Here are a Q & As that might help:

Q- What devices can I use to access SIMS Parent?

A- 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.

Q- How do I download the app?

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

Q- How do I log in?

A- You will have received an email invitation from your school directing you to complete the registration process for SIMS Parent.
   a. Parents can access the SIMS Parent website by going to https://www.simsparent.co.uk or via the SIMS Parent app.
   b. 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.

Q- I have not yet signed up. What do I need to do?

A- If you have not signed up yet please check your email (including junk folder) for an invitation from SIMS.

Q- I did not receive an email invitation, what should I do?

A- If you do not receive an email please contact the school office to check if the email address we have for you is correct. If the email address was incorrect, we will resend a new invitation link.

Q- I received an invitation, what do I do next?

A- When signing up please use the 'sign in with' option for Microsoft (includes Hotmail), Google or one of the Social Media options. DO NOT use the sign up with SIMS ID option as this option will only work for 30days and will prevent you from logging again.

Q- I signed up using SIMS ID instead of one of the other options and I am now locked out, what do I do?

A- If you did register with the Sign up with SIMS option, please contact the school office and we will unregister your account and resend an invitation.

Q- I can't remember my password. What should I do?

A- Visit the website of your account provider (i.e. Microsoft, Google, Facebook or Twitter) and follow their instructions for resetting your password.

Q- I can't remember what login option I chose at registration. What should I do?

A- If you chose SIMS ID, unfortunately this was the wrong option, hence getting locked out and not being able sign back in

i. To fix this, we will need to unenroll your account and send out a new invitation to join. On a few occasions we have to contact SIMS to remove the account.
- If you chose any of the other accounts, the log in details will match that of the chosen method. Ie the username and password for Facebook is what you would use.
- If you can't remember, the best thing to do is unenroll your account and register again, using the 'Top Tips' written below.

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

A- 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.

Q- I can only see some features for my child, are there other features of SIMS Parent?

A- We are rolling out new features over the coming months such as Behaviour and Attendance.

Q- I have signed up but why can I not access any of my child's personal details?

A- If a parent lives at a different address, unfortunately SIMS does not allow them to access or change personal details. Only parents living at the address of a child can update key information.

Q- I live at the same address as my child but I cannot access any of my child's details, what should I Do?

A- If live at the same address as your child and cannot access key details, please contact the school office to report the error.

Q- 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?

A- 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.

Q- Why can't I see all of my children or all of my data?

A- 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 righthand 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.

Q- I have signed into SIMS Parent before but I can't sign in now. What should I do?

A- 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

When setting up your account, please **avoid the SIMS ID option**, but instead choose one of the options you already have – **Microsoft, Google** or **Social Media** and use this as login option.

DOB is in the format of dd/mm/yyyy when prompted and will be for your eldest child.

Please ensure you click on the verification link that is sent to you chosen method once registered.

*When logging in once registered and when prompted, select the log in option you choose during registration. **The option selected at registration and login must match exactly** ie. If Google was selected at registration, the icon for Google must also be selected to sign in. It will not pick up a email address as valid if Google was selected at Registration but Microsoft was selected at login.*