



SIMS Online Parent App – Guidance & FAQ

What is the SIMS Online Parent App about?

The SIMS Online parent app is a convenient new way to share information with you about your child's school life.

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

What will you find in the SIMS Parent app:

- Important information such as attendance, achievement, homework & timetable
- School calendar, inset dates and contact details available at the click of a button
- Access to your child's school reports.
- Access to the contact form to update your child's contact details, 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.

Getting Started with the SIMS Online Parent App

YOU MAY COME ACROSS SOME SECURITY ISSUES IF YOU ARE TRYING TO REGISTER AT WORK DUE TO YOUR COMPANY POLICIES. PLEASE REGISTER AT HOME IF THIS OCCURS.

We will send you an activation email from noreply@sims.co.uk. Please check your spam/junk mailbox if the email does not appear in your inbox. Simply click on the link from your tablet, PC or smartphone and follow the activation process to create your account. You can login using your username & password for your normal Facebook, Twitter, Google, Microsoft or office 365 accounts.

NOTE: If you do not already have an account with one of the providers, please create one and return to the sign in screen. Please see the 'I do not have an account that can be used!' section below the FAQs.

IF YOU RECEIVE A TIME OUT ERROR MESSAGE, YOUR ACCOUNT HAS STILL BEEN CREATED. YOU SHOULD LOG IN ON THE APP OR AT [HTTP://WWW.SIMS-PARENT.CO.UK](http://www.sims-parent.co.uk) USING THE ACCOUNT DETAILS YOU CHOSE AT ACTIVATION STAGE I.E. FACEBOOK, TWITTER, GOOGLE, MICROSOFT ETC.

1. Once you have activated your account, you will automatically be redirected to the online version. If you require the app version, you will need to download the app to your smartphone or tablet from the 'Play Store' for Android devices or the 'App Store' for Apple iOS devices - search for **SIMS Parent**
2. Once you have downloaded the app, click the 'Sign-in' tab and then click the provider that you chose at the activation stage to sign in with. You will see a 'Select school' page, which you can ignore as the app automatically recognises the school from the account activation stage.
3. You can also login from a PC or Windows phone using <http://www.sims-parent.co.uk>



Please note that your activation email is unique to you and should not be used by anyone else. Your activation email will expire after 14 days if it is not used, please contact your school if you require a replacement after this date.



SIMS Online Parent App FAQs

Q. I have not received my registration email, what should I do?

A. Check your spam/junk email folder for an email from noreply@sims.co.uk. If that fails, contact us using contact@canon-slade.bolton.sch.uk, or the school contact number for a re-invitation email.

Q. I am unable to register using the registration email (invitation code could not be verified), what should I do?

A. You may come across some security issues if you are trying to register at work due to your company's policies. Please register at home if this occurs.

If you receive a time out error message, your account has still been created and you should log in using the account details you chose at account activation stage i.e. Facebook, Twitter, Google, Microsoft etc.

Check if your invitation has expired as invitations expire after 14 days from the date of the email. If you are unable to open the link when using the 'click here', please copy and paste the link into your browser. You will also have to copy the invitation code from the email when prompted.

Q. The date of birth cannot be verified when registering, what should I do?

A. Please ensure you are entering the correct date of birth and in the correct format that is being requested e.g. 03/10/2004. This is for your child who attends Canon Slade and **not your** date of birth.

Q. I am unable to sign in, what should I do?

A. If you are using office 365 at work, ensure your IT administrator has granted you permissions.

If you are receiving an Unauthorised Access error message, ensure that you are logging into SIMS Parent with the account with which you registered i.e. Google, Facebook, Twitter etc. Ensure you are entering the correct username & password.

This issue tends to occur when two or more users share the same computer or device. To sign out of the incorrect account, the user should visit the account provider's web page (e.g. Google, Facebook, etc.) and select the 'sign out' option. Close the browser completely, open a new browser window and log into SIMS Parent using the correct account details.

Q. I have forgotten my login details for SIMS Parent, what should I do?

A. You should reset your password directly with the account provider, e.g. Google, Facebook, Twitter etc. Then sign using these new details.

I do not have an account that can be used!

You can follow either of the links below to create an email account if you do not already have one.



<https://support.google.com/accounts/answer/27441?hl=en>



<http://windows.microsoft.com/en-GB/windows-live/sign-up-create-account-how>