

# SIMS Parent App - Getting Started

## 1: Download SIMS Parent App

From the Apple App Store or Google Play Store, search for SIMS Parent and download app to your phone or tablet.



SIMS parent can also be accessed using:  
[www.sims-parent.co.uk](http://www.sims-parent.co.uk)

## 2: Registration Email

You will receive a SIMS Online Services registration email (similar to the one below) from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) containing a unique invitation code. Click on the link in the email. This invitation has been sent to the email address that you provided on the SIMS Parent App Data Collection Form

Check the Spam folder in your email if you haven't received the registration email

**From:** [noreply@sims.co.uk](mailto:noreply@sims.co.uk)

**Date:** 18<sup>th</sup> October 2019 at 10:11:48 BST

**To:** <your email address is written here>

**Subject:** School Name – SIMS Online Services Invite

You have been invited to join the SIMS Online Services for [SCHOOL NAME]

To join simply click this link. The link is valid for 90 days from today.

## 3: Sign in to SIMS Parent

To sign in to SIMS Parent you will need one of the following accounts: Microsoft, Office 365, Google, Facebook or Twitter.



## 4: Troubleshooting

What If?	What to do
How do I download the app	SIMS Parent is available from either the Apple App Store or the Google Play store. Search for SIMS Parent
I can't download apps to my phone	SIMS Parent is accessible from the following web address <a href="http://www.sims-parent.co.uk">www.sims-parent.co.uk</a>
I haven't received an email invitation	Check the SPAM folder in your email Contact the school, ensure that we have the correct email address recorded for you, we will then re-issue an invitation You have 90 days to complete the sign in process before the invitation expires
I don't have any of the accounts required Microsoft, Twitter, Google, Facebook, Office365	You will need to setup an account with one of the third party providers
I have missed the deadline on the invitation email.	Contact the school and let us know so that a new invitation can be sent out.

## 5: Another Approach

Parents may use the above link to attempt to set up the App. You will still need to log in using one of the account types mentioned in Section 3 of this help sheet.

<https://id.sims.co.uk/registration/home/soscode>

If you are prompted to enter a personalised code – this can be provided by the school.

If prompted to enter DOB details – please use the format dd/mm/yyyy – including the /'s.