

Who should read this guide?

Anyone who receives an invitation from their school to use a SIMS Online Service such as SIMS Parent

Introduction

You can create an account using SIMS ID or a Third-Party provider (Facebook, Twitter, Google, Microsoft (also Office 365) or Apple ID) that you can use every time you sign in to a SIMS Online Service. Parents can see all their children at the school using this account.

Whether you choose SIMS ID or opt to use a Third-Party provider, you will be guided through these steps:



To set up an account using SIMS ID:

Please refer to How do I create an account using SIMS ID? - PAGE 2

To set up an account using a Third-Party provider (Facebook, Twitter, Google, Microsoft (also Office 365) or Apple ID):

Please refer to How do I create an account using a Third-Party Provider? -PAGE 5

NOTE: Parents who have more than one child at a school using SIMS Online Services will only have to register once at that school. Once registered, all pupil/students at that school will be visible. Parents who have children at different schools that also use SIMS Online Services will need to register for each school and will only ever be able to view one school at a time.



How do I create an account using SIMS ID?

- 1. To avoid accidentally registering with the wrong account (especially if you are working on a shared computer), sign out of all accounts or use a private browser window.
- 2. Click the **Accept Invitation** button in the invitation email from noreply@sims.co.uk. If you cannot find this email, please check your SPAM/Junk folder before contacting your school.
- 3. The **Activate Your Account** screen is displayed. The **Invitation Code** field is already filled with the unique code from your email. Enter your email address as **Username** and click the **Next** button.

4. At the **Account Registration** screen, answer the security question, Format is: dd/mm/yyyy Click the Next button

> This is for security purposes only. This information will not be used in the SIMS Online Services system.

You're invited to start using SIMS Parent to manage your child's personal details at GreenAb. If enabled by the school, you can also view child's attendance, school reports, homework assignments and more. Simply accept this invitation and register within 90 days If the button above doesn't work, copy and paste the following link into your browser. https://registration.sims.co.uk Should you need to enter it, your personal invite code is: XVG9BTMRXT Activate Your Account So that we can confirm your identity, please enter your email address and personal invitation code. Username AdeleAbimbola@myexampledomain.co.uk Invitation Code XVG9BTMRXT Next Alternatively you may complete the registration using an External Account.

Account Registration

Register with an External Account

So that we can confirm your identity, please answer your security question below.

What is the date of birth of one of your children at the school?

14/05/2008

Next



5. At the Create a Strong Password screen, create a password for the new account you are creating and click the **Next** button.

Create a Strong Password

At least one capital letter At least one number At least one special character At least 8 characters
Password
••••••
Confirm Password
•••••
Show Password
Next

6. Once your account has been registered, you need to validate it. Check your email for an email from SIMS ID Registration.

Account Registration

Your account has been successfully created. Please read the email we have sent to your email address and follow the instructions to validate your account.

Remember to check in your SPAM folder

NOTE: At this point your account is created. You can return to your product and log in using the details you have submitted.

We advise all customers to validate their account as shown in the next step to enable email-based password recovery.

7. Click the Verify My Email button in the SIMS ID Registration email.

Dear Adele Abimbola.

Please click the link below to verify your email address and log in to your SIMS ID account.

Verify My Email

8. Click the **Sign In** button on the screen confirming your email address has been validated.

Account Registration

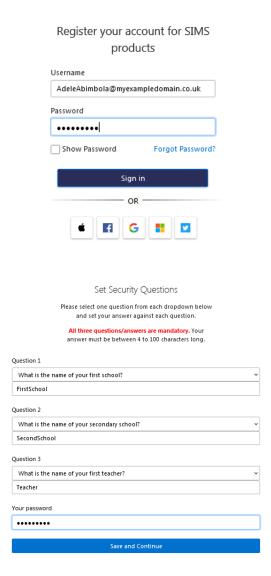
We have validated your email address, thank you.

Sign In



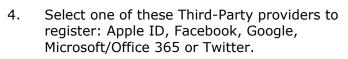
9. At the Register your account for SIMS Products screen, enter your newly created username (i.e. your email address) and password, then click the **Sign in** button.

The first time you use your SIMS ID account, you will be prompted to **Set Security Questions**. Answer all three security questions, then click the Save and Continue button to launch your SIMS Online Service.



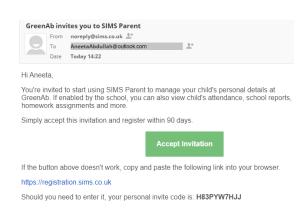
How do I create an account using a Third-Party Provider?

- To avoid accidentally registering with the 1. wrong account (especially if you are working on a shared computer), sign out of all accounts or use a private browser window.
- 2. Click the **Accept Invitation** button in the invitation email from noreply@sims.co.uk. If you cannot find this email, please check your SPAM/Junk folder before contacting your school.
- 3. The Activate Your Account screen is displayed. Click the Register with an External Account button at the bottom of the screen

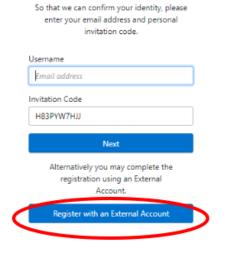


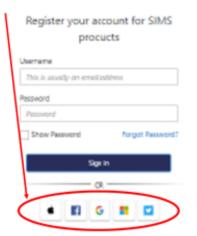
On clicking one of these buttons, you will be transferred to the Third Party to complete standard account authentication.

5. Sign in to your Third-Party account.



Activate Your Account

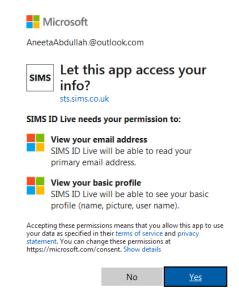






6. Click the Yes button to grant SIMS ID permission to access your information.

> This screen is only displayed the first time you register an email address with SIMS ID.



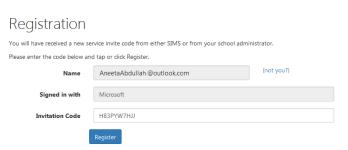
7. The **Registration** screen appears. Your email address and third-party provider are displayed so you can confirm you have used the intended credentials.

> Paste your personal invite code from your invitation email into the Invitation Code field. Click the **Register** button.

8. At the **Account Registration** screen, answer the security question and click the Verify button.

> This is for security purposes only. This information will not be used in the SIMS Online Services system.

Your account is set up and configured. On completion, your SIMS Online Service launches.



Registration - Answer Security Questions

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

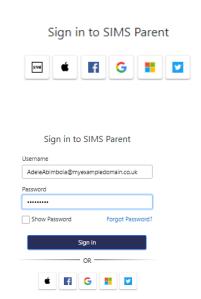


How do I sign in to my SIMS Online Service?

Once the registration process is complete, users can sign in via the following URLs. https://www.sims-parent.co.uk For Parents

or via the SIMS Parent app*

- * The apps are available for iOS and Android devices via the Play Store or App Store.
- Click the icon for the provider that you registered with.
- 2. Enter your username and password, then click the Sign in button.





I haven't received an invitation to register email

If you have been informed that an invitation has been sent check your junk email folder for an email from noreply@sims.co.uk.

I can't register using my registration email (invitation code could not be verified)

- Check whether the invite has expired. Invites are valid for 90 days
- If you have already registered, then you must sign back into SIMS Parent using the third party account you registered with

I can't sign in

- If you have an Office 365 account, ensure that you have been granted permissions by your Office 365 Administrator.
- Ensure you are using the correct URLs to access SIMS Parent and the third party account you registered with. Parent URL is https://www.sims-parent.co.uk
- If you receive an **Unauthorised Access** error message, ensure you are logging into SIMS Parent with the account with which you registered. This issue tends to occur when two or more users share the same computer or device.
- To sign out of the incorrect account, you should visit the account provider's web page (e.g. Google, Facebook, etc.) and select the 'sign out' option. Close the browser completely, open a new browser window and log into SIMS Parent using the correct account details

I have forgotten my password

You should reset your password directly with your account provider, e.g. SIMS ID, Google, Facebook, etc.

NOTE: If you lose access to your password and all other security information, you will not be able to access your account. This is a security measure. You will need to contact the school to be re-registered with a different account

I have forgotten or want to change the account with which I log into SIMS Parent You will need to contact the school.

I can't see the information I am expecting

You need to refresh the app; the easiest way is to sign out and in again. To sign out you should visit the account provider's web page (e.g. Google, Facebook, etc.) and select the 'sign out' option. Close the browser completely, open a new browser window and log back into SIMS Parent

SIMS Parent users can access Help via the SIMS Parent for Parents Documentation Centre (https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0036854)

NOTE: Your school does not have visibility of the **Feedback** items that you record on the support portal. Please do not use the **Feedback** facility to request changes to your account as your school will not receive your request.