







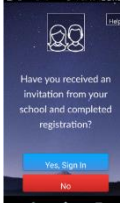



Parent App - Problems/Solutions:

- signing up to the App
- subsequently accessing/refreshing the App
- accessing Interim Reports via the App
- accessing the Sixth Form Offer Letters (Yr 11s) etc via the App

This document explains most of the common reasons why parents/carers may be having difficulties using the SIMS Parent App, and what to check for if you are.

STEP	ACTION TO ENSURE SUCCESSFUL ACCESS
<p>The School informs Parents/Carers they will shortly receive and invitation to Register</p> <p>Emails from school via our usual email system "In Touch" are generated from the following email account: 3055410@capita-intouch.co.uk</p>	<p>Please ensure that if you are not receiving general emails from School that you have added the email account to your "safe sender" list and checked that emails from this account are not being placed into your "junk/spam" mail.</p> <p>If you have changed your home/work email account but not let the school know, please do so. (if you have successfully accessed the Parent App, you can now submit any changes to your emergency contact details using the App.</p>
<p>Unique sign-up codes are generated from a Capita SIMS email account: noreply@sims.co.uk</p>	<p>Please ensure you add this email address to your "safe sender" list and checked that emails from this account are not being placed into your "junk/spam" mail.</p> <p>Codes are valid for 3 months.</p> <p>Codes are required for an initial registration process only.</p> 
<p>Parents/carers accept the invite & successfully sign-up to the Parent App</p> <p>The email from noreply@sims.co.uk invites parents/carers to sign up to the Parent App and contains a unique code which is valid for 3 months.</p>	<p>You are urged to accept the invitation to sign-up to the Parent App to ensure you are able to access vital information such as Interim Reports and the Sixth Form offer letters.</p> <p>Once Sign-up is complete this code is no longer required. If a new code needs to be issued, this will invalidate all previous ones.</p> 
<p>In most instances, both parents/carers have been sent separate invitations and codes to sign-up</p>	<p>This is to ensure important information is not missed if one parent can't access their Phone/PC, due to service provider outage /lost phone etc.</p>
<p>Username and password?</p>	<p>The Parent App essentially "piggybacks" off the login credentials you already use for a Federated account (a third-party provider). You will be asked which third-party provider you wish to choose to complete the initial sign-up process. You are therefore NOT issued a username or password for the Parent App.</p>
<p>What is a Federated account (Third-party provider?)</p>	<p>Third-party provider accounts can be either of the following: Twitter/Facebook/Google/Office 365/Microsoft.</p> <p><i>(some school staff will already have a SIMS ID – the majority of parents WILL NOT)</i></p> 
<p>I don't have a third-Party Provider Account</p>	<p>CLICK HERE for guidance on setting a free account up.</p>
<p>In order to accept the invite and sign up, recipients <u>must</u> use a third-party account provider</p>	<p>One of the following third-party accounts needs to be used to complete the initial sign-up process for the Parent App: Twitter/Facebook/Google/Office 365 or Microsoft</p> <p>You will be asked which account you want to use to complete registration.</p> <p>Once registered, you must use the SAME Third-Party provider you use to complete this initial sign-up process, when accessing the app in future</p> 

STEP	ACTION TO ENSURE SUCCESSFUL ACCESS
<p>The Registration page has asked for a name – what name does it need?</p>	<p>The Registration page is simply asking for the Parent/Carer first name and surname.</p> <p>It will display which third-party provider you have selected in the “Signed in with” box</p> <p>The unique code you have been sent, will appear in the “Invitation code” box (if not simply copy and paste it in) You will also be asked for the date of birth of your child as part of the sign-up process.</p> 
<p>Parents/carers logging back in to use the Parent App once the sign-up process is complete.</p>	<p>Once you have successfully signed up to the Parent App, you will be able to access it in future via the purple icon using the login credentials you normally use for whichever third-party provider you chose to complete the initial registration process with.</p>  <p>If accessing via a PC visit via: www.sims-parent.co.uk</p>
<p>You will be asked whether you have completed the registration process.</p>	<p>Assuming you have, select</p> <ul style="list-style-type: none"> • YES, • SIGN IN and • select whichever third-party provider you used to complete the registration process 
<p>YOU MUST STICK TO THE SAME THIRD- PARTY PROVIDER.</p> 	<p>Having successfully completed the initial registration process you do not need to re-activate your account.</p> <p>SIMPLY SELECT THE FEDERATED ACCOUNT’S ICON to refresh your access.</p> <p>If you try to access the Parent App using a different Third-party provider by mistake, you will be told your login is invalid/unknown.</p> <p>If you can’t remember which third party provider you used and can’t access the App, contact cslyfield@saintolaves.net who will arrange for your registration to be deactivated, and then will issue you with a brand new sign up code. You will need to complete the registration process from scratch. This process invalidates all previous access, so is used as a last resort solution.</p>

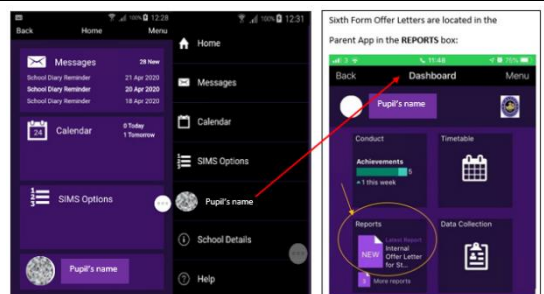
Parents/Carers locating information within the Parent App

The Home page of the Parent App offers general information, relevant to all users, plus personalised School diary reminders.

To access information relating specifically to your child, select their name which appears by the side of their photo – this allows parents with more than one child to select appropriate information.

Selecting the appropriate child, reveals the **DASHBOARD** page, containing 4 boxes:

- CONDUCT (for achievements & Commendations)
- TIMETABLE,
- **REPORTS (showing Interim Reports – which are exclusively published here and no longer in hard copy, and any special letters home (e.g. Sixth Form Offer Letters to current Year 11s during the school closure).**
- DATA COLLECT box for parents to submit changes to contact details medical needs/school meals etc.



Further information relating to the Parent App is published on our website [HERE](#)