

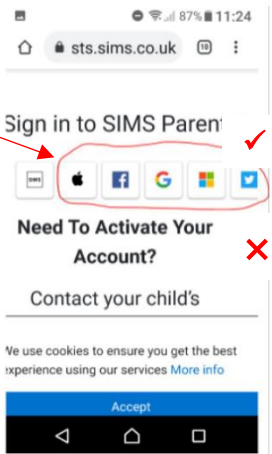


[Refreshing your access to the SIMS Parent App](#)

As you may remember, the Parent App itself, does not have its own password - but 'piggybacks' off the login credentials of a federated account -(ie Facebook, Twitter, Microsoft, Office365 or Google).

Whichever one of these you originally chose to complete the initial sign up process, will need to be the one you use to access the Parent App.

From time to time you may need to refresh your access to the Parent App:

<p>Assuming you are trying to access via a phone, please select the Parent App Icon. If logging in via a PC, please visit: www.SIMS-Parent.co.uk</p>	
<p>You will be asked if your school has previously sent you an invite (ALL parents <u>have</u> been invited)</p> <p>Assuming you have accepted this and registered, Select YES</p> <p><i>(If you have failed to accept the invite sent to you to register, please see the email that would have originated from: noreply@sims.co.uk)</i></p>	
<p>You will see a message that says Sign into SIMS Parent followed by the icons of the possible federated accounts you originally signed up with.</p> <p>Simply click on the icon associated with the account you originally signed up with - ie the icons for Facebook, Twitter, Microsoft, Office365 & Google.</p> <p>All parents have been sent an invite to register to use the App. Assuming this invite was accepted and the registration process was completed, there should be <u>no</u> requirement to “Activate your account”.</p>	

Please try the above instructions FIRST which will provide the most swift resolution for most users.

If you are unable to remember your federated account password, you will need to recover that account using that provider's process. The following links may assist:

- [Facebook account recovery](#)
- [Twitter account recovery](#)
- [Microsoft account recovery](#)
- [Google account recover](#)
- [Apple iphone recover](#)

However, if you are unable to remember which federated account you originally signed up with, please contact the school as they will need to unregister your current Parent App account and then arrange for a new registration code to be issued. You will need to complete the entire registration process from scratch if this is required.

If you have a SIMS PAY account at another school, St Olave's are unable to unregister your current Parent App account and will need to escalate this with SIMS – if required, this process takes approx.