Guide for Parents – Getting the Parent App 2021 v3

If your e-mail address is on record on our system then you will receive an "invite" from noreply@sims.co.uk and you can use this to sign up to the Parent App to get information and school reports.

You need a third party account (i.e. **username** and **password**) to hand. Then you can complete the two stages, registering/activation and logging on to the app. There are two stages so that you can use a number of devices should you wish e.g. your phone for convenience and the web site to print reports. The best third party accounts seem to be Google (the coloured 'G' below, aka Gmail), Microsoft (red, green, blue and yellow squares, aka Hotmail/Live) and Facebook.

So you need to register/activate (page 1/2 of this guide). Then choose a page depending on how you would like to view the app. Page 3 is for iOS (iPhones, iPads), page 4 is for Android (all other phones inc Samsung), page 5 is for your computer (PC or Mac).

Registering

1. The school will instigate an e-mail from **noreply@sims.co.uk** – first hi-light, right click and copy the 'invite code' (or hold down your thumb).

2. Click on "Accept Invitation" to get started.

3. **Register with an External Account**. To do this click on something that you already have an account for. This guide uses Google/Gmail. SIMS accounts are different from Parent App accounts and are best ignored.

4. Choose **the coloured G for Google.**

5. Enter your Google username and password (or choose the account).

1

Registration

You will have received a new service invite code from either SIMS or from your school administrator.

Please enter the code below and tap or click Register.

Name

(not you?)

Signed in with

Google

Invitation Code

Please enter your Invite code

Register

6. The registration screen to the right should appear. Paste in your Invitation Code from earlier (Number 1).

Registration - Answer Security Questions

You are required to provide a second piece of information to confirm your identity.

What is the date of birth of one of your children at the school? (dd/mm/yyyy)

Please enter your answer

Verify

7. You will need to type in the birthday of any one of your children at the school **in the format shown**, then you should be registered/ logged in. Make sure you use the slashes and put the 4-digit year in.
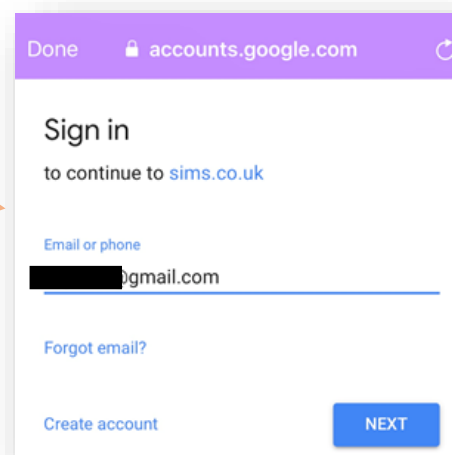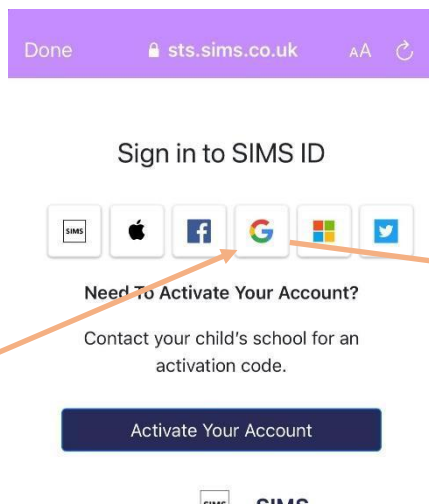
You should be registered now. If you have an iphone go to page 3, android instructions are on page 4 and computer access is on page 5. There are some Frequently Asked Questions on page 6.
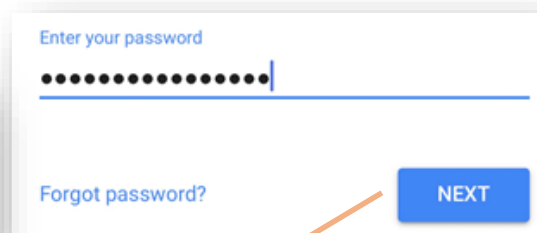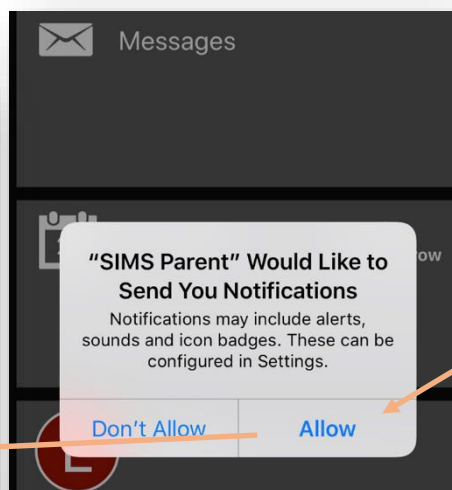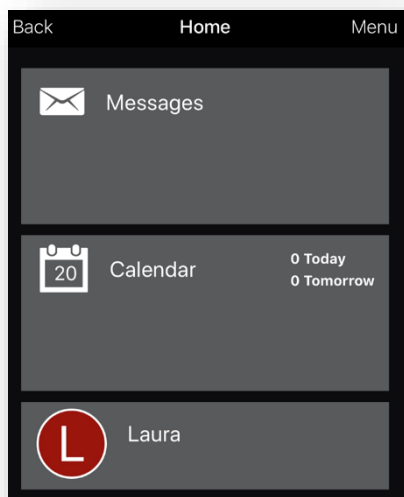
Signing in to iOS (iPhone/iPad app)

a. Open the App Store, search for and install the SIMS Parent App.
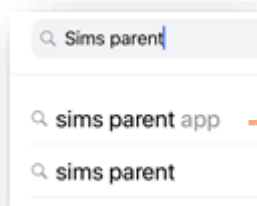
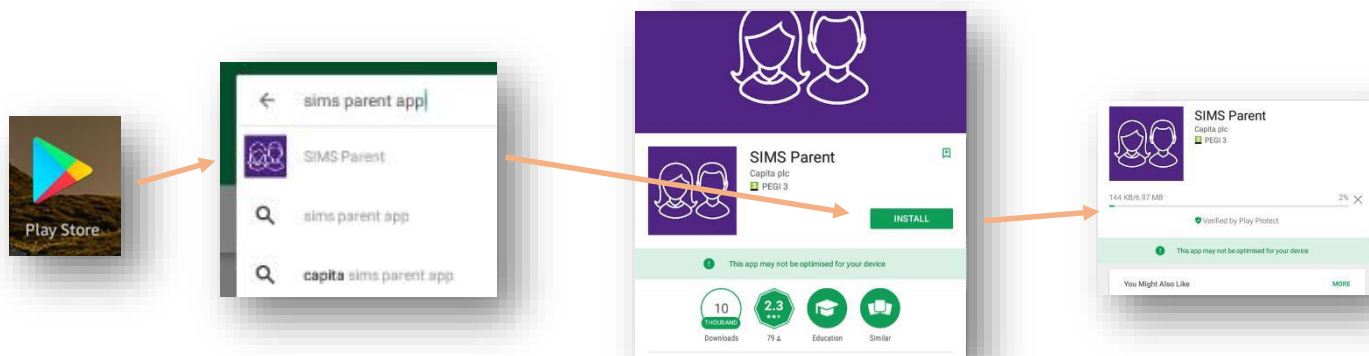b. Open the app and sign in using the same account as before. This is similar to when you were registering.

Have you received an invitation from your school and completed registration?

Yes, Sign In

No

Done   🔒 sts.sims.co.uk   AA ↻

Sign in to SIMS ID

Need To Activate Your Account?

Contact your child's school for an activation code.

Activate Your Account

(DON'T click "Activate Your Account", you've already done this on page 1.)

Done   🔒 accounts.google.com   ↻

Sign in

to continue to sims.co.uk

Email or phone

⬛⬛⬛⬛gmail.com

Forgot email?

Create account   NEXT

Enter your password

●●●●●●●●●●●●●●●●

Forgot password?   NEXT

Back   **Home**   Menu

✉ Messages

📅 Calendar   0 Today   0 Tomorrow
20

L   Laura

✉ Messages

"SIMS Parent" Would Like to Send You Notifications

Notifications may include alerts, sounds and icon badges. These can be configured in Settings.
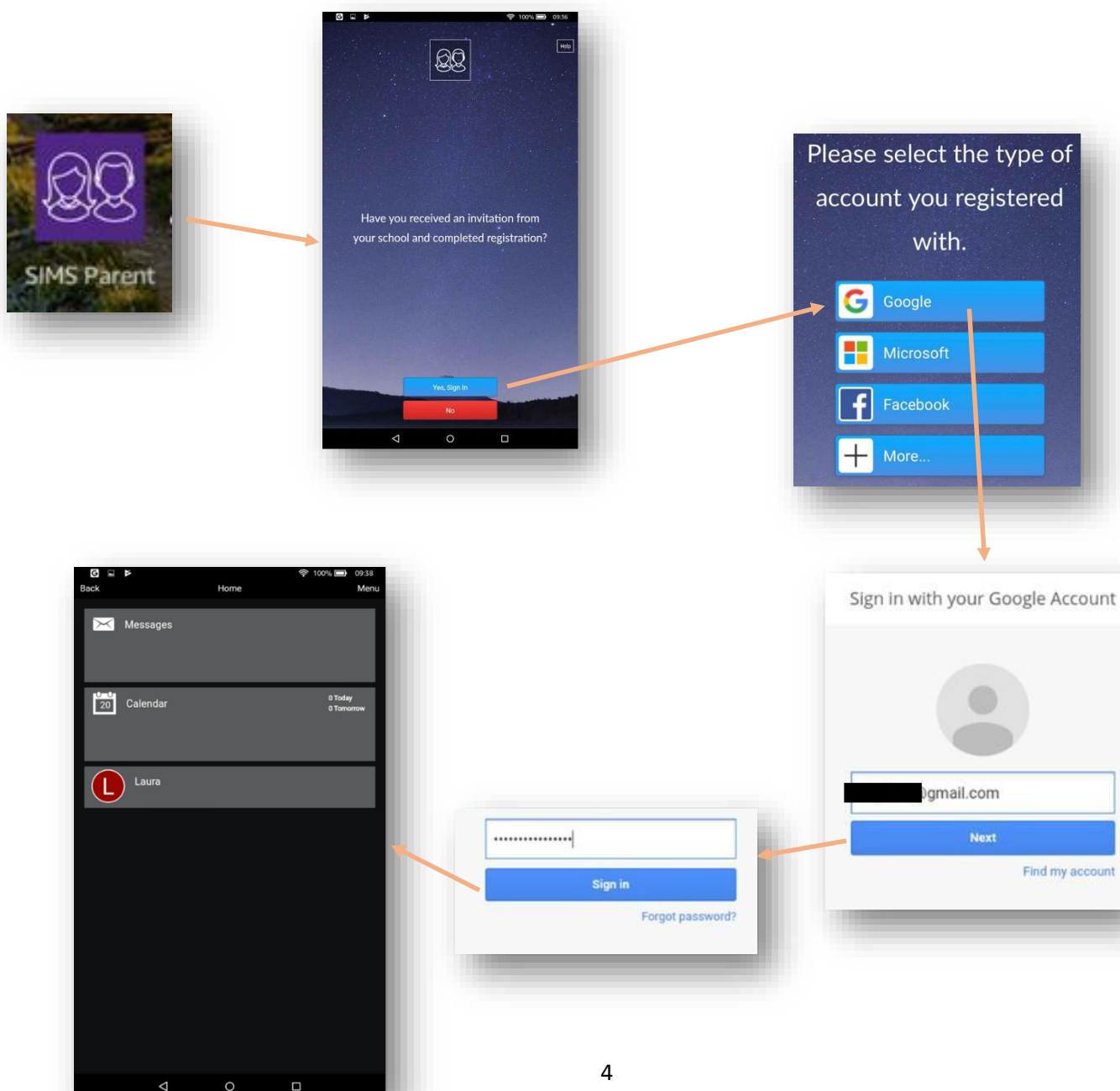
Don't Allow   **Allow**

Signing in to Android e.g Samsung

i.   Open the Play Store, search for and install the SIMS Parent App.

ii.   Open the app and sign in with the same account you used for registering.
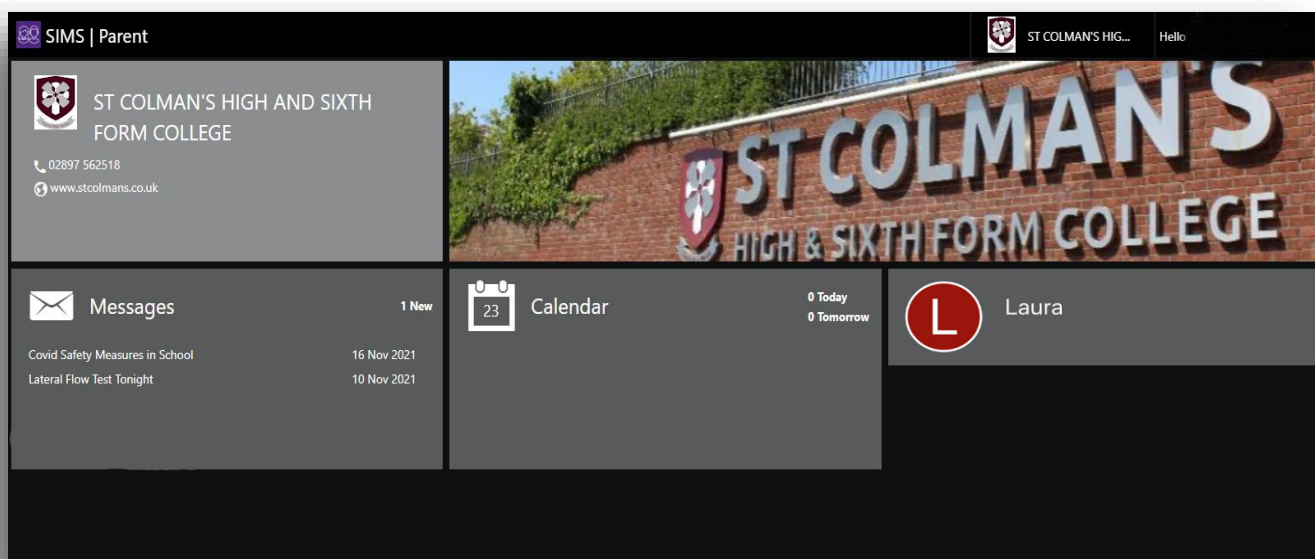
Signing in on your computer (PC or Mac)

I.   Open your browser and go to **www.sims-parent.co.uk** . You can also type "sims parent" into a search engine like Google. (When you've done this you may like to save it as a favourite/bookmark.)

II. Sign in with the same account that you used for registering earlier.
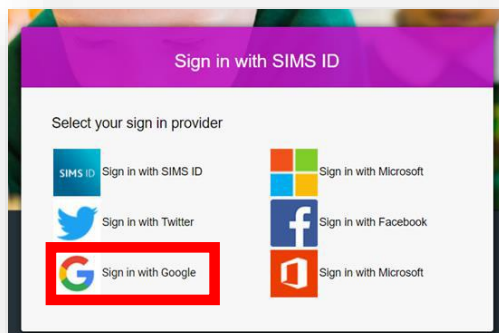
III. Type in your username/password.

Troubleshooting

- If everything has been working fine and it just stops you may want to try closing the app and signing in again **using the same account e.g. Google**. Try these in the following order:
  1. Restart the app:
     - On Apple iPhone X or later, or on an iPad with iOS 12, swipe up swipe up about an inch from the bottom until you see all of your open applications, ordered by how recently they were used. Swipe up to close. Then try opening the app again as normal.
     - On an iPhone with a button, double-click the button (quickly) and swipe the parent app up. Try opening the app again as normal.
     - On Android (inc Samsung) click on the square or the 'two right angles' at the bottom and swipe the parent app over to the side to close. Then open as normal.
  2. Restart the phone:
     - On Apple iPhone X or later hold down the power button and the volume up button, then 'slide to power off'. Turning off may require different buttons on different iPhones. After it has shut down hold the power button to turn it on again.
     - On an iPhone with the power button at the top hold it down for a few seconds and 'slide to power off'. After it has shut down hold the power button to turn it on again.
     - On Android, hold down the power button, then select OK to shut down. Use the power button to turn it on again.
  3. Delete and re-install the app:
     - On iOS, hold down your finger on the purple icon with the two children until all the apps start 'wiggling'. Press the 'x' to uninstall the app. Go to the App Store and download it again – search for 'SIMS Parent App'.
     - On Android, hold your finger down on the purple icon until a tick appears over the top. Click 'Uninstall' at the top right. Go to the Play store and download the SIMS Parent App again.
- If you need a need a new invitation email info@stcolmanshs.org