



## Registering to use SIMS Parent App

Before beginning the registration processes, you will need the following:

- Your unique registration email. Your school will send to you a registration email that contains a registration link and an invitation code. This email will be sent from Capita SIMS ([noreply@sims.co.uk](mailto:noreply@sims.co.uk)). If you cannot locate this email, please check your junk mail and ensure it has not been marked as SPAM.
- The date of birth of one of your children who attends the school.
- A Microsoft (including Office 365), Google, Apple, Facebook, Twitter or SIMS ID account. You can use an existing account (e.g. a Hotmail account) or create a new one online - they are free, easy to set up and you can use any valid email address and password.

## **Getting Started & Registering**

1. Open the email and click the link or copy and paste the website URL as instructed. A new internet browser window will open and you will be asked to log in.

**IMPORTANT NOTE:** Only users with an existing SIMS ID account can enter their details in the **Username** and **Password** fields that are displayed.

2. Users who do not have a SIMS ID account should register with a Microsoft (including Office 365), Google, Apple, Facebook or Twitter account. Click the icon for the relevant Third-Party account and you will be directed to sign in using your existing details. **Aughnacloy College does not see or have any access to the account you use.**

**IMPORTANT NOTE:** You will be guided through the login process. Once logged in, you will be asked if you want to authorise SIMS Parent to use your account.

3. You will now be asked for an **Invitation code**.

- If you were able to use the link in the email you received, this field will be populated automatically.
- If you had to select the web address in the email, you will need to copy the invite code from the email and paste it into the space provided.

4. Click the **Register** button to continue.

5. Enter the **Date of birth** of one of your children attending the school and **Verify**.

This is for security purposes only and this information will not be used in the SIMS Parent system.

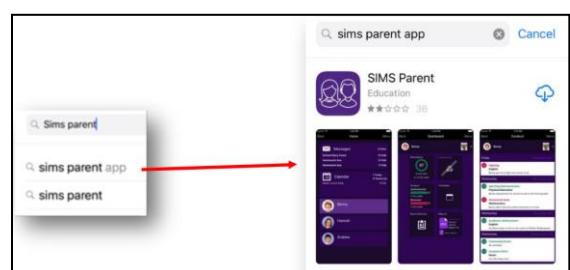
Your account is created. On completion, you will see the **SIMS Parent** site.

## **Downloading SIMS Parent App**

6. You can download the app from the Google Play or Apple App store by searching for **Sims Parent**.

7. Once you have downloaded SIMS Parent, you will be asked to sign in using your chosen log-in account details.

If you prefer not to use the SIMS Parent App. after you have registered you can also use [www.sims-parent.co.uk](http://www.sims-parent.co.uk) from any web browser.



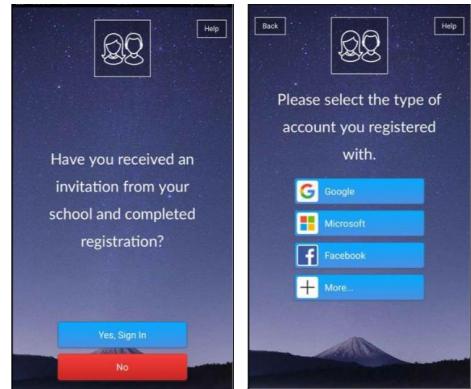


## Signing in to SIMS Parent

**\*\*The registration process must be completed before attempting to sign in.**

8. (i) **Android / Apple users:** After downloading the SIMS Parent App from Google Play Store or Apple App Store, open the App by selecting the icon.

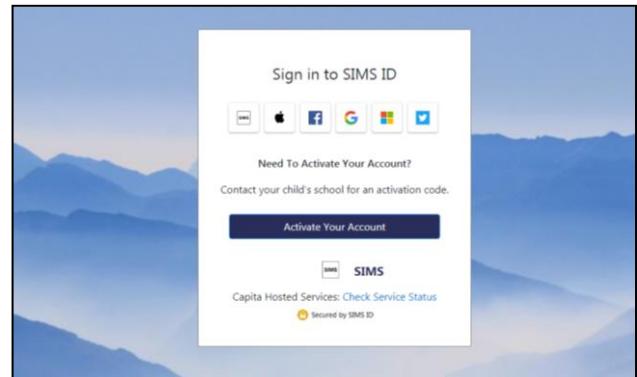
Follow the on-screen instructions to sign in using the account you previously registered with.



- (ii) **Computer users (PC or MAC):** Open a web browser (E.g. Microsoft Edge, Google Chrome, Firefox) and go to [www.sims-parent.co.uk](http://www.sims-parent.co.uk).

You can also type "Sims Parent" into a search engine such as Google.

Select the icon which represents the type of account you previously used to register for SIMS Parent App and sign in using your email address and password.



9. Once you have logged into SIMS Parent via the App or Browser, you will be presented with a screen containing options for Assessment, Attendance, Timetable, Reports and Data Collection.

From the homepage you can select which of your children you would like to view details for.

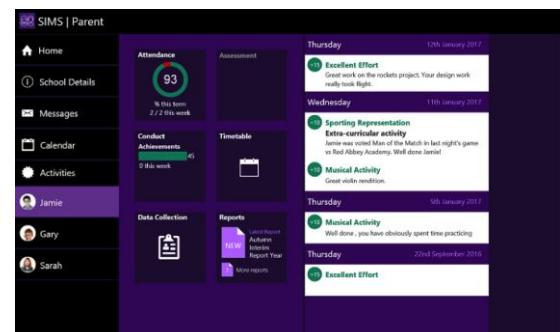
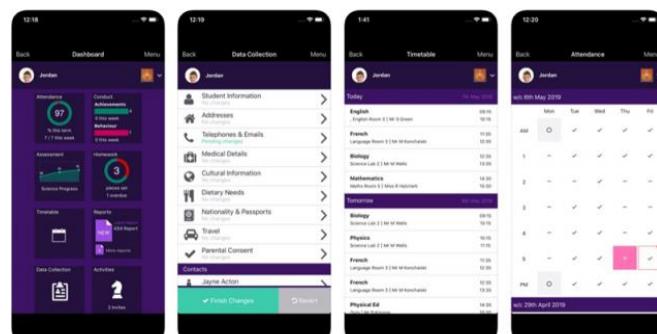
To View any comments, please select the Attendance option. Dates where comments have been left will be identified by a triangle in the upper right corner of the date.

When enabled, reports will be made available in pdf form so they can be viewed on your phone, tablet or computer.

Key dates can be viewed in the calendar and any messages sent to you will be available under the Messages option.

The Data Collection option is used to notify the school of any changes in your or your child's details.

**\*\*Please note.** Images below are for illustration purposes only. Initially, options and information available to access by Aughnacloy College parents will be limited at first with further features introduced throughout the school year.



## SIMS Parent App – FAQ'S & Troubleshooting

### **What will SIMS Parent allow me to do?**

SIMS Parent allows you to:

- Read messages from your child(ren)'s school in the **Messages** widget. You may receive many types of message from SIMS Student, but you can filter the list to display **Unread** messages, or messages relating to particular **Categories** of information, e.g. **Attendance, Data Collection**. Most messages are for information only, but some messages include a **Reply** button where you can type a response to the message. If you have more than one child at a school, you will see all your children's messages here, but you can filter for messages about an individual child. SIMS Parent Messages also supports downloadable attachments, identified by the paperclip icon.
- Check your child(ren)'s events in the **Calendar** widget. You can check your current schedule or display events in the future by selecting the month or year. You can also view events from the previous three months. You can filter the **Calendar** to display the start and end date of terms or school holidays, or to display events relating to particular **Categories**, e.g. **School Diary, Homework**, etc. If you have more than one child at a school, you will see all your children's calendar events, but you can filter for events about an individual child.
- View your child's **Homework** assignments and feedback received on the assignments. You can filter **Homework** to display assignments that are **Due** or include assignments that have already been **Handed In**. Note that attachments are not displayed in SIMS Parent. You will receive alerts when homework is due for submission in **Messages**. Homework submission dates are also displayed in the **Calendar**. Homework information is child-specific, not integrated, unlike **Messages** and **Calendar**.
- View and accept your child's activity invitations using **Activities** or place your child on a waiting list for an activity. Accepted activities are displayed in the **Calendar**. Activities information is child-specific, not integrated, unlike **Messages** and **Calendar**.
- View information relating to your child's **Attendance, Assessment, Conduct and Reports**. This information is child-specific, not integrated, unlike **Messages** and **Calendar**.
- View your child's **Timetable** with today's timetable at the top of the panel and future timetables available by scrolling down the panel. **Timetable** information is child-specific, not integrated, unlike **Messages** and **Calendar**.
- View **School Details** such as contact details and **Key Dates**.
- Provide information required by the school using the **Data Collection** widget.
- Access **SIMS Options** from SIMS Parent.

### **How do I request access to SIMS Parent?**

Complete and return one copy of Aughnacloy College Parental Request Form for each child attending the school. If you have returned the Parental Access Request Form you should receive an email invitation for the Parent App.

### **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. SIMS Parent supports Android version 6 and above and iOS version 11 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.

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

Please refer to the Setup Guide for Parents document.

### **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 invitation 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.

## 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 and the **Messages** and **Calendar** tiles. The **Messages** tile displays messages relating to all of your children at the school. The **Calendar** tile displays shared information such as term dates and child-specific dates relating to each of your children at the school. 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.

## 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.

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

## 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. SIMS Parent is supported on Microsoft Edge, Chrome, Safari and Firefox.

## 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.

## 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.

## 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.

## 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 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.

## I can't download the Parent App.

SIMS Parent is accessible online at <https://www.sims-parent.co.uk/>. This does not require an App to be installed on a Phone or tablet and can be accessed via any web browser.

## I do not have any of the accounts listed (Facebook, Twitter, Google, Microsoft).

You will need to set up an account to access and use this system.

## 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.

