

Apple Devices: Security Certificate Error when Registering for the SIMS Parent App.

There have been issues where some users who were attempting to access SIMS Parent on Apple devices were either receiving a security/certificate error or the error "Failed to load user profile" when using the app. Some devices may experience the security/certificate error when accessing the website id.sims.co.uk rather than SIMS-Parent.co.uk.

If you are receiving these errors and have an alternative device (PC/Laptop/Android phone) then please register on those devices.

If you have just the one Apple device could you try the following:

1. Go to <https://registration.sims.co.uk/>
2. Click 'Register with an External Account' at the bottom
3. Select one of the icons under 'OR' to sign in with your third party account e.g. Google/Microsoft/Facebook/Twitter
4. It should then ask you to manually enter in the Invitation Code - This can be found in the invitation email you have received
5. Finally click 'Register'

If you still receive the error when accessing <https://registration.sims.co.uk> please let us know so we can inform the software provider.

Once registered you should be able to download the SIMS Parent app on your phone or tablet and sign in and use the app as expected.