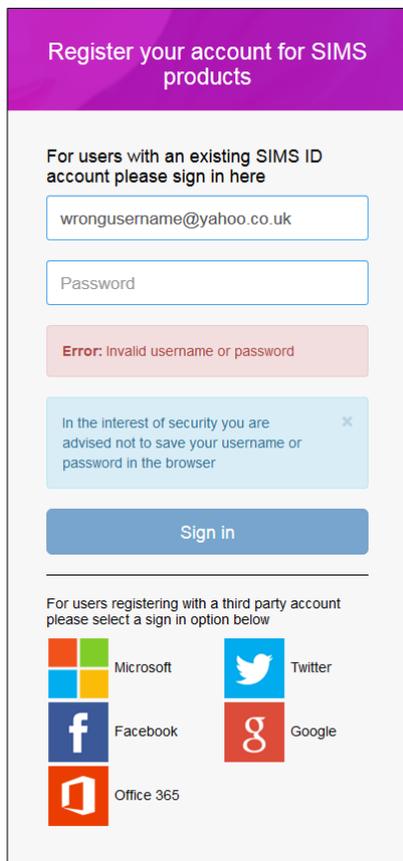
Once the registration process is complete, users can sign in via <https://www.sims-parent.co.uk>



- Click the icon for the relevant Third Party account that you registered with.
  - Parents and students should click the icon for the relevant Third Party account either Microsoft, Office 365, Google, Facebook or Twitter account. You will be directed to sign in using your existing details. *Academy staff who have children at Hans Price should register using SIMS ID.*
  - A new window will open.
  - Enter your sign in details – this should transfer you to SIMS Parent App.

## Why can't I register?

- To register you should have set up a Microsoft, Office 365, Google, Facebook or Twitter account. Click the icon for the relevant Third Party account and you will be directed to sign in using your existing details. **Do not enter your Third Party details in the SIMS ID Username and Password fields;** this would cause the following error to be displayed.



- Before completing the registration process, users should be signed out from all accounts. Alternatively, the registration process should be carried out in a private browser window.
- Forgotten your password? Please contact your Third Party account provider.**

## Who do I contact for help?

If you have a question about your SIMS Online Services Account, please email the support team at [simsparentapp@hansprice.org.uk](mailto:simsparentapp@hansprice.org.uk)

Once you have signed into your SIMS Online Services product, further help is available by selecting Help from the menu or clicking the item in the footer.

## Frequently Asked Questions

### **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.

### **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.

### **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 all 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.

## Frequently Asked Questions

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

- Ensure your internet browsers are up-to-date and clear your cache.
- If your internet browser is up-to-date and you are still experiencing problems, please contact your school directly for assistance.

### **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.

### **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 all of my children or all of my data?**

- If you have children who attend multiple schools and you wish to see them all in one account, you must register with the same sign in details. If you have used different details, please contact one of the schools and ask to be re-registered. Ensure you register with the details you use to sign into the other school. 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.
- If you have re-registered and still cannot see your data, or if your children are at the same school and you cannot see all of their data, please contact the school directly for assistance.

## Frequently Asked Questions

### Why can't I open the Data Collection Sheet for my child?

- If the Data Collection Sheet is not visible from SIMS Parent for your child, you may not meet the criteria required for submitting changes to your child's account. A registered child contact must live at the **same address as the child** in order to be eligible to make updates to the Data Collection Sheet.
- If you can see the Data Collection Sheet but it is locked (a padlock icon will be displayed), the Data Collection Sheet has been previously submitted and is waiting for a school administrator to authorise and apply the changes. Once the changes have been applied, the Data Collection Sheet will become available again.