

## SIMs Parent App – Frequently asked questions

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

The email will come from [noreply@sims.co.uk](mailto:noreply@sims.co.uk)

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 to check whether we have the correct email address and request that the registration email is resent.

### **How do I log in?**

You will have received an email invitation from the school directing you to complete the registration process for SIMS Parent. You need to register through this before you can access SIMs Parent, instructions can be found on our website.

Once registered you can log in by downloading the SIMs Parent App for free from the Apple Store or the Play Store or by the website <https://www.sims-parent.co.uk>.

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

The password is linked to your personal account provider (i.e. Microsoft, Google, Facebook or Twitter) Visit their website 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, 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.

### **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. If your internet browser is up-to-date and you are still experiencing problems, please contact your school 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) such as Facebook, Google or Office 365 etc.

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.

### **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 the tiles for my children?**

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 re-register with the details you use to sign into the other school. This will allow you to change schools once inside the SIMs Parent from a drop-down menu located in the top right-hand corner of the page

If you sign in to SIMS Parent and cannot see any of your children's name tiles, check the display name in the top right corner of the screen to discover what ID you are signed in with. Sign out and sign in again using the correct credentials.

### **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.

### **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 displayed for any information your school has chosen to make available to you. Click a tile to display detailed information.

### **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 90 days. Following this period, you will need to sign in to the app again

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If you still cannot sign in to SIMS Parent having followed the advice in this section, please contact the school for assistance [selwoodacademy@educ.somerset.gov.uk](mailto:selwoodacademy@educ.somerset.gov.uk)