SIMS Online Services – Getting Started

applicable to SIMS Parent, SIMS Parent Lite, SIMS Student, SIMS Engagement Portal, SIMS Activities Portal and SIMS Product Admin Portal

Who should read this guide?

This guide is intended for use by parents, students and school staff registering SIMS Online Services accounts for use with the following SIMS Online Services: SIMS Parent (including SIMS Parent Lite), SIMS Student, SIMS Engagement Portal and SIMS Activities Portal. School staff registering as administrators after the SIMS Online Service has been set up can also use this guide to register their account to use the SIMS Product Admin Portal.

IMPORTANT NOTE: *The Administrator responsible for registering the school during setup of the SIMS Online Service should not use this guide. The initial administrator should refer instead to the guidance on* Joining SIMS Online Services *in the* SIMS Parent and SIMS Parent Lite Setup Guide*.*

Introduction

SIMS Online Services allows you to sign in to your SIMS Online Service using an existing Third Party account[1] rather than set up another account specifically for SIMS Parent or the other services. To register for SIMS Online Services products, you will need one of the following accounts: Microsoft (or Office 365), Google, Facebook, Twitter, Apple ID or SIMS ID[2].

Do not forget which account you registered with, since you will use this account every time you sign in to your SIMS Online Service [3,4].

NOTES: Users with multiple roles at a school need to register only once. For example, users who are both a parent and a teacher at the same school should register as either a parent or a teacher but do not need to register as both. Once registered, all relevant parent and teacher information will be available.

Parents who have more than one child at a SIMS Parent school will only have to register once at that school. Once registered, all pupil/students at that school will be visible. 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.

[1] For guidance on setting up a Third Party account, please refer to the Setting up a Microsoft or Google Account document.

[2] Only users with an existing SIMS ID account can use SIMS ID to register.

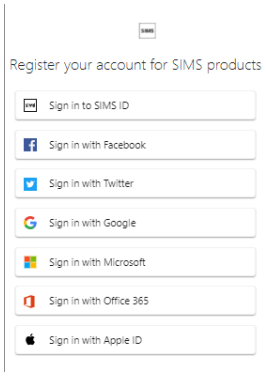
[3] If you forget which Third Party account you used to register, please contact your school who can unregister your existing account and issue you with a new invitation. You can then re-register with the Third Party accounts of your choice. Following re-registration, you will once be able to access your account.

[4] Changing your Third Party account password will not affect your ability to sign in to SIMS Online Services.

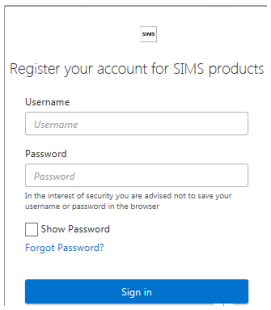
How do I register?

NOTE: Before completing the registration process, users should be signed out from all accounts to avoid accidentally registering with the wrong account, particularly if working on a shared computer. Alternatively, the registration process should be carried out in a private browser window.

1. You will receive a registration email from noreply@sims.co.uk containing a unique invitation code. You will need this code to set up your SIMS Online Services account. If you have not yet received a registration email, please check your SPAM/Junk folder before contacting your school.
2. Click the **Accept Invitation** button in the email to be directed to the registration page.

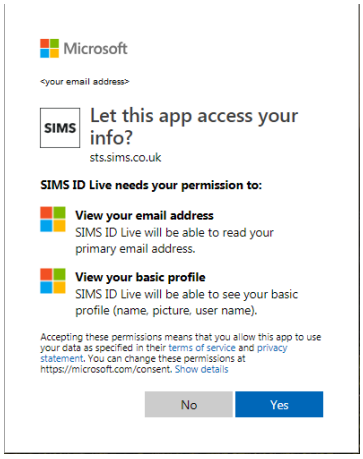


3. Click the button for your preferred account and you will be directed to sign in.
   - Users who already have a SIMS ID account can sign in with SIMS ID.
     When the **SIMS ID** button is clicked, the registration screen expands to display the **Username** and **Password** fields.



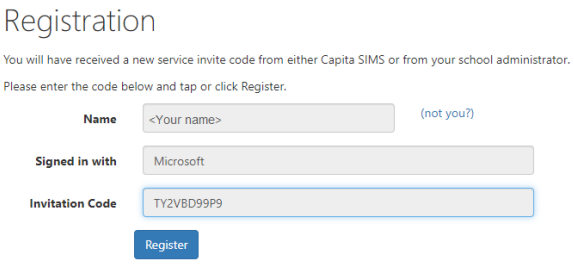
   - Users who do not have a SIMS ID account should select one of these Third Party providers to register: Facebook, Twitter, Google, Microsoft (also Office 365) or Apple ID.
     On clicking one of these buttons you will be transferred to the Third Party to complete standard account authentication.

4. If this is the first time you have registered this account with SIMS ID, you will see this permissions screen.



Click the **Yes** button to grant SIMS ID permission to access your information. If this is not the first time you have registered this email address with SIMS ID (e.g. if you are re-registering, or if you have previously registered for another SIMS service using SIMS ID, such as SIMS Pay), you will not see this screen.

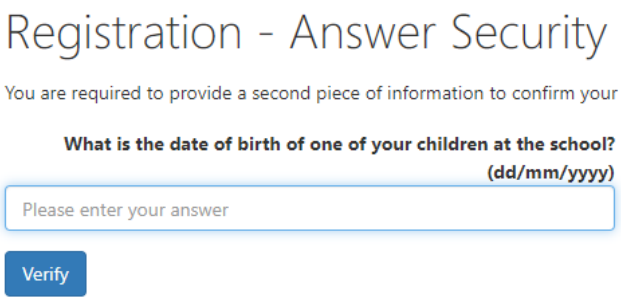
5. On completion of account authentication, you will be asked for an **Invitation Code**.



If you were able to use the button in the email from noreply@sims.co.uk, 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.

Click the **Register** button.

6. You will now be asked to confirm your identity by answering a question. The question differs depending on whether you are a parent, pupil/student or member of staff at the school.



- Parents should enter the **date of birth** of one of your children attending the school.
- Pupil/students and staff school should enter their own **date of birth**.

This is for security purposes only. This information will not be used in the SIMS Online Services system.

Click the **Verify** button.
Your account is created. On completion, you will see the home page of the SIMS Online Service you registered for.
You will receive an email from simsid@identityfor.co.uk confirming your registration. This email has links to the relevant SIMS Online Service sign in page. All SIMS Online Service sign in URLs are listed in the *How do I sign in?* section.

How do I sign in?

Once the registration process is complete, users can sign in via the following URLs.

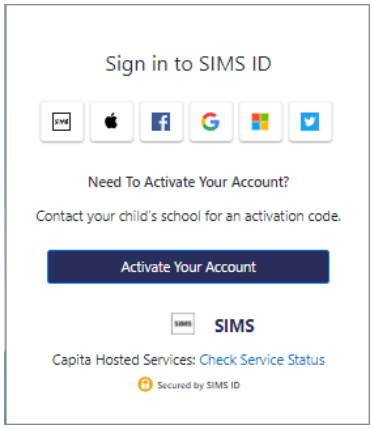
For Parents	https://www.sims-parent.co.uk or via the SIMS Parent app*
For Students	https://www.sims-student.co.uk or via the SIMS Student app*

For Schools

- Product Admin Portal — https://admin.sims.co.uk
- Parental Engagement Portal — https://www.sims-engagement.co.uk
- Activities Portal — https://organiser.sims-activities.co.uk

* The apps are available for iOS and Android devices via the Play Store or iTunes.

1. Click the icon for the account that you registered with.

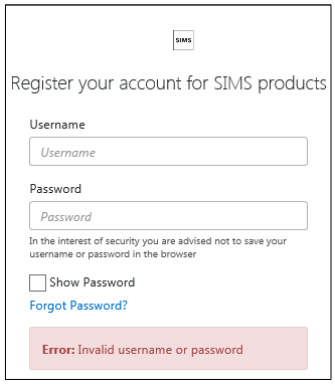


A new window will open.

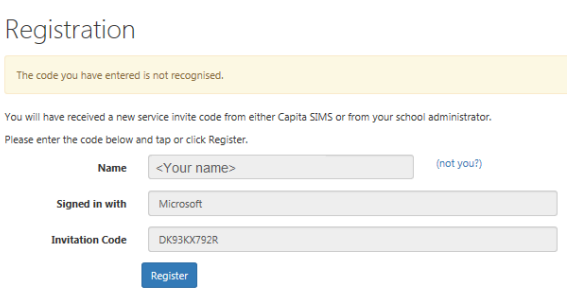
2. Enter your sign in details.

Troubleshooting: Why can't I register?

- If you do not 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 Third Party account providers to continue the registration process.



- If you see **The code you have entered is not recognised** message, this means that you have either tried to register using a code belonging to another person (e.g. a parent using a child's SIMS Student invitation to try to register for SIMS Parent) 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. Check you are signed in with the correct Third Party account.



Who do I contact for help?

If you have a question about your SIMS Online Services Account, please contact your school using your school's usual communication routes (e.g. phone, email).

All SIMS Online Services have a **Help** button linked to the Capita Software Support Portal:

- SIMS Parent users can access **Help** via the SIMS Parent for Parents Documentation Centre.
- SIMS Student users can access **Help** via the SIMS Student Documentation Centre.
- School staff users can access **Help** via the SIMS Parent for Schools Documentation Centre.

*NOTE: Your school does not have visibility of the **Feedback** items that you record on the Capita Software Support Portal. Please do not use the **Feedback** facility to request changes to your account as your school will not receive your request.*

If you need help with your Third Party account password, please contact your account provider (Apple ID, Facebook, Google, Microsoft (including Office 365) or Twitter).