



Northumberland County Council

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SIMS SUPPORT

SIMS Parent App



Getting Started

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WELCOME TO THE SIMS PARENT APP

The SIMS Parent App allows you to have up to date information about your child's attendance, achievements, events happening in school and it includes a direct messaging system.

SIMS Parent allows you to:

- Read messages from your child(ren)'s school in the Messages section. You may receive many types of messages, but you can filter the list to display unread messages or messages for a particular category e.g. Attendance, Data Collection etc. 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 support downloadable attachments, these are identified by the paperclip icon.
- View information relating to your child(ren)'s Attendance, Assessment, Conduct and Reports. This information is child specific, not integrated.
- View your child(ren)'s timetable (if applicable – usually only high schools) with today's timetable at the top of the panel and future timetables available by scrolling down the panel. Timetable information is child specific and not integrated.
- View School Information such as contact details and key dates.
- Provide information to the school using the Data Collection widget.

Schools choose which information is available on the SIMS Parent App and may not include all of the above.

When you receive details from your child's school you need to follow the instructions as detailed on this page through to page 5.

Step 1 Downloading the App

The SIMS Parent App can be downloaded for free from the Apple Store or the Play Store:

Google



Apple



1. Open the Play Store or Apple Store on your device
2. Using the Search facility, enter SIMS Parent •
3. Select SIMS Parent by Education Software Solutions Ltd from the search results
4. Tap **Install** to download the App
5. Once the App has downloaded successfully, tap **Open** to register and start using the App.

Please note – once downloaded the **SIMS Parent App** is available as a shortcut on your device.

NOTE:

If you do not have a Smartphone or Tablet, you can access the SIMS Parent App via a PC from the following website:

<https://www.sims-parent.co.uk>

Please note before you can use the App, you will need to be invited to register by your child(ren)'s school.

Step 2 To log in for the first time

1. Open the activation email from your child's school and click on **click this link** in the invitation email. A new internet browser window will open, and you will be asked to log in.

The email will have been sent from a noreply@ email address and should be in your Inbox. If it is not there, check in your 'Junk' mail.

A new browser window will open:



Step 3 Sign In with an Account

1. Choose the account type you would like to register with (**Please note 'Sign in with SIMS ID' should not be used by parents**)
Users can sign in with a Facebook, Twitter, Google, Microsoft, or Office 365 account. Click the icon for the third-party account that you would like to log in with and you will be directed to sign in using your existing login details for that account.
NOTE – you will be guided through the login process and once logged in, you will be asked if you want to authorise SIMS Parent to use your account.



Sign in to SIMS Parent

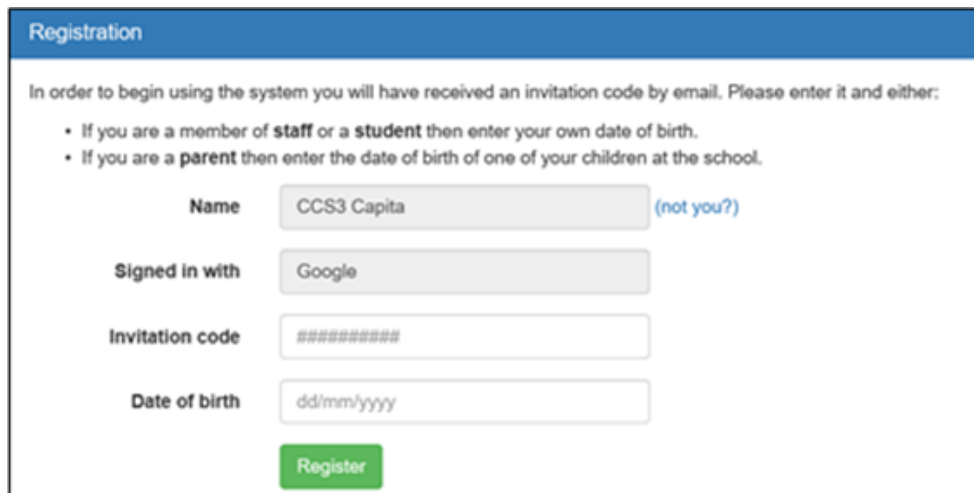


NOTE: If you do not wish to use an existing account you can create a free Microsoft or Google email account for the login process. **Please remember to inform your child's**

school about any new email address so they can amend their records and re-issue any invitations.

Step 4 Enter the Invitation Code

1. Enter the **Invitation code** shown in the invitation email from the school.
(The **Invitation code** may be populated automatically, if not copy and paste in the code from the Invitation email)
Click the **Register** button to continue.



The screenshot shows a registration form titled "Registration". It contains the following fields and instructions:

- Name:** CCS3 Capita (not you?)
- Signed in with:** Google
- Invitation code:** [Redacted]
- Date of birth:** dd/mm/yyyy

Below the fields is a green "Register" button. The instructions above the fields state: "In order to begin using the system you will have received an invitation code by email. Please enter it and either: • If you are a member of staff or a student then enter your own date of birth. • If you are a parent then enter the date of birth of one of your children at the school."

Security Question - you will be required to verify the **Date of Birth** of **one** of your children at the school using the **dd/mm/yyyy** format, this is for login security purposes only and this information will **not** be used in the SIMS Parent system. Click the **Verify** button to continue.



The screenshot shows a security question form titled "Registration - Answer Security Questions". It contains the following fields and instructions:

- What is the date of birth of one of your children at the school? (dd/mm/yyyy):** [Input field]

Below the field is a blue "Verify" button. The instructions above the field state: "You are required to provide a second piece of information to confirm your identity."

There may be a short delay while your account is created, this is normal.

Once all of the above has been completed you can now access the SIMS Parent App on the device of your choice or from www.sims-parent.co.uk

FREQUENTLY ASKED QUESTIONS

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

If you cannot find your invitation email from noreply@..., check your 'Junk' mail folder and ensure it has not been marked as junk. If you still have not received your account registration email, please contact your school directly to check whether they have a correct email address for you.

How do I log in?

Parents can access the SIMS Parent website by going to <https://www.simsparent.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 by selecting the account provider you wish to register with and signing in following the instructions described above.

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 child and the Messages and Calendar tiles. The Messages tile displays messages relating to your child(ren) at the school. The Calendar tile displays shared information such as term dates and child specific dates relating to each of child(ren) at the school. Check a tile showing the name and photograph of a child to view their data. **Tiles are only displayed for any information your school has chosen to make available to you.** Check a tile to display detailed information.

I have forgotten my password. What should I do?

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

IMPORTANT NOTE – please be aware that your child(ren)'s school cannot help you with forgotten passwords as they do not hold passwords for your chosen provider account.

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 30 days. Following this period, you will need to sign in to the App again.

I cannot access the SIMS Parent site, or the page does not load correctly?

Check that 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 child's school.

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

Ensure you are logged in with the correct provider account that you originally chose (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 into SIMS Parent, using the account details you used during the registration process.

Alternatively, try accessing SIMS Parent through a private (incognito) browser window; this will ignore any other logged in accounts. This can be achieved in 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 the school.

I have children who attend different schools, and if each of the schools are 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. Users are able to change schools 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, information for all your children attending this school will be displayed in one place. If this is not the case, please contact the school.

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

If you sign into SIMS Parent and cannot see any of your children's name tiles, check the display name in the top right-hand corner of the screen and note what ID you are signed in with. Sign out and sign in again using the correct credentials.

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

If you have children who attend different 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 your children's schools and ask to be re-registered.** Then ensure you register with the same details that you used to sign into the other school. This will enable 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 to let them know the issue.

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. Please contact the school for further assistance. 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 does ESS SIMS process my data?

Please see [here](#) for the ESS SIMS Privacy Notice.

Viewing my child's information:

NOTE: Tiles on the Dashboard are displayed for any information your school has chosen to make available to you. So the following information may vary from school to school e.g.

How do I view...?

...my child's Attendance Information?

Click on your child's name tile, then click the Attendance tile. The tile expands to show the most current week's attendance data at the top. Scroll down to view past week's attendance data.

...my child's Assessments (Reports)?

Click on your child's name tile and click on the Assessment tile. The tile expands to show the most current assessment data at the top. Scroll down to view earlier assessment data.

...my child's Conduct and Behaviour history?

Click on your child's name tile, click the Conduct Behaviour tile. The tile expands to show the most recent Conduct and Behaviour records.

...my child's Timetable?

To view your child's Timetable, click their name tile, then click the Timetable tile. The timetable expands to show today's timetable.