

# SIMS Student App troubleshooting

## Q1: Did you register with a code?

Did you press the green button in your activation email from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) with Bishop of Winchester in the subject title? If you're not sure, go to Step 1. If you are sure, go to Question 2.

### Step 1: Search your email and register

If you haven't done this yet, log in to your email (office.com, then Outlook), search for the email and press the **Accept Invitation** button. You **MUST** register on a browser first before using the smartphone app.

It will open the registration page:

### Step 2: Register with an external account

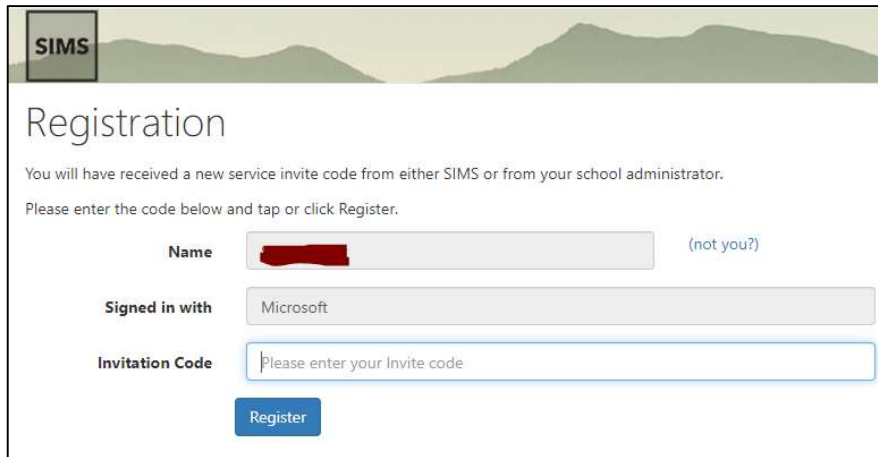
Do not enter any details in the top part, just press the **Register with an External Account** button.

### Step 3: Press the Microsoft flag icon

Now press the **Microsoft flag** (do not enter any information here):


#### Step 4: Enter your invitation code

Copy and paste in your invitation code from the invitation email, then press **Register**



#### Step 5: Enter your date of birth

It will then ask you for your date of birth, please make sure you use this format: **dd/mm/yyyy** for example 01/01/2010



Then press **Verify**

Once your account has been created, you will be able to go to <https://www.sims-student.co.uk/> or download the mobile app and Sign in with the **Microsoft Logo**, using your school email and password.

#### Q2: Do you keep getting 'invalid code' or 'code used too many times'?

You will need to go to IT and get a new invitation code sent to you. This takes 24 hours. You will need to let your teachers know that you cannot log in yet.

If you are getting unauthorised messages, go to Question 3.

### Q3: Did you register but are now seeing an unauthorised message?

You may have registered and created a SIMS ID but are logging in by clicking the Microsoft flag icon.

Using a browser on a PC, go to <https://www.sims-student.co.uk>

In username, type in your email address

In Password, type in the password that you used to register with. It will contain a special character.

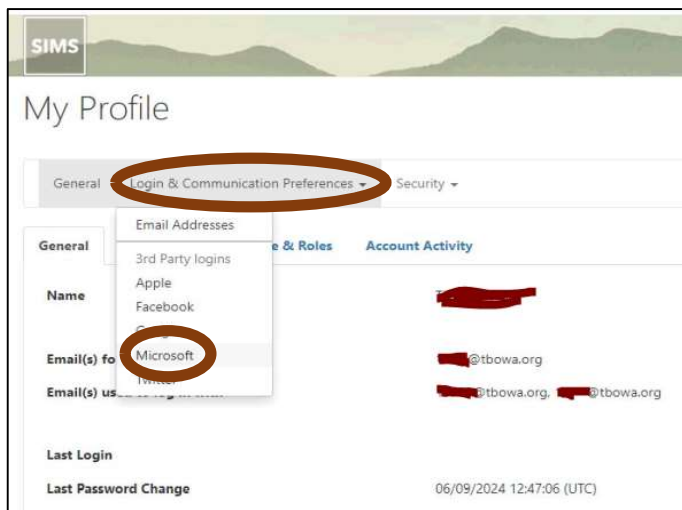
Then press **Sign in.**

Now link up your school email to the account so that you don't need to remember different passwords.

Click on your **name** in the top right-hand corner and select **My Profile** (not shown)



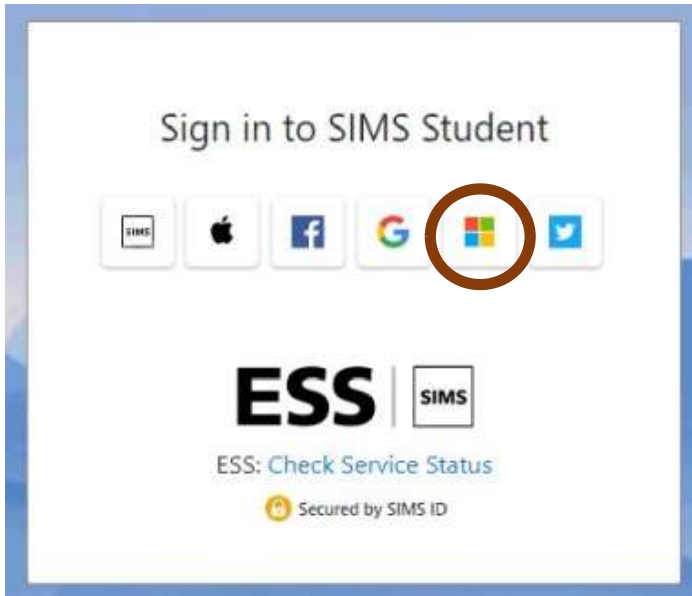
Click on **Login & Communication Preferences** and select **Microsoft**



Click on **Link Microsoft Account**



The next time you log in to Student App, select the **Microsoft** option:



You are still seeing an unauthorised message even though:

- You have clicked the activation box in the email
- You have registered successfully as shown previously
- You cannot log in with SIMS ID

Try clearing out the browser cache and try logging in again. Follow these instructions on how to do this for your browser: <https://clear-my-cache.com/windows.html>

If that doesn't work, your account will need re-setting. Please go to the IT department.