

# SIMS Online Services - Getting Started

## PARENT GUIDE

### How do I register?

#### Parents

You will need to register first BEFORE using the mobile app.

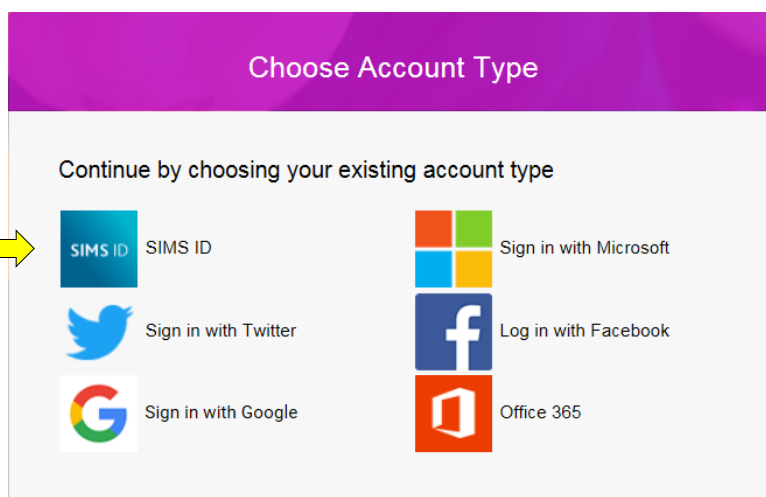
1. You will receive a registration email from noreply@sims.co.uk containing a unique invitation code. You will need this code to set up your SIMS Online Services account. If you have not yet received a registration email, please check your SPAM folder before contacting your school.

**IMPORTANT NOTES:** To register for SIMS Online Services products, you will need one of the following accounts: Microsoft outlook/hotmail, Google gmail/googlemail, Facebook, Twitter.

2. Follow the link in the email to be directed to the **Sign in** page.

**Parents:**

Please do not register using the SIMS ID option. This is for staff only.



**IMPORTANT NOTES:** Parents must not attempt to register using the SIMS ID Option. **The SIMS ID option is for use by school staff only.**

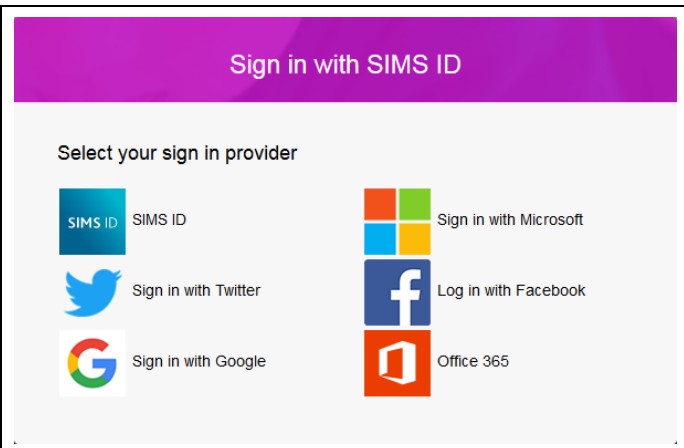
3. Parents should register with a Microsoft outlook/hotmail, Google gmail/googlemail, Facebook or Twitter account. Click the icon for the relevant account and you will be directed to sign in using your existing details.
4. Once registration has been completed successfully, you can access your child's/children's details at this school by going to <https://www.sims-parent.co.uk/>.
5. You can also go to your phone provider's app store to download and install the SIMS Parent App.
6. A youtube video to help you register is here: <https://www.youtube.com/watch?v=uoxM6AVjUxE>

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### How do I sign in?

Once the registration process is complete, you can sign by entering <https://www.sims-parent.co.uk> in any internet browser or by clicking the appropriate icon or from within the SIMS Parent app on an android or iOS device.



1. Sign in by clicking the icon that you used to register with earlier.
  - *Parents must not attempt to register using SIMS ID. The SIMS ID option is for use by school staff only.*
2. A new window will open where you should enter your account details which you used earlier.

### Why can't I register?

- If using a computer, and before completing the registration process, users should be signed out from all accounts. Alternatively, the registration process should be carried out in a private browser window.
- If you have forgotten your password, please contact your preferred account provider (e.g. Google, Microsoft, etc.) and request a new password.

### Who do I contact for help?

If you have a question about your SIMS Online Services Account, please email [parentapp@tbowa.org](mailto:parentapp@tbowa.org).

Once you have signed into your SIMS Online Services product, further help is available by selecting **Help** from the menu or clicking the item in the footer.