



Setting up an account for SIMS Parent - Online Services

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.



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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.

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.

Accept Invitation

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.

Register with an External Account

Account Registration

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

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.



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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



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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.

Register your account for SIMS products

Username
AdeleAbimbola@myexampledomain.co.uk

Password
••••••••

☐ Show Password [Forgot Password?](#)

Sign in

OR

    

10. 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.

Set Security Questions

Please select one question from each dropdown below and set your answer against each question.

All three questions/answers are mandatory. Your answer must be between 4 to 100 characters long.

Question 1
What is the name of your first school?
FirstSchool

Question 2
What is the name of your secondary school?
SecondSchool

Question 3
What is the name of your first teacher?
Teacher

Your password
••••••••

Save and Continue



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

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. Click the **Register with an External Account** button at the bottom of the screen
4. Select one of these Third-Party providers to register: Apple ID, Facebook, Google, Microsoft/Office 365 or Twitter.
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.

GreenAb invites you to SIMS Parent

From: noreply@sims.co.uk
To: AneetaAbdullah@outlook.com
Date: Today 14:22

Hi Aneeta,

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.

Accept Invitation

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: H83PYW7HJJ

Activate Your Account

So that we can confirm your identity, please enter your email address and personal invitation code.

Username

Email address

Invitation Code

H83PYW7HJJ

Next

Alternatively you may complete the registration using an External Account.

Register with an External Account

Register your account for SIMS products

Username

This is usually an email address

Password

Password

☐ Show Password

[Forgot Password?](#)

Sign In

OR





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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.

Microsoft
AneetaAbdullah@outlook.com

SIMS Let this app access your info?
sts.sims.co.uk

SIMS ID Live needs your permission to:

- View your email address**
SIMS ID Live will be able to read your primary email address.
- View your basic profile**
SIMS ID Live will be able to see your basic profile (name, picture, user name).

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://microsoft.com/consent>. [Show details](#)

No Yes

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.

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: AneetaAbdullah@outlook.com (not you?)

Signed in with: Microsoft

Invitation Code: H83PYW7HJJ

Register

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.

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

12/01/2009

Verify



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How do I sign in to my SIMS Online Service?

Once the registration process is complete, users can sign in via the following URLs.

For Parents

<https://www.sims-parent.co.uk>

or via the SIMS Parent app*

* The apps are available for iOS and Android devices via the Play Store or App Store.

1. Click the icon **for the provider that you registered with.**

Sign in to SIMS Parent



2. Enter your username and password, then click the **Sign in** button.

Sign in to SIMS Parent

Username

Password

☐ Show Password [Forgot Password?](#)

OR



Setting up an account for SIMS Parent - Online Services

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.*