

Parent App - FAQs

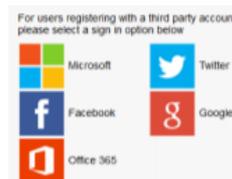
How do parents download the app?

The SIMS Parent app can be downloaded from either the [Apple app store](#) or the [Google Play store](#). Alternatively, Search for SIMS Parent and follow the download and registration instructions. There are additional links on the school website to guide you through this process.

How do parents log in?

St. Olave's will invite parents/carers to sign up for the Parent App. They will receive a registration email from noreply@sims.co.uk directing them to complete the registration process for SIMS Parent containing a unique invitation code which will be needed to set up your SIMS Online Services account. (If you have not yet received a registration email, please check your SPAM folder before contacting St. Olave's.) You will also require the date of birth of one of your children who attends St. Olave's to register.

IMPORTANT NOTE: Before registering for the Parent App (or other SIMS online services such as the online Options function for years 8 & 11), you will need to have an account with one of the following accounts: Microsoft, Office 365, Google, Facebook, Twitter or an existing SIMS ID. These are free, easy to set up and you can use any valid email address and password.



Once registered, your log in for the Parent App will be via whichever third-party account you used to sign-up.

How do I access the App?

Once registration is complete, Parents/carers can access the Parent App website by going to <https://www.sims-parent.co.uk> to sign in



Once the SIMS Parent app is downloaded onto a mobile device, an icon will be available on the device menu that will take users directly to the app.

Do I have a SIMS ID account?

Most users will not have a SIMS ID account (some staff employed by schools may) and should register with either a Microsoft (including Office 365), Google, Facebook or Twitter account.

I have not received a unique registration email from school.

Your school will send to you a registration email that contains a registration link and an invitation code. This email will be 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.

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

Visit the website of your account provider (i.e. Microsoft, Google, Facebook, Twitter, Office 365) and follow their instructions for resetting your password.

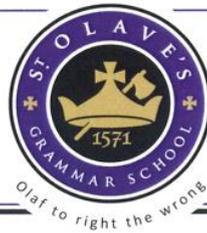
Why can't I access the SIMS Parent site or why does the page not load correctly?

Ensure your internet browsers are up-to-date. If your internet browser is up-to-date and you are still experiencing problems, please contact the school.

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 Parent 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.



Alternatively, try accessing SIMS Parent through a private browser window; this will ignore any other logged in accounts. This can be achieved using various browsers:

- In Internet Explorer, hold down **Ctrl + Shift** on the keyboard and press **P**.
- In Google Chrome, hold down **Ctrl + Shift** on the keyboard and press **N**.
- In Firefox, hold down **Ctrl + Shift** on the keyboard and press **P**.
- In Safari, select **Safari > Private Browsing**.

Can parents with children who attend different SIMS Parent schools combine their accounts?

It is now possible for parents to use the same login details to register with multiple SIMS Parent schools. This will allow users 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.

Do I need to register separately for each of my children attending St. Olave's school?

No. When you sign in to SIMS Parent, events and information for all of your children attending this school will be displayed in one place.

Which devices are supported?

SIMS Parent supports Android version 4.4 (kitkat) and above, and IOS version 8 and above. Software is supported as opposed to devices.

I am a member of staff and also have children at St. Olave's. Do I need to register twice?

No. You need to register only once, either as a parent or as a member of staff. It does not matter who you register as so long as you have a joint profile in SIMS.

Which parent records are pulled into SIMS Parent?

SIMS Parent pulls through all individuals with parental responsibility, regardless of the contact priority recorded in SIMS.

However:

- + If a person with parental responsibility has a current court order recorded in SIMS against their relationship with a child, the parent will not be recognised by SIMS Parent App.
- + If a person with parental responsibility has a current court order recorded in SIMS against their relationship with one or more (but not all) of their children, the parent will be recognised by SIMS Parent but the parent will not have access to the data relating to those children.

What is the email address being used to send emails to parents?

The email address noreply@sims.co.uk is used. Please add noreply@sims.co.uk to your email whitelist to ensure that emails are not sent to your junk folder.

Which Olavian student contacts can view and submit updates to the contact Data Collection function?

SIMS Parent uses data and permissions from SIMS to decide who can view and update the Data Collection Sheet. Data collection is available to users only if all of the following permission requirements are satisfied:

- Contact lives at the same address as the child.
- Contact has parental responsibility.
- Contact is a Priority 1 or Priority 2 contact.
- Contact does not have a court order recorded on SIMS.

There is a padlock icon on the Data Collection Sheet area, what does this mean?

If you can see the Data Collection Sheet but it is locked (a padlock icon will be displayed), the Data Collection Sheet has been previously submitted and is waiting for a school administrator to authorise and apply the changes. Once the changes have been applied, the Data Collection function will become available again.

How often does SIMS Parent update with data held in SIMS?

SIMS Parent App synchronises with our SIMS database at various times throughout the day.