



Dear Parents/Carers,



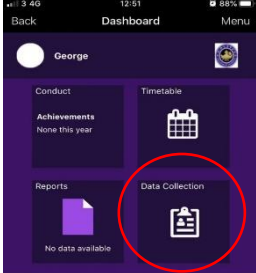
06 May 2021

It is vitally important the school has up to date contact details in case we need to contact you in case of an emergency and to ensure you receive important information including interim reports, which are published exclusively via the SIMS Parent App.

Now that the majority of Parents/Carers have accepted their invitation to sign up and successfully register, we will be issuing bi-annual reminders for you to review your contact details and update as necessary.

The easiest way for you to review and update your contact details we hold is via the SIMS Parent App.

Action required today: Please review your contact details via the app & update if necessary.

<p>How:</p> 	<p>Via the SIMS Parent App on your smartphone</p> <p>Or, via your PC/Laptop at: www.sims-parent.co.uk</p>
<p>Log in:</p> 	<p>Using the appropriate icon of the <u>same</u> federated account credentials, you initially used to complete the registration process (which would have been either your Twitter/ Facebook/ Microsoft/ Google or a O365 account).</p>
<p>Review & update:</p> 	<p>Via the DATA COLLECTION function on the Dashboard page.</p> <p>Please ensure you review <u>all fields within Data Collection</u> and update as necessary.</p> <p>If needed, see GUIDANCE HERE</p>

Your details can be updated at any time in between these reminders if necessary.

Thank you for your assistance in ensuring your contacts details on our school records are up to date.

Should you have difficulties accessing the SIMS Parent App or updating your details, please see additional guidance overleaf.

Yours sincerely,

C. Slyfield (Mrs)
 Digital Communications



Troubleshooting:

ALL parents who live at the same address as their child, and for whom we have an email account recorded, have been invited to sign up to register to use the SIMS Parent App.

Invites are valid for 90 days. If you have still not yet accepted your invitation to register, please refer to the previous email you will have received from 'noreply@sims.co.uk'

Need help?	Please see the plethora of step-by-step guides on our dedicated website page GUIDANCE HERE
<p>Forgotten the credentials of your Federated account (Twitter/Google/Facebook/Microsoft/O365)</p> <p>Successfully registered, but can't access - may need to simply 'refresh' your access.</p>	<p>The parent App does <u>not</u> have its own password. Instead it "piggybacks" off the login credentials you use for the same federated account you chose to complete the registration with.</p> <p>If you are unable to remember your federated account password, you will need to recover that account using <u>that provider's process</u>.</p> <p>See GUIDANCE HERE</p>
Forgotten which federated account you used	<p>If you cannot remember which federated account you originally used to complete the registration process, please try the most likely one first.</p> <p>If you are still not able, the school will need to arrange for you to complete the registration process from scratch. Contact the school: office@saintolaves.net</p>
Not yet accepted the Invite to register	<p>If you have still yet accepted your invitation to register, please see previous email you will have received from 'noreply@sims.co.uk'</p> <p>If 90 days have elapsed since you last received an invitation to register you will need to contact the school: office@saintolaves.net</p>
No federated account	Creating one is free and easy. See GUIDANCE HERE
Not sure how to use the Data Collection Function	See GUIDANCE HERE