



SIMS Parent App - Getting Started

Frequently Asked Questions (FAQ's) Questions



Question	Answer
<i>What devices can I use to access SIMS Parent?</i>	<p>SIMS Parent can be accessed via any desktop PC or laptop.</p> <p>The SIMS Parent app can be accessed on Apple or Android devices. SIMS Parent supports Android version 4.4 (kitkat) and above, and IOS version 8 and above.</p>
<i>How do I download the app?</i>	<p>The SIMS Parent app can be downloaded for free from the Apple Store or the Play Store. Please refer to the guide on the school website.</p>
<i>How do I log in for the first time?</i>	<p>Full instructions for registering a SIMS Parent account can be found in the guide on the school website.</p>
<i>I can't find my account registration email. What should I do?</i>	<p>If you cannot find the account registration email, <i>please check your junk mail and ensure it has not been marked as SPAM.</i></p> <p>If you still have not received your account registration email, please contact your school directly to check whether they have sent the email to the correct email address.</p>
<i>How do I log in?</i>	<p>You will have received an email invitation from your school directing you to complete the registration process for SIMS Parent.</p> <p>Parents can access the SIMS Parent website by going to https://www.sims-parent.co.uk or via the SIMS Parent app.</p> <p>Once the SIMS Parent app is downloaded onto a mobile device, an icon will be available on the device menu that will take you directly to the app.</p> <p>Registration for SIMS Parent is completed via the SIMS ID website, where you can select the account provider you wish to register and sign in with.</p>
<i>I can't remember my password. What should I do?</i>	<p>Visit the website of your account provider (i.e. Microsoft, Google, Facebook or Twitter) and follow their instructions for resetting your password.</p>
<i>Do I need to register separately for each of my children attending this school?</i>	<p>No. When you sign in to SIMS Parent, events and information for all of your children attending this school will be displayed in one place.</p>
<i>If I have children who attend different schools, and if each of the schools is using SIMS Parent, can I view all of my children in one place?</i>	<p>It is possible for parents to use the same login details to register with multiple SIMS Parent schools. This will allow users to change school once inside SIMS Parent from a drop-down menu located on the school name in the top right-hand corner of the page.</p>
<i>Why can't I access the SIMS Parent site or why does the page not load correctly?</i>	<p>Ensure your internet browsers are up-to-date. If your internet browser is up-to-date and you are still experiencing problems, please contact your school directly for assistance.</p>
<i>I have signed into SIMS Parent before but I can't sign in now. What should I do?</i>	<p>Ensure you are logged in with the correct account (i.e. the account you used during the SIMS Parent registration process).</p>