

Sims Parent Lite - Keeping your information up to date.



Getting Started

We will send an activation email to your home email address. Simply click on the link from your tablet, pc or smartphone to activate your account. You can then login using your normal Facebook, Twitter, Google or Microsoft username and password. You will be able to see all children for whom you have parental responsibility on the app once registered, or you can easily create an account on any of the platforms.

The email will be from noreply@sims.co.uk in your Inbox. If not there, **check in your Junk mail.**

The image shows a mobile email interface. On the left is a 'Mailboxes' screen with an 'Inbox' folder selected. An email from 'noreply@sims.co.uk' is visible in the inbox. An arrow points from this email to a larger view of the email on the right. The email content includes a subject line 'The Kingsway School invites you to SIMS Parent', a recipient name 'Jane', and a green 'Accept Invitation' button. A text box on the left contains the instruction 'Click the 'Accept Invitation' button within the email', with an arrow pointing to the button. Below the button, there is a URL and a personal invite code: 3MCCBPJQRP. At the bottom, there are logos for Google Play and the App Store.


Click the 'Accept Invitation' button within the email

Log in with your preferred account



Please **DO NOT** try and register with Sims ID as this is an internal registration system and will not work for parents.

id.sims.co.uk



School administrator.

Please enter the code below and tap or click Register.

Name

[\(not you?\)](#)

Signed in with

Invitation Code

Register

The invitation code field may be populated automatically. If not, copy and paste in the code from the email invitation.



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)

Verify

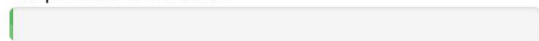
Enter the date of birth of one of your children at the school using dd/mm/yyyy format



Registration - Account Creation

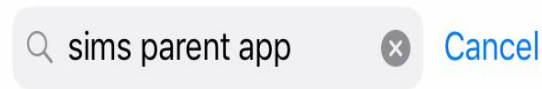
Your account is being set up and configured.
You will be automatically redirected when this
process is complete...

Elapsed 2 seconds

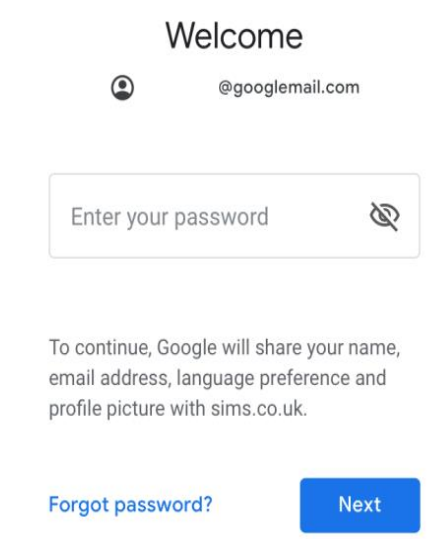
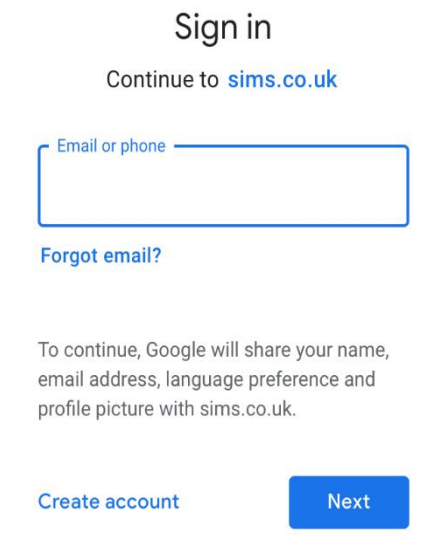
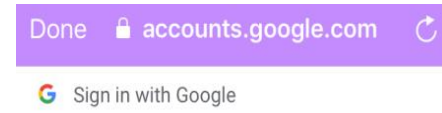
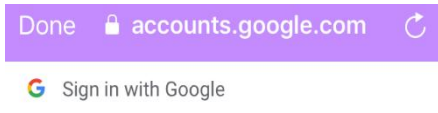
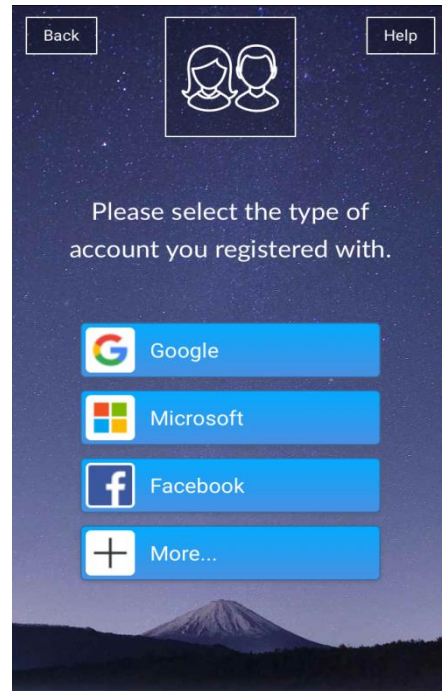
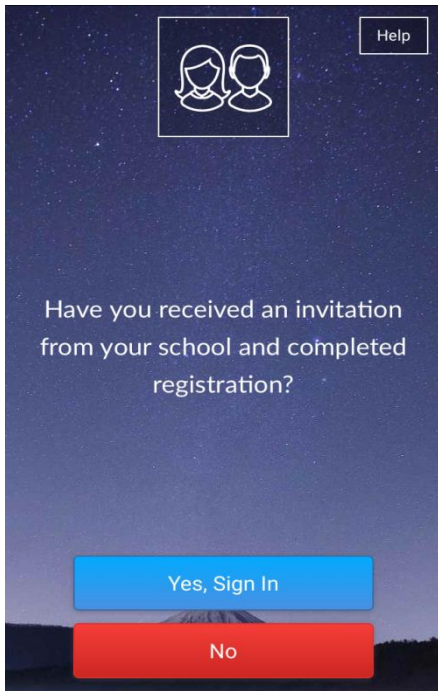


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Your account is being created. This should take no longer than 30 seconds. You will be redirected back to the 'choose an account' page afterwards.



Once registered you can enter the the Sims parent app by downloading this for free via the Apple store, Google play store (Android) or www.sims-parent.co.uk



Sign in using the credentials you registered with.

Useful Questions & Answers:

1. How do I download the app?

The SIMS Parent app can be downloaded for free from the Apple Store or the Play Store.

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

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 directly to make sure the correct email address is on the system: office@kingsway.stockport.sch.uk

3. How do I log in? (Please refer to step by step guide)

Parents will have received an email invitation from the school directing them to complete the registration process for Sims Parent Lite.

Parents can access the Sims Parent website by going to <https://www.sims-parent.co.uk> or via the Sims Parent App.

Once the app is downloaded onto your device, click the icon and this will take you directly to the app

4. 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.

5. Do I need to register separately for each of my children attending the school?

No. When you sign in to Sims Parent Lite you will be able to see all your children displayed in one place.

6. Why can't I access the Sims Parent site or why does the page not load correctly?

Ensure your internet browser is up to date. If your internet browser is up to date and you are still experiencing problems, please contact the school: office@kingsway.stockport.sch.uk

7. I have signed into Sims Parent lite before but I can't sign in now. What should I do?

Ensure you are logged in using the correct account (i.e. the account you used during the Sims Parent Lite 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 Lite through a private browser window; this will ignore any other logged in accounts.

If you still cannot sign in to Sims Parent Lite having followed the advice in this section, please contact the school directly.

8. Why can't I open the data collection sheet for my child?

If the data collection sheet is not visible from Sims Parent Lite 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 the school staff to authorise and apply the changes. Once the changes have been applied, the data collection sheet will become available again.

9. How do I stop my child's other contacts seeing my contact details in the data collection sheet?

The school has set your contact details as hidden from the other contacts linked to your child's account. They will not be able to see, amend or access your details.