SIMS Parent App Guide

Getting started: Registration

Step 1: You will receive a registration email from **noreply@sims.co.uk** containing a unique invitation code.

Please note, the invitation code in the email is **unique to you** and should not be used by anyone else. The invitation email will expire after 14 days if it is not used, please contact school if you require a replacement after this time period.

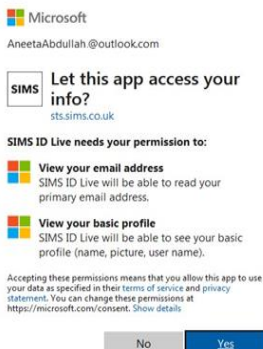**Step 2:** Follow the link in the email to be directed to the 'registration' page.

GreenAb invites you to SIMS Parent

From   noreply@sims.co.uk
To   AneetaAbdullah@outlook.com
Date   Today 14:22

Hi Aneeta,

You're invited to start using SIMS Parent to manage your child's personal details at GreenAb. If enabled by the school, you can also view child's attendance, school reports, homework assignments and more.

Simply accept this invitation and register within 90 days.

Accept Invitation

If the button above doesn't work, copy and paste the following link into your browser.

https://registration.sims.co.uk

Should you need to enter it, your personal invite code is: H83PYW7HJJ

==Copy or make a note of the code==

Step 3: Register with a Microsoft, Office 365, Google, Facebook or Twitter account. Click below the 'next' button and chose (do not fill in the empty boxes on these pages but select the appropriate option at the bottom of the page)

==*'register with an external account'*==

Activate Your Account

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

Username

[Email]

Invitation Code

H83PYW

Next

Alternatively you may complete the registration using an External Account.

Register with an External Account

and then select the icon for the relevant third-party account. You will be directed to sign in using your existing details.

Register your account for SIMS products

Username

This is

Password

Passw

☐ Show Password   rgot Password?

Sign in

— OR —

🍎 f G ⊞ 🐦

Microsoft

AneetaAbdullah@outlook.com

Let this app access your info?

sts.sims.co.uk

SIMS ID Live needs your permission to:

View your email address
SIMS ID Live will be able to read your primary email address.

View your basic profile
SIMS ID Live will be able to see your basic profile (name, picture, user name).

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. You can change these permissions at https://microsoft.com/consent. Show details

No   **Yes**

When you have selected a provider, you will be asked to sign in with that providers details and then asked to verify that that the app (SIMS) is allowed to access to your info, this needs to be 'yes' if you want to access the parent app.

Step 4: On the Registration screen, enter the invitation code from your email and then click the 'Register' button

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	AneetaAbdullah.@outlook.com (not you?)
Signed in with	Microsoft
Invitation Code	H83PYW7HJJ

Register

Confirm the details are correct for the provider used (we used Microsoft as an example)

Insert the code from the invitation email

Step 5: Answer the security question (confirming the date of birth of your child) then click the 'Verify' button to complete the registration.

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)

12/01/2009

Verify

Answer needs to be in the format of dd/mm/yyyy

Step 6: Once registration has been completed successfully, you will then be able to access the information for your children at this school.

Once the registration process is complete there are two ways you can access your account, either as an App from a smartphone / tablet or online via the website.
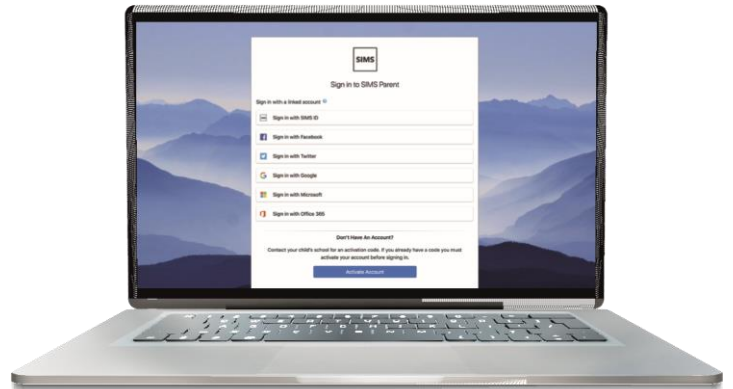
Signing in (Web version)

Accessing the SIMS Parent website:

To access SIMS Parent online visit the website below:

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

Sign in with the third-party provider that you registered with and you will be taken to the SIMS

Parent homepage. Here you can see lots of information about your child including;

School contact details - our main school telephone number and email address

Calendar - this will show term dates and key events happening in school.

Messages - here you'll find any messages or notifications sent to you from school regarding attendance, behaviour and more.

Child/children - clicking on your child's name will provide you with more information regarding that selected child.

Downloading and signing in (SIMS Parent App)

You can download the SIMS Parent App for free from either the App Store if you're using an Apple device or the Google Play Store if you're on an android device. You should search for 'SIMS Parent', it should look like this:

Sign in with the third-party provider that you registered with and you will be taken to the SIMS Parent dashboard with all the details of your child including school contact details, calendar, messages and more.

Select 'yes, sign in'

Chose the provider used during registration
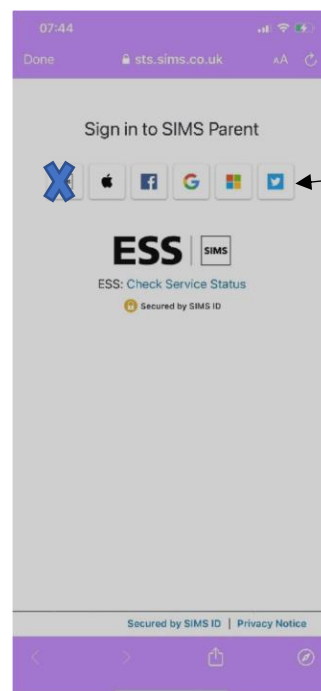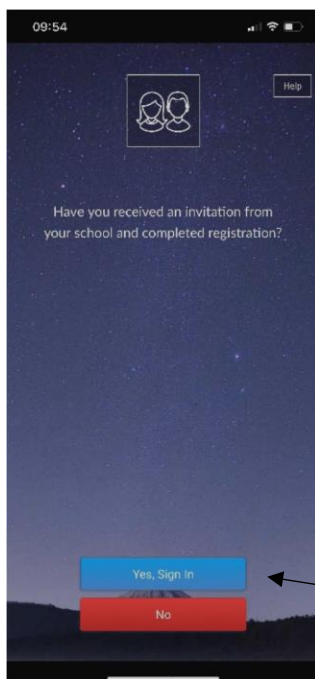
Frequently asked questions?

I haven't received my account registration email, what should I do?

If you can't find the email please check your junk/spam folder. If you are still unable to find it, please contact us sims@poolehigh.poole.sch.uk and we can confirm that we have the correct email address for you and send you a re-invitation email.

I have forgotten my password, what can I do?

The details you use to log in to SIMS Parent are your own details from the third-party provider you chose to sign in with. We are therefore unable to help you with forgotten details. You will need to visit the third-party website of your account provider and follow their instructions for re-setting your password.

The date of birth cannot be verified when I am trying to register?

Please ensure you are entering the correct date of birth for your child (not yourself) and it is in the correct format e.g.: 01/07/2008

What if I have more than one child at the school?

If you have more than one child at our school you will still only require one login. This will allow you to access all your children's records/information in one place

Does it matter if I use the website version or the App?

It is entirely up to you as to which platform you use to access SIMS Parent. Both the website and App contain identical information. The advantage of using the App is that you will receive notifications.

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

If you are unable to access the Data Collection Sheet for your child, you may not meet the criteria required to make 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 this information.

If you can see the Data Collection Sheet but it is locked (displaying a padlock symbol), a Data Collection Sheet has been submitted previously and is awaiting a school administrator to authorise and apply the changes. Once these changes have been applied, the Sheet will become available again.

How come I can only see one or some of my children in the app?

If you can only see one or some of your children, then you will need to contact the school and let us know which child you can see, and which is missing. We will be able to fix that issue for you. sims@poolehigh.poole.sch.uk

What happens when my child leaves the school?

When your child leaves the school, whether this is in year 11 or at another point in their secondary education, they will no longer appear on your SIMS Parent Portal account. If you have no other children at the school, your account will be disabled