



SIMS PARENT APP – FAQ's

Are SIMS Learning Gateway (SLG) and SIMS Parent App the same?

No. SIMS Learning Gateway and SIMS Parent App are two different systems. The SIMS Parent App is a new version of the information offered in the SIMS Learning Gateway. SIMS Learning Gateway (SLG) will be phased out by October'2019 half term.

How I be able to use the Parent App?

First you must register. We will send you an invitation to your email address which is the contact email address registered with the school. This email will originate from Capita and will have the following name: noreply@sims.co.uk.

I have not received/can't find my account registration email. What should I do?

If you cannot find this email, please check your junk mail and ensure it has not been marked as SPAM.

If you have checked your spam/junk folder and still have not received your account registration email, please request an invitation by sending an email to simsparent.bch@osborne.coop

What devices can I use to access SIMS Parent?

SIMS Parent App downloadable from the Google Play or Apple App store for smartphone or tablet - search for "SIMS Parent". From a Mac, PC or Windows phone, login online using the SIMS Parent site www.sims-parent.co.uk or link from school website www.bchs.essex.sch.uk.

How do I log in for the first time or register? I need guidance.

Please see the Registration Guidance video [here](#).

What do I need to do if my first registration didn't work or have any issues with signing into the SIMS Parent App?

Please send your name and email address with details of the issue to simsparent.bch@osborne.coop. We will resend your invitation email enabling you to re-register.

Can I use SIMS ID?

No. Unfortunately the SIMS ID option is not available for parents/carers because it is mainly for member of Staff. Parents/carers should register with the remaining options for example with a Facebook, Google, Microsoft or Twitter account. Students will register with their school Office 365 details only.

How does Capita SIMS process my data?

Click [here](#) to view the SIMS Parent Privacy Notice for Individuals.

Why can't I not 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.

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.

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

How do I navigate SIMS Parent?

When you sign into SIMS Parent, you will see the Home page, showing a named tile for **your child or each of children if more than one** as well as the Messages and Calendar tiles. The messages tile displays messages relating to all your child/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.

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

Where I can get more information about SIMS Parent App?

Please visit <http://simspublications.com/355799/index.html>