

Frequent Issues:

You were timed out and when you use the activation code again it says it has already been claimed:

Although the activation timed out, you have successfully registered.

Please ensure that the app is completely closed – **on an apple device** double click the home button then close the SIMS-Parent APP.

On an Android device click on the single or double rectangle (depending on device) and close the App

After closing the app completely, try again, choosing the Sign in Option that you used first.

If this does not work, please try the instructions to login using a PC, again choosing the sign in with first option you used.

To access the record from a PC or windows phone, follow these steps:

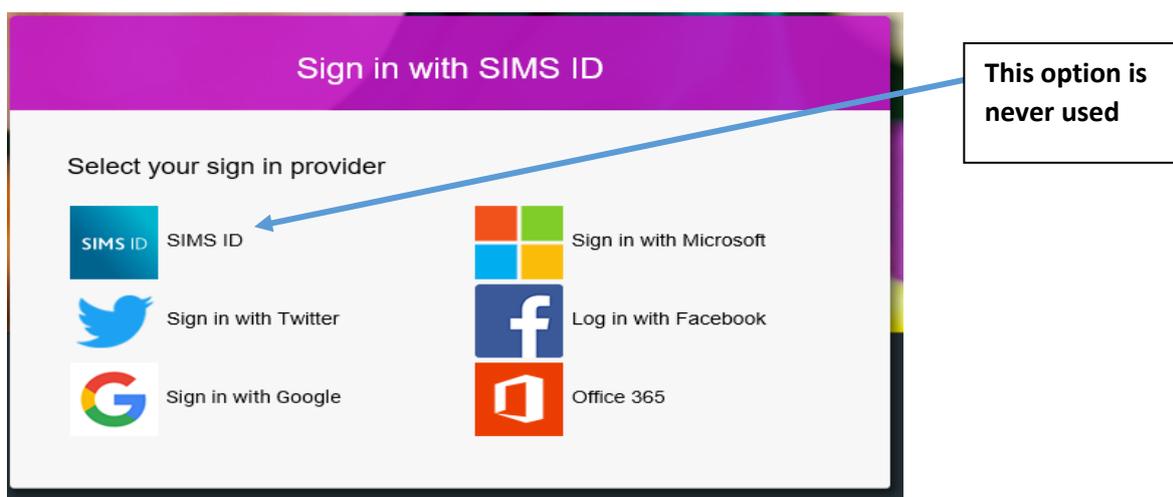
Open your normal Internet Browser (IE/Chrome/Edge/Firefox/Safari etc)

Enter the web address

[HTTP://WWW.SIMS-PARENT.CO.UK](http://www.sims-parent.co.uk)

At the sign-on screen select the **provider that you chose at the activation stage to sign in with**. E.g. Google, Facebook etc. Choose Microsoft if you used a Hotmail address.

Do not use SIMS ID as we are not registered for this.



When asked for the password – it is the password for the account you are using e.g your Gmail password if you are using google.

To access on an Android phone:

Go to the “Play Store” and search for SIMS Parent.

Download the App and open it.

Click the ‘Sign-in’ tab and. You will see a ‘Select school’ page, which you can ignore as the app automatically recognises the school from the account activation stage.

You should get a sign on screen similar to the above – follow the instructions above from **“At the sign on screen”**.

To Access on an iphone, ipad or IOS device:

Go to the “App Store” search for SIMS Parent

Download the App and open it

Click the ‘Sign-in’ tab and. You will see a ‘Select school’ page, which you can ignore as the app automatically recognises the school from the account activation stage.

You should get a sign on screen similar to the above – follow the instructions above from **“At the sign on screen”**

If you are still unable to access the app please e-mail contact@canon-slade.bolton.sch.uk, stating the type of device you are using, the route you have taken and the exact error message that you received.

The SIMS app will not let me access pdf's:

If you can access the app but are unable to open the report, you need to have Acrobat reader or a different pdf reader installed on your device.

System is asking for a username and password:

If it is asking for a user name and password, you have selected the SIMS ID option, you need to use the option on the opening page for **the account that you used to register**.

We do not have access to usernames or passwords, the app authenticates using the details that you used at first registration.

Unauthorised Access:

You are trying to login with a different account than the one you used at first registration, or your registration did not complete. Retry the link for the activation code – if this says it “has already been claimed, you are registered.”

It looks like some incorrect data has been cached.

It could be a case of the computer / device thinking it knows best and taking you back to the last accessed page which was the one that crashed.

Please ensure that the app has been completely closed – on an apple device **double click the home button then close the SIMS-Parent APP.**

On an Android device **click on the single or double rectangle (depending on device) and close the App**

After closing the app completely, try again, choosing the **Sign in Option that you used first.**

If this does not work, please try the instructions to login using a PC, again choosing the sign in with first option you used.