



SIMS PARENT APP PARENT GUIDE

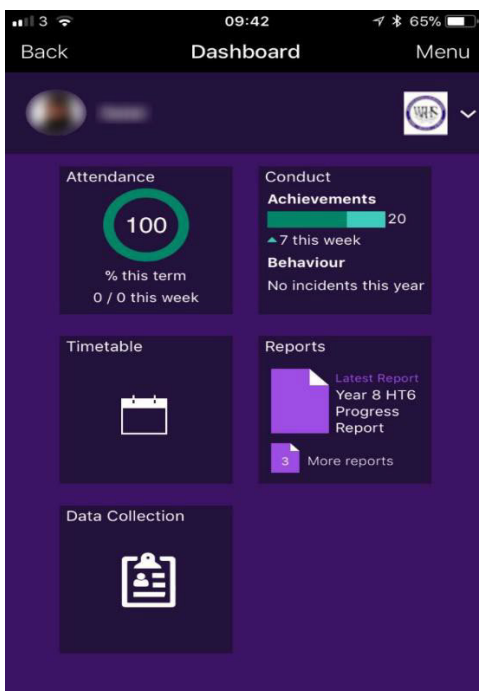


About SIMS Parent App

SIMS Parent App is an online website and app, which is accessible to parents to provide them with information about their child.

You can access the new system from a smartphone, tablet or PC – anytime, anywhere.

What will you find on the SIMS Parent App?



- Important information such as attendance, progress reports and achievement points
- School term and INSET dates and contact details available at the click of a button.
- Access to update your contact details at any time, so we always have the most up-to-date information in case of emergency.
- If you have more than one child at school, you will have access to information for all your children, from the same app.

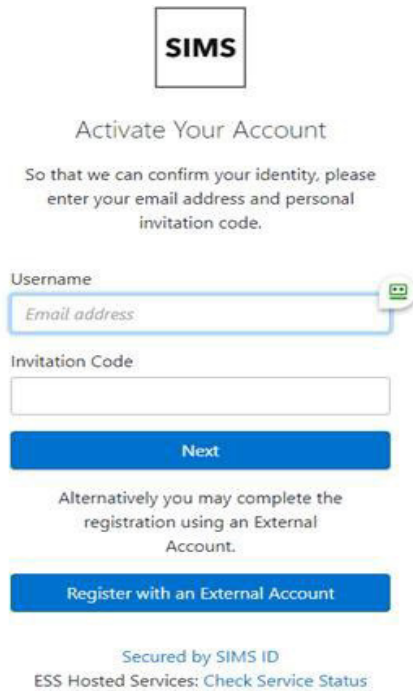
The information that you receive through the app will help you to stay up-to-date with your child's school life as well as support your child's development and progress.

SIMS Parent registration for new users

Provided you have supplied the school with an up-to-date email address, you will receive a registration email from noreply@simms.co.uk containing a unique invitation code. You will need this code to set up your SIMS Online Services account. If you have not received in your inbox, please check your junk/spam folders, otherwise contact the school by emailing reception@newportschools.wales

Step 1

Select the 'Invitation link' in the email where you will be forwarded to the registration page, registration.sims.co.uk.



1. Enter the invitation code (or it may be pre filled).
2. Enter your email address (username) and click NEXT.
3. Confirm your child's identity by entering the date of birth of one of your children in the school (format dd/mm/yyyy).
4. Create a password, the requirements for this will be shown on the screen (*Please remember to make a note of your log in and password as you will need this each time you access SIMs Parent*).
5. Once your account has been created, you will receive an email using the email address you entered at registration. Click the **Verify My Email** button.
6. When prompted log in using the email address and password you have just created.
7. You will then be asked to complete 3 security questions from the drop-down lists (these will be used should you need to reset your password).
8. Once you have completed the above steps you will be directed to log in to SIMs Parent.

Step 2

You now have two options of accessing SIMS Parent in future using the account details you entered at the registration stage.

You will be able to do this by downloading the SIMS Parent App from either the Google Play Store (Android) or Apple Store to your smartphone or tablet device, search for SIMs Parent or if you prefer to use the web-based version please go to <https://www.sims-parent.co.uk>.



Once you have downloaded the Parent App you will receive notifications about your child's weekly attendance and achievements points as well as their termly progress reports, to do this you will need to allow notifications in the App.

SIMs Parent App – Frequently asked questions



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

The email will come from noreply@sims.co.uk

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 the school to check whether we have the correct email address and request that the registration email is resent.

How do I log in?

You will have received an email invitation from the school directing you to complete the registration process for SIMS Parent. You need to register through this before you can access SIMs Parent, instructions can be found on our website.

Once registered you can log in by downloading the SIMs Parent App for free from the Apple Store or the Play Store or by the website <https://www.sims-parent.co.uk>.

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

If you forget your password, you can click on the 'Forgotten your SIMS ID password' link from the app or by visiting <https://id.sims.co.uk>

If you are registered with a linked a personal account provider (i.e. Microsoft, Google, Facebook or Twitter) Visit their website and follow their instructions for resetting your password.

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

No. When you sign in to SIMS Parent, 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 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) such as Facebook, Google or Office 365 etc.

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.

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 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 re-register with the details you use to sign into the other school. This will allow you to change schools once inside the SIMs Parent from a drop-down menu located in the top right-hand corner of the page

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.

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.

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

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.

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

If you still cannot sign in to SIMS Parent having followed the advice in this section, please contact the school for assistance 6804020_reception@hwbcymru.net