



## Instructions for setting up SIMS Parent App

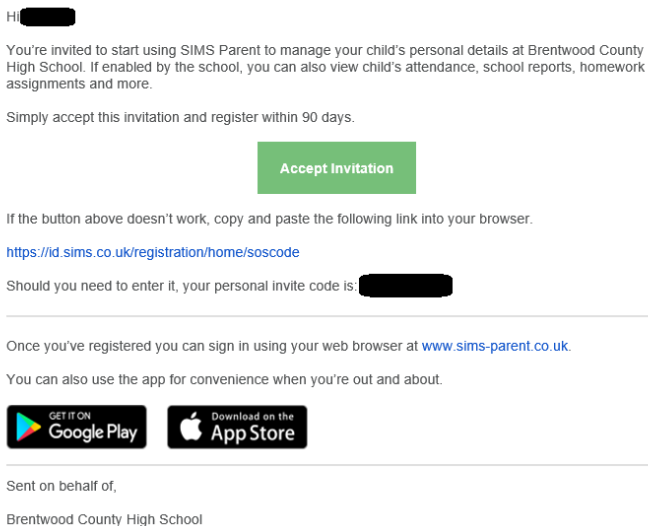
Before you start, some points to note:

- It's a two-stage process - you have to be invited to register first and then install the SIMS Parent App on your smart phone or device (or just use the website [www.sims-parent.co.uk](http://www.sims-parent.co.uk), if you prefer).
- SIMS app does not have its own username and password. It relies on other services to authenticate like Facebook/twitter/google/Microsoft/etc. account)

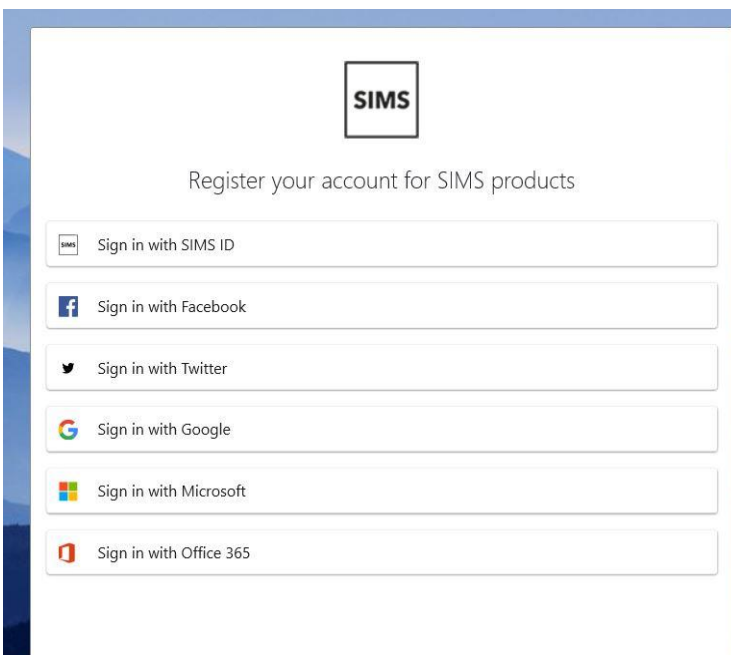
### Registration Instructions

**Step 1:** You will be sent an invitation email from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) to the email address you have provided us. Check your junk mail if it has not arrived in your Inbox. 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](mailto:simsparent.bch@osborne.coop)

**Step 2:** Click on the "Accept Invitations" link within the email



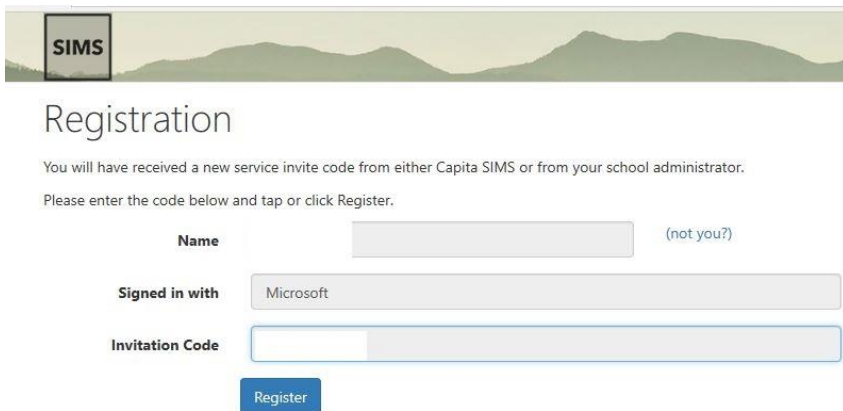
**Step 3:** Choose the account type you would like to register with Facebook/Twitter/Google/Microsoft. Be aware that SIMS ID is for staff use only.



Parents/carers should register with one of the following the remaining options for example with a Facebook, Google, Microsoft or Twitter account. Students will register with their school Office 365 details only.\*

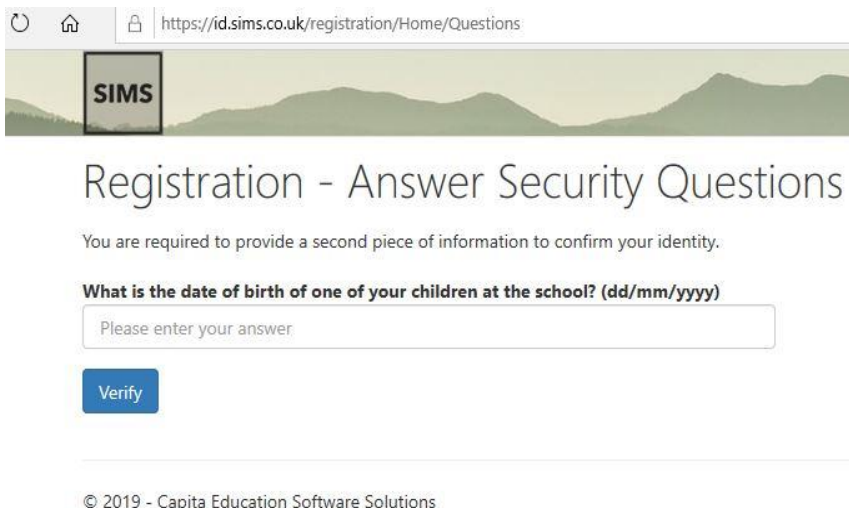
**\*IT IS IMPORTANT THAT YOU REMEMBER WHICH SITE YOU REGISTER WITH AS YOU WILL ALWAYS HAVE TO USE THIS TO GET ONTO SIMS PARENT, if you try to access via a different site you won't be able to sign in.**

**Step 4:** Check the details and click on “Register”



The registration form features a header with the SIMS logo and a mountain landscape. Below the title 'Registration', there is a message: 'You will have received a new service invite code from either Capita SIMS or from your school administrator. Please enter the code below and tap or click Register.' The form includes three input fields: 'Name' with a '(not you?)' link, 'Signed in with' (pre-filled with 'Microsoft'), and 'Invitation Code'. A blue 'Register' button is positioned below the code field.

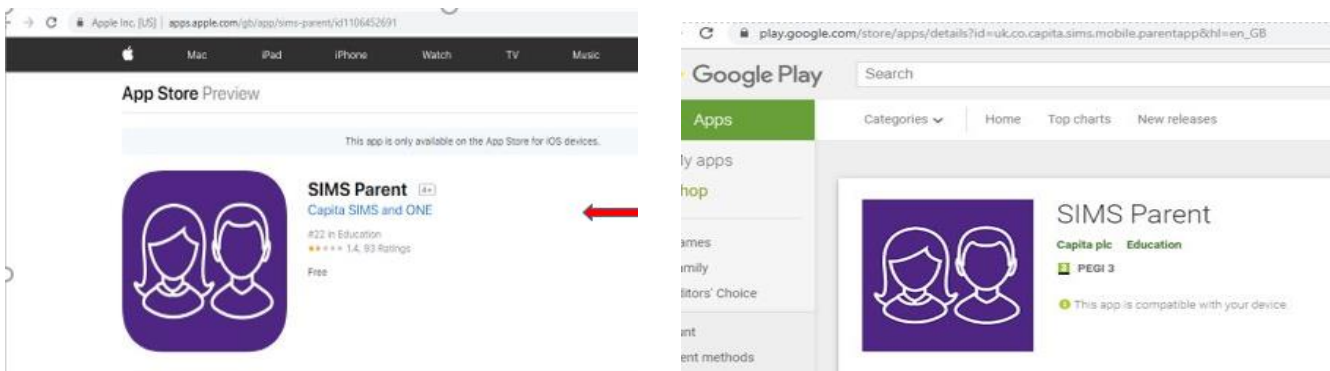
**Step 5:** Type your child date of birth in dd/mm/yyyy format and click on “Verify”



This form is titled 'Registration - Answer Security Questions' and includes a URL bar showing 'https://id.sims.co.uk/registration/Home/Questions'. It contains a message: 'You are required to provide a second piece of information to confirm your identity.' The question is 'What is the date of birth of one of your children at the school? (dd/mm/yyyy)'. Below the question is a text input field with the placeholder 'Please enter your answer' and a blue 'Verify' button. A footer at the bottom reads '© 2019 - Capita Education Software Solutions'.

**Step 6:** Close all your browser window when verification is completed. You should receive an email for successful registrations.

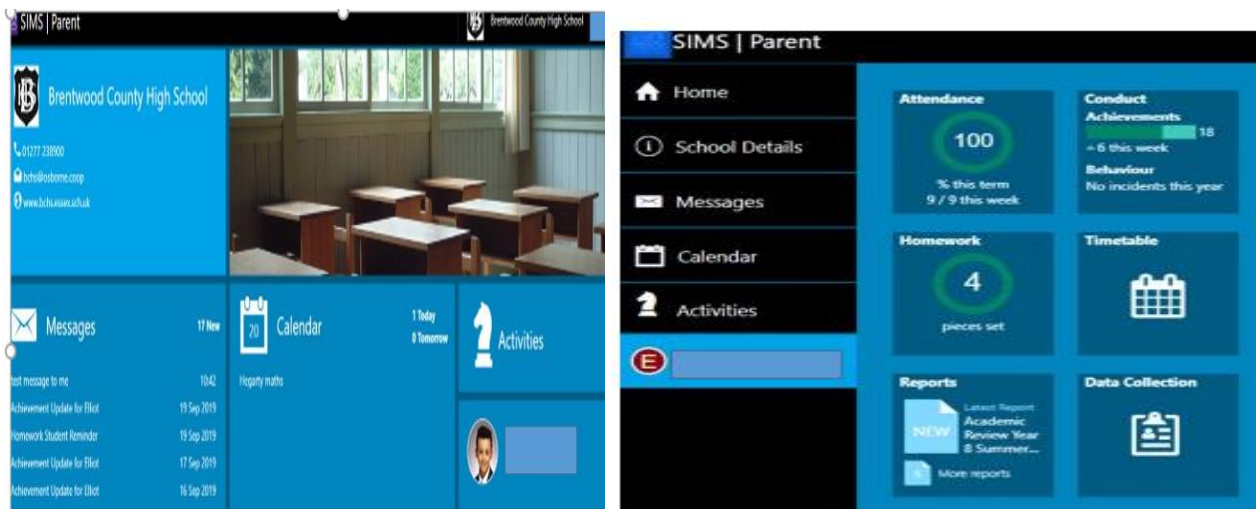
**Step 7:**



Now download the “SIMS Parent” app from Apple app or Google play store in your smart phone or tablet. If you don't have smart phone, you can still access SIMS parent by visiting [www.sims-parent.co.uk](http://www.sims-parent.co.uk) or the link from our school website.

**Step 8:** Now login to the SIMS Parent by choosing login details of the service you choose to register with Facebook/twitter/google/Microsoft

## How do I use SIMS Parent?



When you sign into SIMS Parent, you will see the Home page, showing a named tile for your child or for each of your children if you have more than one. There are also 'tiles' for Messages and the Calendar.

- The Message 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 your child to view their data. By clicking on the individual tile you will see:

- **Attendance** – shows the percentage for year to date and weekly attendance
- **Conduct** – shows the individual house points and any behaviour incidents
- **Timetable** – shows the timetabled lessons for your child for each week
- **Reports** – allows you to open and download a PDF document of all the academic reports that your child has received since joining BCHS
- **Homework** – shows what Prep Work has been set, the Prep Work resources and deadline for completion
- **Data Collection** – allows you to view and update your data

### Trouble shooting:

#### 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](mailto:simpsparent.bch@osborne.coop). We will resend your invitation email enabling you to reregister.

#### 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, see above note). 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.

#### 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. SIMS Parent is supported on Internet Explorer, Chrome, Safari and Firefox.