SIMS Online Services – Getting Started

Who should read this guide?

This guide is intended for use by parents, students and school staff registering accounts with SIMS Online Services.

How do I register?

> NOTE: Users with multiple roles need to register only once. For example, users who are both a parent and a teacher should register as _either_ a parent or a teacher but should _not_ register as both. Once registered, all of the relevant parent and teacher information will be available.

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 NOTE:** _To register for SIMS Online Services products, you will need one of the following accounts: Microsoft, Office 365, Google, Facebook, Twitter or SIMS ID._
>
> _Only users with an _existing_ SIMS ID account can use SIMS ID to register._
>
> _For guidance on setting up a Third Party account, please refer to the Setting up a_ Microsoft or Google Account _document, which is available from the Hot Topics area of My Account (_https://myaccount.capita-cs.co.uk/hot-topics/sims-parent-app-student-app/_)._

2. Follow the link in the email to be directed to the registration page.
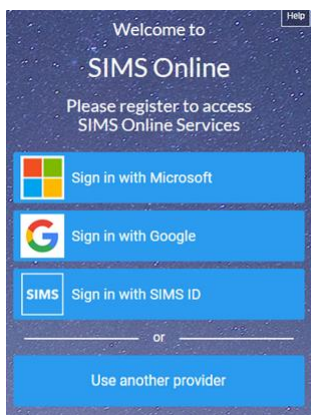
3. Click the button for your preferred account and you will be directed to sign in.
   - Users who already have a SIMS ID account can sign in with SIMS ID.

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- Users who do not have a SIMS ID account should register with a Microsoft (including Office 365), Google, Facebook or Twitter account.
- To use Facebook or Twitter, click the **Use another provider** button.
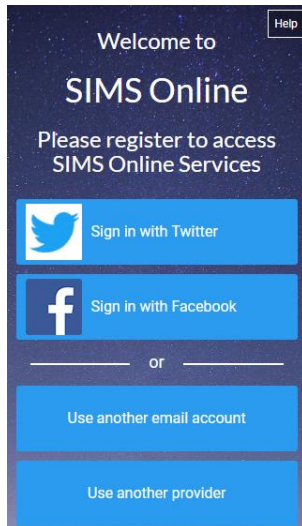
- The **Use another email account** button launches the **Microsoft Create account** page (https://signup.live.com/), where you can create a Hotmail account.
- The **Use another provider** button returns you to the previous screen.

4. Having selected your account provider, follow the on-screen registration process.

How do I sign in?

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*

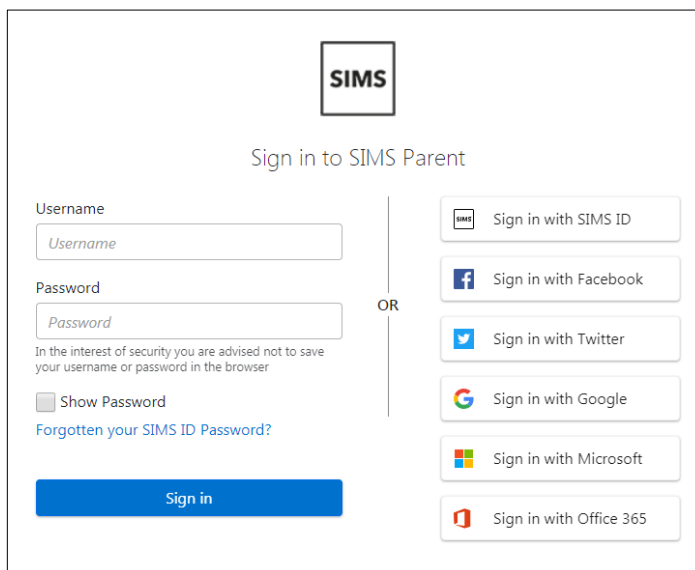* The apps are available for iOS and Android devices via the Play Store or iTunes.

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1. Click the icon for the account that you registered with.
   A new window will open.
2. Enter your sign in details.

Why can't I register?

- If you do not have a SIMS ID account, you should register with a Microsoft, Office 365, Google, Facebook or Twitter account. Click the icon for the relevant Third Party account and you will be directed to sign in using your existing details. If you try to enter your Microsoft, Office 365, Google, Facebook or Twitter details in the SIMS ID **Username** and Password fields, the following error will be displayed.

- Before completing the registration process, users should be signed out from <u>all</u> accounts. Alternatively, the registration process should be carried out in a private browser window.
- If you have forgotten your password, please contact Microsoft, Office 365, Google, Facebook or Twitter and request a new password.

Who do I contact for help?

If you have a question about your SIMS Online Services Account, please contact your school.

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.