Dear Parent or Guardian

SIMS Parent/Parent App – easy access to important school information

We have a convenient way to share information with you about your child's school life; and for you to access, review and request changes to the data held on you and your children. The SIMS Parent app and website is now available for you to access.

You can access the system from a smartphone, tablet or PC – anytime, anywhere.

What will you find in the SIMS Parent app?

- School term, inset dates and contact details available at the click of a button
- Your child's school report once published
- Facility to view and update your contact details, so we always have the most up-to-date information in case of an emergency
- If you have more than one child at this school, you will have access to information for all your children, from the same app.

The information that you receive through SIMS Parent will help you to stay up-to-date with your child's school life as well as support your child's development and progress.

Getting started with the SIMS Parent app (For parents/guardians who have not yet registered)

1. An activation email will be sent to you, simply click on the link from your tablet, PC or smartphone to activate your account. If the email is not received in your inbox, please check your junk mail, as the email will be sent from Capita SIMS.

2. You can then login using your normal **Facebook, Twitter**, **Google** or **Microsoft** username and password.

3. From your smartphone or tablet, download the app from the Google Play or Apple App store - search for **SIMS Parent.**

4. From a PC or Windows phone, login online at www.sims-parent.co.uk

Please note that your activation email is unique to you and should not be used by anyone else. If you require an additional login then please contact the school data office.

Your activation email will expire after 90 days if it is not used, please contact the school data office if you require a replacement after this date. To do this, or for any queries regarding SIMS Parent/Parent App, please contact Ms M Taylor via email: mtaylor@tchs.uk.net

Best wishes,

Dr P.C. Doherty OBE
Headmaster

Main School Office

Upper Site: Mornington Road, Woodford Green, Essex, IG8 0TP Telephone: 020 8504-3419
Lower Site: Sydney Road, Woodford Green, Essex, IG8 0TB Telephone: 020 8504-8946

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Ofsted Outstanding School 2014/2015

Diocese of Brentwood

Trinity Catholic High School

SIMS Parent/Parent App Help and Guidance Document

What is SIMS Parent / SIMS Parent App?

SIMS Parent is the way the school now provides your child's school report securely. The system can be accessed from a smartphone, tablet or PC anytime and from anywhere. You do not need to download the app as SIMS parent can be easily accessed online via:
www.sims-parent.co.uk

It is also a tool that you can use to review the contact data the school holds on you and your child and to request changes through the system when updates are needed.

If you have more than one child at the school, you will only have to register once to access the information available for your child(ren). Once registered, your child(ren) should be visible. If this is not the case, contact the school and any missing children will be added to the account.

Parents who have children at different SIMS Parent schools will need to register for each school and will only ever be able to view one school's SIMS Parent data at a time. It is possible to use the same login details to register with multiple SIMS Parent schools. Users will be able to change school once inside SIMS Parent from a drop-down menu located on the school name in the top right-hand corner of the page.

Getting started with SIMS Parent

- An activation email will be sent be to you, this is not sent direct from the school and so it may appear in your junk mail. The invite code will expire after 90 days if it is not used and another activation email will need to be generated.

- If you find your code does not work, this could be because it has expired or it has already been used and you are already registered for the service. In either case please contact Ms M Taylor via email; mtaylor@tchs.uk.net who will be able to provide you with support.

Before beginning the registration processes, you will need the following:

- Your unique registration email, this will include a registration link and an invitation code. The email is generated by the school but it is sent from Capita SIMS (noreply@sims.co.uk). If you cannot find this email, please check your junk mail and ensure it has not been marked as SPAM.

- The date of birth of one of your children who attends the school.

- A Microsoft (including Office 365), Google, Apple, Facebook, Twitter or SIMS ID account. You can use an existing account (e.g. a Hotmail account) or create a new one online.

The step-by-step process

1. Open the email and click the button or copy and paste the website URL as instructed. A new internet browser window will open and you will be asked to log in.

   *IMPORTANT NOTE: Only users with an existing SIMS ID account can enter their details in the **Username** and **Password** fields that are displayed. There is no facility for users to create a SIMS ID account as part of account registration.*

2. Users who do not have a SIMS ID account should register with a Microsoft (including Office 365), Google, Apple, 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.

   IMPORTANT NOTE: You will be guided through the login process. Once logged in you will be asked if you want to authorise SIMS Parent to use your account.

3. You will now be asked for an invitation code.
   - If you were able to use the button in the email you received, this field will be populated automatically.
   - If you had to select the web address in the email, you will need to copy the invite code from the email and paste it into the space provided.

4. Click the **Register** button to continue.

5. Enter the **Date of birth** of one of your children attending the school in the format **dd/mm/yyyy** (e.g. **01/01/2021**) and click the **Verify** button. This is for security purposes only and this information will <u>not</u> be used in the SIMS Parent system.

6. Your account is created. On completion, you will see the SIMS Parent site.

   IMPORTANT NOTE: Do not forget which account you registered with, since you will use this account every time you sign in to your SIMS Parent account. If you forget the account, please contact Ms Taylor – mtaylor@tchs.uk.net who will assist you with the process.

Frequently asked questions (FAQs)

Does SIMS Parent replace ParentMail?

No, regular communication will still take place through ParentMail along with dinner money top-up and all other forms of payments. SIMS Parent will be used primarily to issue reports and for data collection sheets to be updated.

Why can't my child's report be emailed?

Emailing reports as an attachment increases the risk of a data breach and is also more time consuming. Uploading reports to SIMS Parent is a more secure and quicker process when multiple reports need to be sent in accordance with the deadlines set.

How often will I need to use SIMS Parent?

You will only need to use SIMS Parent to collect the report of your child(ren) when they have been published to SIMS online. You can also use the system to update contact details directly if there have been changes. As SIMS Parent will not be used frequently, it is important to make sure you remember the account details you use to register as forgotten details will cause problems when trying to sign in.

What should I do if I have not received an invite to SIMS Parent?

Check your junk mail to see if it is in there, if not contact your child's school and they'll arrange for a new invite to be generated and sent to you. The school will also check the contact details held on the system to ensure there is an email address for you and the new invite is sent to the correct email address.

What should I do if my email address has changed and I no longer have access to the old account?

Please contact the school and inform them of the situation. If you have already registered with SIMS Parent, your account will be unregistered and a new invite will be sent to the new email address. If you have not registered, an invite will be re-sent to the new email address once it has been added to the schools MIS.

How do I navigate SIMS Parent?

When you sign in to SIMS Parent, you will see the **Home** page, showing a name tile for each of your children. Click a tile showing the name and photograph of your child to view their data.

Why can't I see the tiles for all of my children?

If you cannot see the tiles for all your children, you will need to contact Ms Taylor to investigate and connect the missing child to the account. Usually this is down to a duplicate record in the MIS, which one child is attached to, separately from the other children.

How do I view my child's assessments?

You will be informed by email when assessment data has been published. You will need to click on your child's name tile and then the assessment tile to view any data that has been published. The tile will expand and shows the most current assessment data at the top.

If I download the SIMS Parent app, do I need to sign out?

No. Once you have signed in to the app, you will remain signed in for 100 days, following this period you will need to sign in to the app again.

What does the padlock mean on the Data Collection widget?

The padlock indicates that data submitted by the parent/carer has not yet been incorporated into the SIMS database. The data sheet is locked and cannot be amended further until the data has been accepted into SIMS.

Troubleshooting

Why can't I register?

If you do <u>not</u> have a SIMS ID account, you should register with an Apple ID, Facebook, Google, Microsoft (or Office 365) 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 click the SIMS ID icon and try to enter your Apple ID, Facebook, Google, Microsoft (or Office 365) or Twitter account details in the SIMS ID **Username** and **Password** fields, the following error will be displayed: **Error: Invalid username or password.** Use one of the other third-party account providers to continue the registration process.

If you see **'the code you have entered is not recognised'** message, this means you have either entered the code in error or you have used an out of date code (e.g. you have received more than one invitation email and have not used the most recent one).

Check you have used the correct email to register and also check you are signed in with the correct third-party account.

I can't remember my password. What should I do?

Visit the website of your account provider (i.e. Microsoft, Apple, Google, Facebook or Twitter) and follow their instructions for resetting your password.

I have signed into SIMS Parent before but I can't sign in now. What should I do?

Ensure you are logged in with the correct account (i.e. the account you used during the SIMS registration process).

To sign out of an incorrect account, visit the account provider's website (e.g. Google, Facebook, etc.) and sign out. Close the browser completely. Open a new browser window and log in to SIMS Parent, using the account details you used during the registration process.

I cannot sign in to SIMS Parent

Ensure that you are using the correct URLs to access SIMS Parent: https://www.sims-parent.co.uk.

If you receive an Unauthorised Access error message, ensure that you are logging into SIMS Parent with the account with which you registered. This issue tends to occur when you use a shared computer or device.

To sign out of the incorrect account, you should visit your account provider's web page 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.

Alternatively, sign out and try a different account type. If a Microsoft and a Gmail account is in use, it is easy to forget which one was used to register. If you contact the school they may be able to remind you which account type was used to register.