

## **SIMS PARENT APP- INSTRUCTIONS AND COMMON FAQs**

### **How Do I Register?**

Before beginning the registration processes, you will need the following:

- Your unique registration email. Your school will send to you a registration email that contains a registration link and an invitation code. This email will be sent from Capita SIMS (noreply@sims.co.uk). If you cannot find this email, please check your junk mail and ensure it has not been marked as SPAM.
- The date of birth of one of your children who attends the school.
- 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.

### **Getting Started:**

Open the registration 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.

**IMPORTANT NOTE:** Only users with an existing SIMS ID account can enter their details in the Username and Password fields that are displayed.

Users who do not have a SIMS ID account should register with a Microsoft (including Office 365), Google, Facebook or Twitter account. Click the icon for the relevant Third Party account (Facebook and Twitter are accessible via the Use another provider button) and you will be directed to sign in using your existing details.

***IMPORTANT NOTE:*** *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.*

You will now be asked for an Invitation code.

*If you were able to use “click this link” in the email you received, 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.

Enter the Date of birth of one of your children attending the school.

This is for security purposes only and this information will not be used in the SIMS Parent system. Click the Register button to continue.

## Downloading the APP

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 the 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. **NOTE: Once downloaded, the SIMS Parent app is available as a shortcut on your device.**

## FAQs

### 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 the school office directly to check whether we have the correct email address on record for you.

### 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 Mobile 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 navigate SIMS Parent?

When you sign in to SIMS Parent, you will see the Home page, showing a named tile for each of your children.

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

In the case of Mayflower High School you will be able to access Session Attendance, Behaviour and Achievements and Timetable. We will shortly be adding the facility to update your personal information.

### 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 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.

### **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.

### **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.