

# SIMS Parent – Getting Started

## 1: Download SIMS Parent App

From the Apple App Store or Google Play Store, search for SIMS Parent and download app to your phone or tablet



SIMS parent can also be accessed using:

[www.sims-parent.co.uk](http://www.sims-parent.co.uk)

## 2: Registration Email

You will receive a SIMS Online Services registration email (similar to the one below) from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) containing a unique invitation code. Click on the link in the email. This invitation has been sent to the email address that you provided on the SIMS Data Collection Form

Check the Spam folder in your email if you haven't received the registration email

**From:** [noreply@sims.co.uk](mailto:noreply@sims.co.uk)

**Date:** 15 September 2017 at 10:11:48 BST

**To:** <your email address is written here>

**Subject:** School Name – SIMS Online Services Invite

You have been invited to join the SIMS Online Services for [SCHOOL NAME]

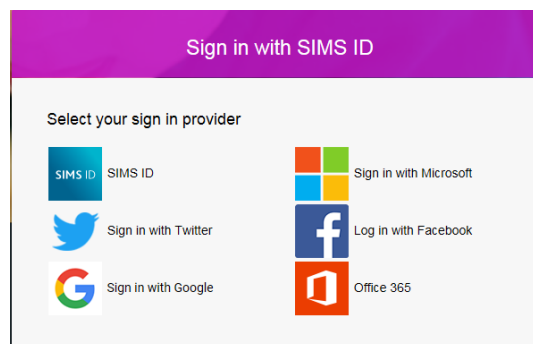
To join simply click this link. The link is valid for 90 days from today.

If the link doesn't work then please enter this URL into your browser

<https://id.sims.co.uk/registration/home/soscode> and use the invitation code from the invitation email.

## 3: Sign in to SIMS Parent

To sign in to SIMS Parent you will need one of the following accounts: Microsoft, Office 365, Google, Facebook or Twitter.



## 4: Troubleshooting

What If?	What to do
How do I download the app	SIMS Parent is available from either the Apple App Store or the Google Play store. Search for SIMS Parent
I can't download apps to my phone	SIMS Parent is accessible from the following web address <a href="http://www.sims-parent.co.uk">www.sims-parent.co.uk</a>
I haven't received an email invitation	Check the SPAM folder in your email Contact the school, ensure that we have the correct email address recorded for you, we will then re-issue an invitation You have 90 days to complete the sign in process before the invitation expires
I don't have any of the accounts required Microsoft, Twitter, Google, Facebook, Office365	You will need to setup an account with one of the third party providers
I don't have internet access	School facilities will be available on request
I have followed the steps listed and I still cannot sign in	Please contact the school to arrange for support