

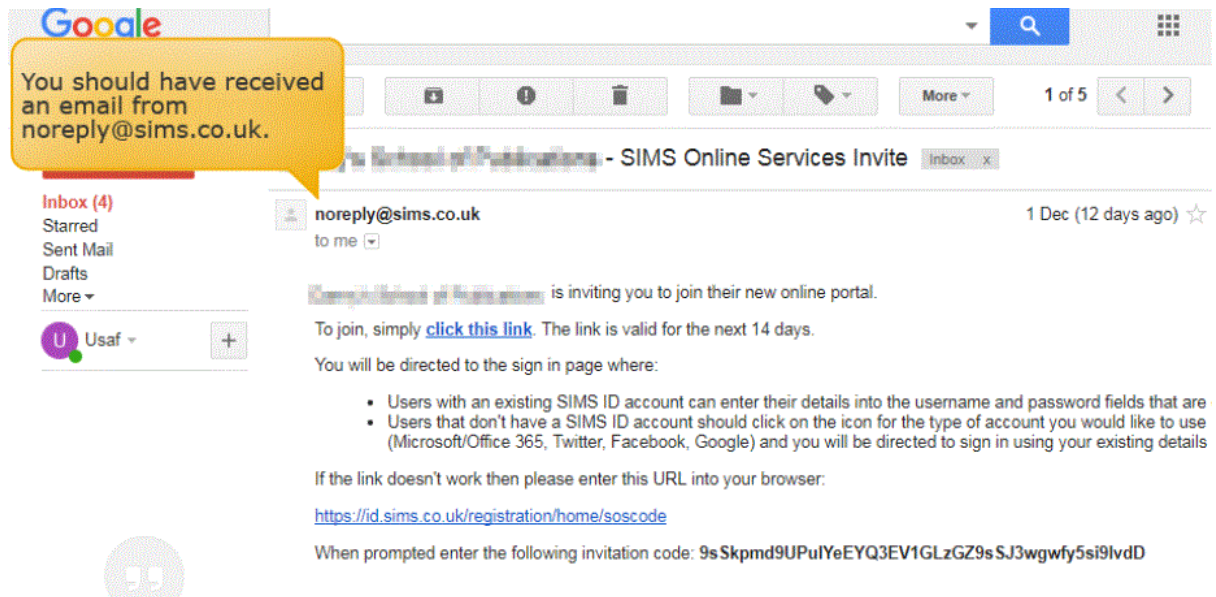
# **SIMS PARENT APP LITE PARENT GUIDE**



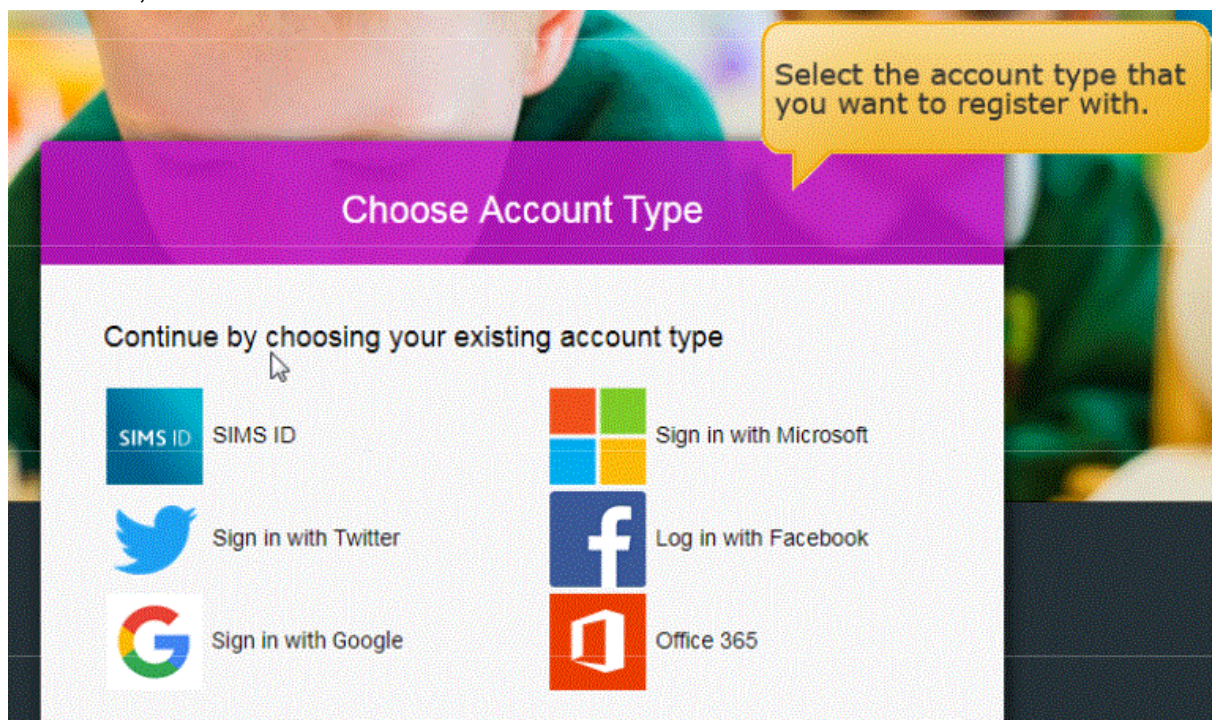
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1. Get email from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) in Inbox. If not there, check in Junk mail.



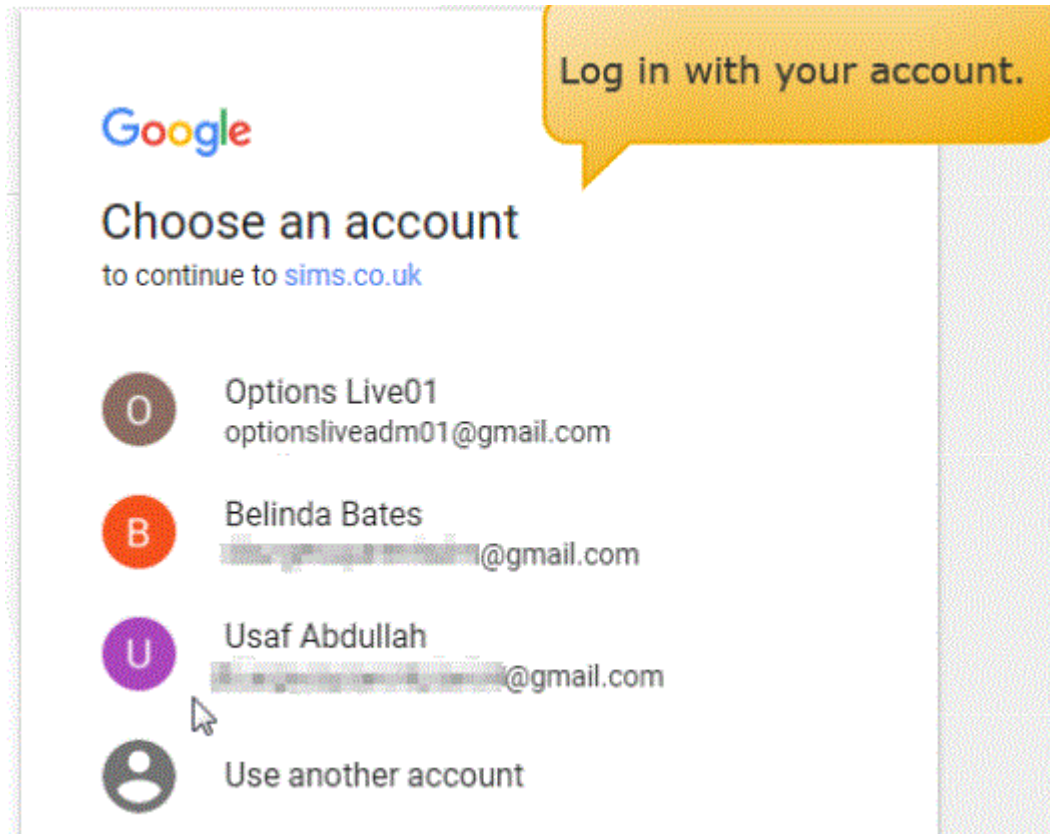
2. Select “Click the Link”.
3. Select the account type you want to register with e.g. Twitter, Google, Microsoft, Facebook or Office 365.



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4. **Login** with your preferred account.



5. Get “**Invitation Code**” filled in to the “**Registration**” screen. If not displayed, copy from email invitation. Click the “**Register**” button.



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6. Answer the **security question**: “**Date of Birth of Child at School**”. Then click on “**Verify**” to confirm. (N.B. This is for security login, not part of SIMS Parent App Lite.)

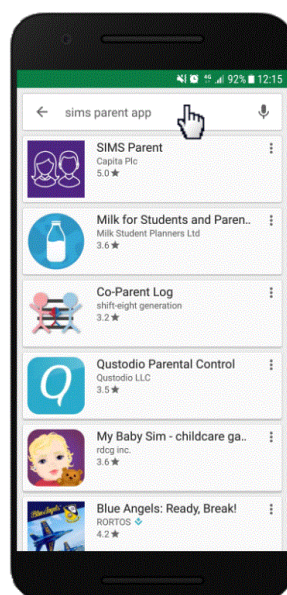
The screenshot shows the SIMS Parent App Lite registration interface. At the top, there's a header with the SIMS logo and the tagline 'helping schools inspire'. Below this, the title 'Registration - Answer Security Questions' is displayed. A message states: 'You are required to provide a second piece of information to confirm your identity. Please answer the following question.' The question is 'What is the date of birth of one of your children at the school? (dd/mm/yyyy)'. There is a text input field with the placeholder 'Please enter your answer'. A blue 'Verify' button is at the bottom. A yellow callout box on the right says: 'Enter the date of birth of one of your children at the school using dd/mm/yyyy format.'

7. Wait for about 30 seconds which your **account is created**.

The screenshot shows the SIMS Parent App Lite registration interface during account creation. The title is 'Registration - Account Creation'. A message states: 'Your account is being set up and configured. You will be automatically redirected when this process is complete...'. Below this, a progress bar shows 'Elapsed 33 seconds'. A yellow callout box on the right says: 'Your account is then set up and configured. On completion, the Choose an account page is displayed again.'

8. Now enter **SIMS Parent App Lite** from either [www.sims-parent.co.uk](http://www.sims-parent.co.uk) or via the **SIMS Parent App** from Google Play Store (Android) or Apple Store.

SIMS Parent is displayed in the search results with a purple icon.



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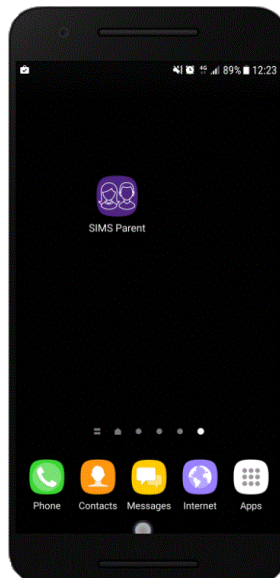
SIMS Parent is developed by Capita Plc.

Tap **READ MORE** for more information or **INSTALL** to download the app.

You can now exit the Play Store or Apple Store.



When the app has downloaded, a shortcut will be available directly from your device.



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 your child's school.*

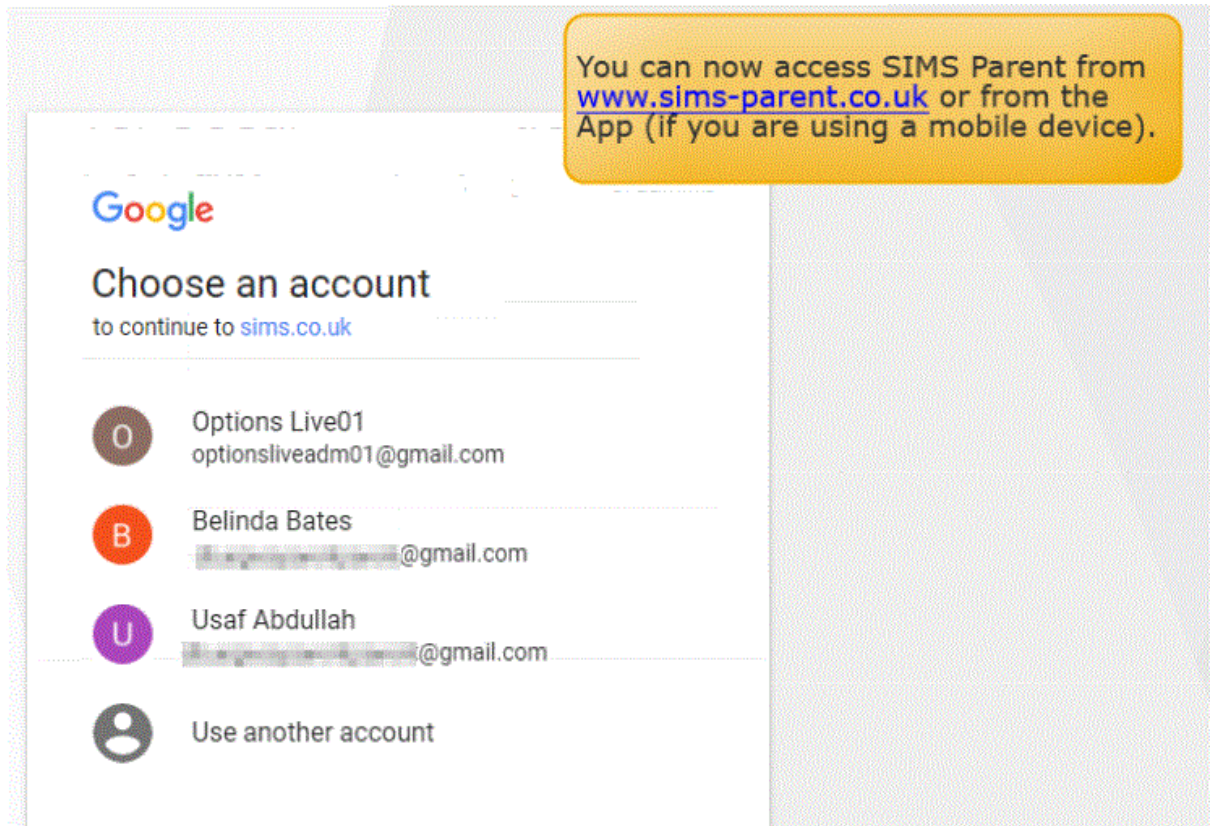
1. Open the Play Store or Apple Store on your device.
2. Using the Search facility, enter **SIMS Parent**.
3. Select **SIMS Parent** by **Capita Plc** from the search results.
4. Tap **READ MORE** for more information or **INSTALL** to download the app.
5. Once the app has downloaded successfully, tap **Open** to register and start using the app.

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

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## 9. **Select the Account** used to register

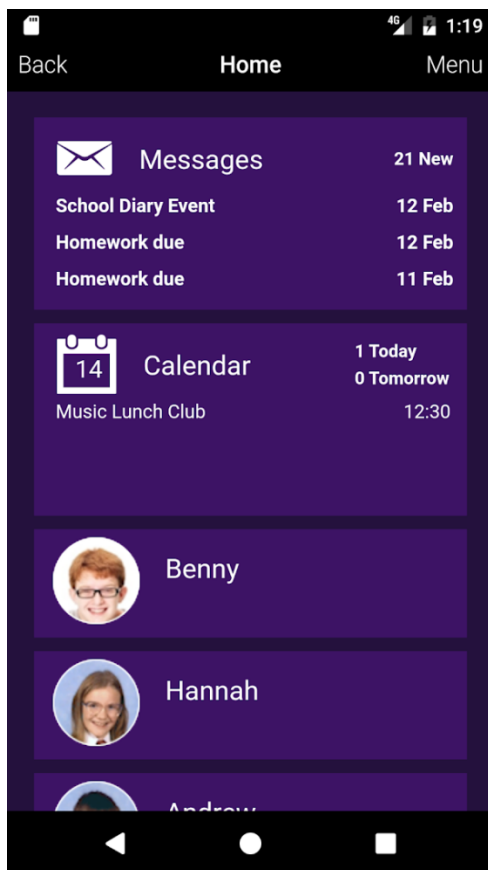


SIMS Parent App Lite (**purple home page**) is then displayed.

**Parents can view School Contact Information and Term Dates** from app



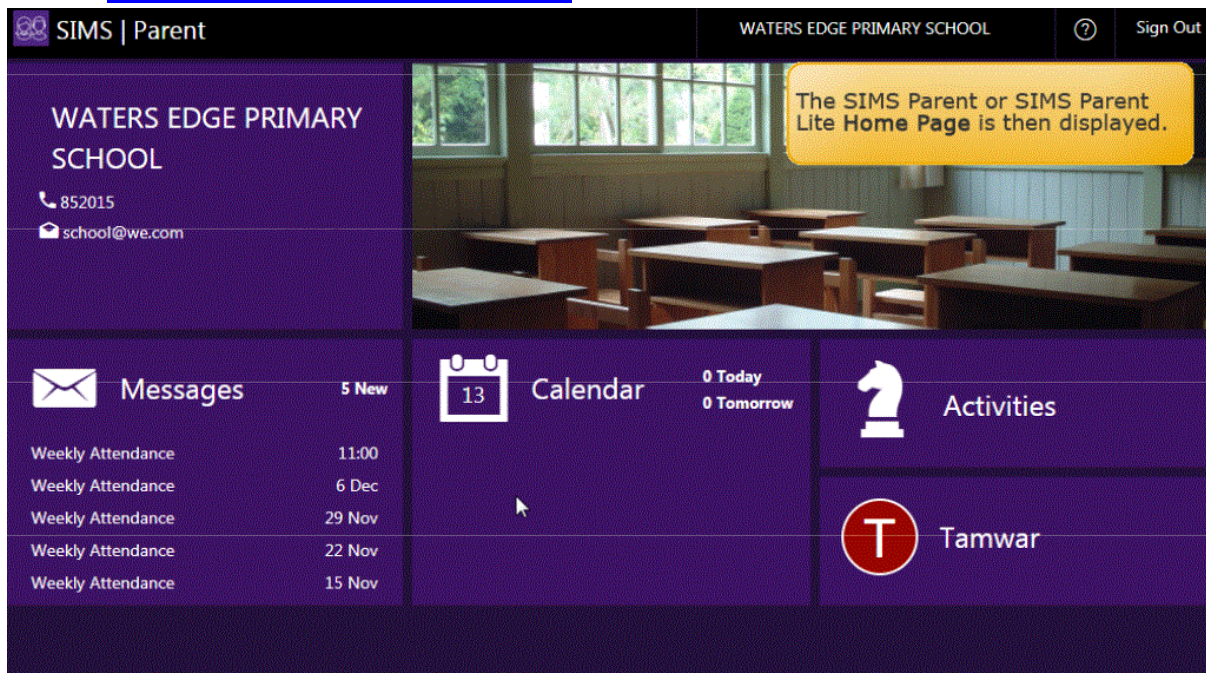
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Parent App Lite - Mobile phone view – Home Screen

or

From: <https://www.sims-parent.co.uk> / Internet Browser View



Parents complete Data Collection enable Data Collection option (If disabled, data deleted after 24 hours). The Data Collection section depending on selections looks

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like this on website and mobile. Parents submit changes and school confirm them. Parents then get confirmation in an email or via the Parent App Lite to say database has been updated.

If pupil lives at a different address to a parent. Then there is normally no access to Data Collection list

If the database has been amended and submitted, parent will get “Review Pending” message and access will be set to read only until previous changes have been approved.

If pupil lives at same address, parent has primary responsibility for the pupil and all previous changed have been approved or none submitted yet, then the database can be amended.



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## Q & A

### • What devices can I use to access SIMS Parent?

SIMS Parent can be accessed via any desktop PC or laptop.

The SIMS Parent app can be accessed on Apple or Android devices. SIMS Parent supports Android version 4.4 (kitkat) and above, and IOS version 8 and above.

### • How do I download the app?

The SIMS Parent app can be downloaded for free from the Apple Store or the Play Store. [Click here](#) for more information.

### • How do I log in for the first time?

Full instructions for registering a SIMS Parent account can be found [here](#).

### • 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 your school directly to check whether they have sent the email to the correct email address.

### • How do I log in?

- You will have received an email invitation from your school directing you to complete the registration process for SIMS Parent.
- Parents can access the SIMS Parent website by going to <https://www.sims-parent.co.uk> or via the SIMS Parent app.
- Once the SIMS Parent app is downloaded onto a mobile device, an icon will be available on the device menu that will take you directly to the app.
- Registration for SIMS Parent is completed via the SIMS ID website, where you can select the account provider you wish to register and sign in with.

### • 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.

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- **Do I need to register separately for each of my children attending this school?**

No. When you sign in to SIMS Parent, events and 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 directly 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).

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.

- **I have signed into SIMS Parent but I can't see any data. What should I do?**

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If you cannot see any data, please contact your school directly for assistance.

## • Why can't I see all of my children or all of my data?

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 register with the details you use to sign into the other school. 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.

If you have re-registered and still cannot see your data, or if your children are at the same school and you cannot see all of their data, please contact the school directly for assistance.

## • Why can't I open the Data Collection Sheet for my child?

If the Data Collection Sheet is not visible from SIMS Parent 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 a school administrator to authorise and apply the changes. Once the changes have been applied, the Data Collection Sheet will become available again.

## • How do I stop my child's other contacts seeing my contact details in the Data Collection Sheet?

It is possible to hide your details from your child's other contacts. Please contact your school for further assistance.