

SIMS Parent APP User Guide

How do I register?

1. You will receive a registration email from noreply@sims.co.uk containing a unique invitation code. You will need this code to set up your SIMS Online Services account. If you have not yet received a registration email, please check your SPAM folder before contacting us. (If you still have not received your account registration email, please contact the academy directly to check whether we have sent the invitation to the correct email address.)
2. Open the Play Store or Apple Store on your device.
3. Select SIMS Parent by Capita Plc from the search results.
4. INSTALL to download the free app.
5. Once the app has downloaded successfully, tap Open to register and start using the app.
6. *NOTE: Once downloaded, the SIMS Parent app is available as a shortcut on your device.*

IMPORTANT NOTE: To register for SIMS Online Services products, you will need one of the following accounts: Microsoft, Office 365, Google, Facebook, Twitter or SIMS ID.

Follow the link in the email to be directed to the registration page.



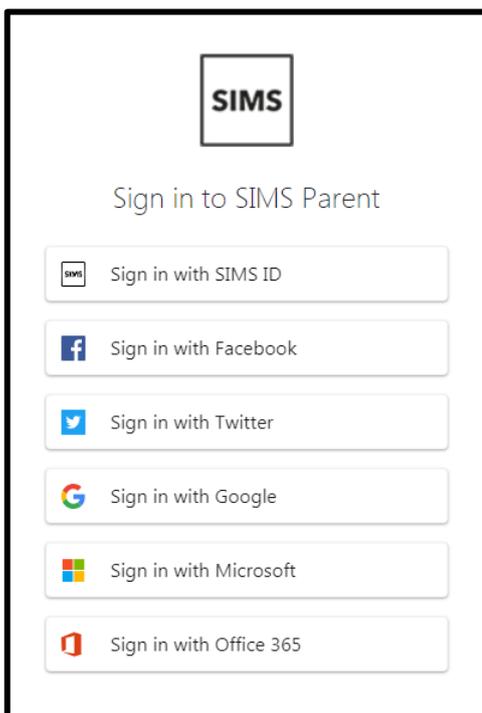
7. Click the button for your preferred account and you will be directed to sign in.
 - Register with a Microsoft (including Office 365), Google, Facebook or Twitter account.
 - To use Facebook or Twitter, click the Use another provider button.
8. Having selected your account provider, follow the on-screen registration process.

SIMS Parent APP User Guide

How do I sign in?

Once the registration process is complete, users can sign in via the following URL.

For Parents <https://www.sims-parent.co.uk> or via the SIMS Parent app*



Click the icon for the account that you registered with.

A new window will open.

Enter your sign in details.

SIMS Parent APP User Guide

What will SIMS Parent APP allow me to do?

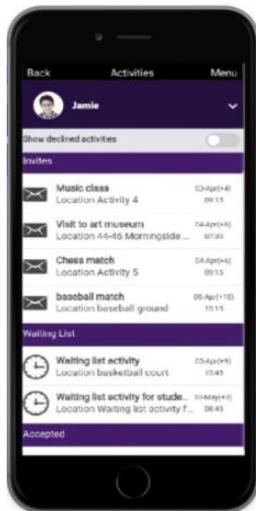
When you sign in to SIMS Parent, you will see the **Home** page, showing a named tile for each of your children and the **Messages** and **Calendar** tiles. The **Messages** tile displays messages relating to all of your children at the school. The **Calendar** tile displays shared information such as term dates and child-specific dates relating to each of your children at the school.

SIMS Parent allows you to:

Read messages from your child(ren)'s school in the Messages widget. 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.

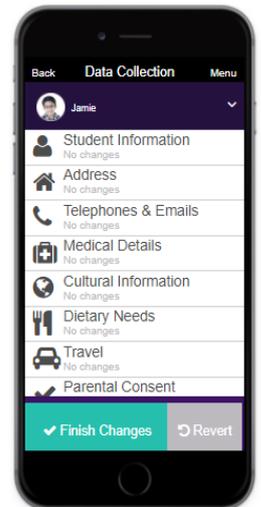
Check your child(ren)'s events in the Calendar widget

View and accept your child's activity invitations using Activities (clubs and extra-curricular clubs) or place your child on a waiting list for an activity. Accepted activities are displayed in the Calendar.

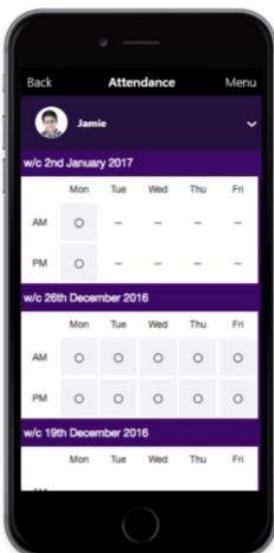


View School Details such as contact details and Key Dates.

Provide information required by the school using the Data Collection widget, you can update your contact details via this section.



View your child's Timetable with today's timetable at the top of the panel and future timetables available by scrolling down the panel.

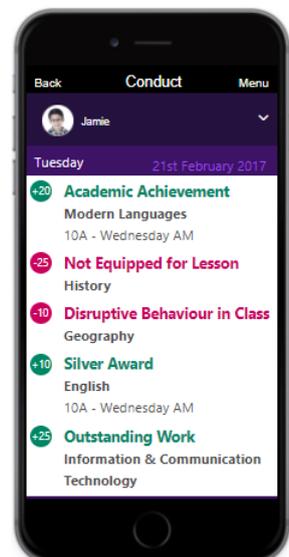


View information relating to your child's **Attendance**:

View information relating to your child(ren) conduct in school (Rewards and Sanctions)

Green= positive achievements which receives a positive value. The achievement and in which lesson will be shared daily. This is in addition to our in-class reward points system where students can spend the points they earn in the rewards shop.

Red= negative comment which receives a negative value. The behaviour not met and which lesson will be shared daily.



SIMS Parent APP User Guide

Who do I contact for help and support?

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 Internet Explorer, Chrome, Safari and Firefox. 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.

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 the school directly for assistance, email info@cockburnjohncharles.org