

Parent App FAQs

1. I can't find my account registration email. What should I do?

If you cannot find your invitation email from noreply@sims.co.uk, check your 'Junk' mail folder and ensure it has not been marked as junk. If you still have not received your account registration email, please contact your school directly to check whether they have a correct email address for you.

2. How do I log in?

Parents can access the SIMS Parent website by going to <https://www.sims-parent.co.uk> or via the SIMS Parent App. Once the SIMS Parent App is downloaded onto a mobile device, an icon will be available on the device menu that will take you directly to the App.

Registration for SIMS Parent is completed by selecting the account provider you wish to register with and signing in following the instructions described above.

3. How do I navigate SIMS Parent?

When you sign into SIMS Parent you will see the Home Page showing a named tile for each child and the Messages and Calendar tiles. The Messages tile displays messages relating to your child(ren) at the school. The Calendar tile displays shared information such as term dates and child specific dates relating to each of child(ren) at the school. Check a tile showing the name and photograph of a child to view their data.

Tiles are only displayed for any information your school has chosen to make available to you.

Check a tile to display detailed information.

4. I have forgotten my password. What should I do?

Visit the website of your chosen account provider (i.e. Microsoft, Google, Facebook, or Twitter) and follow their instructions for resetting your password.

IMPORTANT NOTE – *please be aware that your child(ren)'s school cannot help you with forgotten passwords as they do not hold passwords for your chosen provider account.*

5. Do I need to sign out of the SIMS Parent App?

No, once you have signed into the App, you will remain signed in for 30 days. Following this period, you will need to sign into the App again.

6. I cannot access the SIMS Parent site, or the page does not load correctly?

Check that your internet browsers are up to date. SIMS Parent is supported on MS Edge, Chrome, Safari and Firefox. If your internet browser is up to date and you are still experiencing problems, please contact your child's school.

7. I have signed into SIMS Parent before but now can't sign in. What should I do?

Ensure you are logged in with the correct provider account that you originally chose (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 into SIMS Parent, using the account details you used during the registration process.

Alternatively, try accessing SIMS Parent through a private (incognito) browser window; this will ignore any other logged in accounts. This can be achieved in various browsers:

- In MS Edge, hold down Ctrl+Shift on the keyboard and press N
- 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

8. Do I need to register separately for each of my children attending this school?

No, when you sign into SIMS Parent, information for all your children attending this school will be displayed in one place. If this is not the case, please contact the school.

9. I have signed into SIMS Parent but I can't see any data. What should I do?

If you sign into SIMS Parent and cannot see any of your children's name tiles, check the display name in the top right-hand corner of the screen and note what ID you are signed in with. Sign out and sign in again using the correct credentials.

10. I have children who attend different schools, and if each of the schools are using SIMS Parent, can I view all of my children in one place?

It is now possible for parents to use the same login details to register with multiple SIMS Parent schools. Users are able to change schools once inside SIMS Parent from a drop-down menu located on the 'school name' in the top right-hand corner of the page.

11. Why can't I see all of my children or all of my data?

If you have children who attend different schools and you wish to see them all in one account, you must register with the **same** sign in details. **If you have used different details, please contact one of your children's schools and ask to be re-registered.** Then ensure you register with the **same** details that you used to sign into the other school. This will enable users to change school once inside SIMS Parent from a drop-down menu located on the 'school name' in the top right-hand corner of the page. If you have re-registered and still cannot see your data, or if your children are at the same school and you cannot see all of their data, please contact the school to let them know the issue.

12. Why can't I open the Data Collection Sheet for my child?

If the Data Collection Sheet is not visible from SIMS Parent for your child, you may not meet the criteria required for submitting changes to your child's account. Please contact the school for further assistance. If you can see the Data Collection Sheet but it is locked (a padlock icon will be displayed), the Data Collection Sheet has been previously submitted and is waiting for a school administrator to authorise and apply the changes. **Once the changes have been applied, the Data Collection Sheet will become available again.**

13. How does ESS SIMS process my data?

Please see [here](#) for the ESS SIMS Privacy Notice.

Viewing my child's information:

NOTE: Tiles on the Dashboard are displayed for any information your school has chosen to make available to you.

How do I view...?

...my child's Attendance Information?

Click on your child's name tile, then click the Attendance tile. The tile expands to show the most current week's attendance data at the top. Scroll down to view past week's attendance data.

...my child's Conduct and Behaviour history?

Click on your child's name tile, click the Conduct Behaviour tile. The tile expands to show the most recent Conduct and Behaviour records.

...my child's Timetable?

To view your child's Timetable, click their name tile, then click the Timetable tile. The timetable expands to show today's timetable.