



SIMS PARENT APP GETTING STARTED

This guide is intended for use by parents registering for the SIMS Parent App and SIMS Parent Online.

Introduction

Setting up a SIMS ID will enable you to sign in to your SIMS Parent Account with your email address and a password which you set. Alternatively you can use an existing Third Party account Microsoft (or Office 365), Google, Facebook, Twitter or Apple ID.

Do not forget which account you registered with, since you will use this account every time you sign in to your SIMS Parent App ^{1,2}.

NOTES:-Parents who have more than one child at a SIMS Parent school will only have to register once at that school. Once registered, all pupil/students at that school will be visible. Parents who have children at different SIMS Parent schools will need to register for each school and will only ever be able to view one school's SIMS Parent data at a time.

¹ If you forget which account you used to register, please contact your school who can unregister your existing account and issue you with a new invitation. You can then re-register with the account of your choice. Following re-registration, you will once be able to access your account.

² Changing your Third Party account password will not affect your ability to sign in to SIMS Online Services.

How do I register?

There are two different ways you can register for SIMS Parent. Either register for a SIMS ID account by setting up a username and password, or register with an external account that you already use such as Apple ID, Facebook, Google, Microsoft (also Office 365) or Twitter using your existing login details to that account. The two different methods are explained below, please read through both sets of instructions before you decide which method to follow.

To register for a SIMS ID account do the following:

1. You will receive and invitation email which will include a link to **registration.sims.co.uk** . If you have not yet received a registration email, please check your SPAM/Junk folder before contacting the school.



2. Click the **Accept Invitation** button in the email to be directed to the registration page.

SIMS

Activate Your Account

So that we can confirm your identity, please enter your email address and personal invitation code.

Username
Email address

Invitation Code
GHTYU9

Next

Alternatively you may complete the registration using an External Account.

Register with an External Account

Secured by SIMS ID
ESS Hosted Services: Check Service Status

3. Enter your email address in Username and double check for spellings.
4. Enter the invitation code from the email (or it may be pre-filled).
5. Click Next
6. Create a password.
7. Provide the secret information this is the date of birth of one of your children at the school in the format **dd/mm/yyyy**
8. When prompted, log in using the email address and password you have just created. You will be taken to the SIMS Parent site.
9. Once the account has been created, you will receive an email at the email address you registered. This explains how you can change your password in the future if you wish to.

To log in again follow the instructions below at How do I sign in?:

Once registered, new users should use the SIMS ID button to log in, using their registered email address and password.





Or To register using an external account such as Apple ID, Facebook, Google, Microsoft (also Office 365) or Twitter do the following:

1. . Click on Register with an External Account in the Registration page.

2. Click the button for your preferred account and you will be directed to sign in.
 - On clicking one of these buttons you will be transferred to the Third Party to complete standard account authentication.
3. On completion of account authentication, you will be asked for an **Invitation Code**.

Registration

You will have received a new service invite code from either SIMS or from your school administrator. Please enter the code below and tap or click Register.

Name (not you?)

Signed in with

Invitation Code

If you were able to use the button in the email from noreply@sims.co.uk, this field will be populated automatically. 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.

Click the **Register** button.

4. You will now be asked to confirm your identity by answering a question.

Registration - Answer Security Questions

You are required to provide a second piece of information to confirm your identity.

What is the date of birth of one of your children at the school?
(dd/mm/yyyy)



- Parents should enter the **date of birth** in the format **dd/mm/yyyy** of one of your children attending the school.

This is for security purposes only.

Click the **Verify** button.

Your account is created. On completion, you will see the home page of the SIMS Parent online site. You will receive an email from simsid@identityfor.co.uk confirming your registration. This email has links to the SIMS Parent sign in page.

How do I sign in?

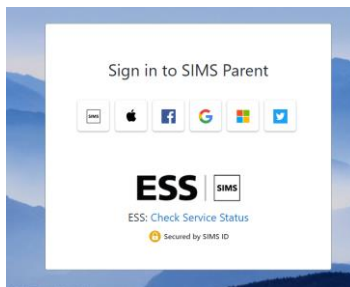
Once the registration process is complete, users can sign in via the following URLs.

<https://www.sims-parent.co.uk>

or via the SIMS Parent app*

* The apps are available for iOS and Android devices via the Play Store or iTunes.

1. Click the icon for the account that you registered with.



A new window will open.

2. Enter your sign in details.



Troubleshooting: Why can't I register?

- You should log in with the account you used to register with i.e. SIMS ID, Apple id, Facebook, Google, Microsoft (or Office 365) or Twitter account. Click the icon for the relevant Third Party account and you will be directed to sign in using your existing details. If you try to enter you're a different type of account from the one you registered with or if you insert your Facebook, Google, Microsoft (or Office 365) or Twitter account details in the SIMS ID **Username** and **Password** fields, the following error will be displayed: **Error: Invalid username or password**.
- If you see **The code you have entered is not recognised** message, this means that you have used an out-of-date code (e.g. you have received more than one invitation email and have not used the most recent one). Check you have used the correct email to register. Check you are signed in with the correct Third Party account.

Register your account for SIMS products

Username
Username

Password
Password

In the interest of security you are advised not to save your username or password in the browser

Show Password
[Forgot Password?](#)

Error: Invalid username or password

Registration

The code you have entered is not recognised.

You will have received a new service invite code from either SIMS or from your school administrator.

Please enter the code below and tap or click Register.

Name <Your name> (not you?)

Signed in with Microsoft

Invitation Code DK93KX792R

Register

Who do I contact for help?

All SIMS Online Services have a **Help** button linked to the support portal:

*NOTE: We do not have visibility of the **Feedback** items that you record on the support portal. Please do not use the **Feedback** facility to request changes to your account as we will not receive your request.*

If you need help with your Third Party account password, please contact your account provider (Apple, Facebook, Google, Microsoft (including Office 365) or Twitter).