PHILIPS HIGH SCHOOL
SUCCESS, TOGETHER, ASPIRE, RESPECT

SIMS Parent App Quick Start Parent User Guide

September 2022

What is the SIMS Parent App?

What will you find in the SIMS Parent App:

- School term, inset dates and contact details available at the click of a button.
- Access to electronically update your contact details, for up-to-date emergency information.
- Important push messages from school, including event reminders and newsletters.
- Information about your child's attendance, assessment and school clubs.
- Conduct, Options Online and other services.

The SIMS Parent App can either be downloaded for Android or Apple devices, or accessed directly via the website. There is no charge for accessing the Parent App.

Please read this Quick Start guide in full, before proceeding.

What do I need to register for the SIMS Parent App?

We recommend completing the registration process from a desktop computer or tablet

Before beginning the registration process, you will need the following:

- Your unique registration email.

We will send to you a registration email that contains a registration link and an invitation code. This email will be sent from Capita SIMS (noreply@sims.co.uk) to your email address that is stored in our database. If you cannot find this email, please check your junk mail and ensure it has not been marked as spam/junk, if you still can not find the email we may have the wrong email address for you, please contact the school to update it.

- The date of birth of one of your children who attends the school.

- Either a Microsoft (including Office 365), Google, Facebook, Twitter or SIMS ID account. You can use an existing account (e.g. a Hotmail account) or create a new one online - they are free and easy to set up and you can use any valid email address and password.

How do I register for the SIMS Parent App?

Open the registration email and click the link as instructed. A new internet window will open and you will be asked to log in/regsiter.

Users should register with either a Microsoft (including Office 365), Google, Facebook or Twitter account. Click the icon for the relevant Third Party account and you will be directed to sign in using your existing details (i.e. your username and password for that existing account).

IMPORTANT NOTE: Before completing the registration process, you should be signed out from the chosen account you're planning on using to register with (e.g Hotmail, Google etc.) Alternatively, the registration process should be carried out in a private browser window.

You will now be guided through the login process.

Once logged in, you will be asked if you want to authorise SIMS Parent to use your account. Confirm that you authorise this permission.

You will now be asked for your invitation code. If you were able to click the link in the email you received, 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**.

Enter the Date of Birth of **one of your children attending the school** (not your date of birth). This is for security purposes only and this information will not be used in the SIMS Parent system.

Click the **Register** button to continue.

NOTE: Users with multiple roles 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 should not register as both. Once registered, all of the relevant parent and teacher information will be available.

How do I download the SIMS Parent App?

The SIMS Parent app can be downloaded for free from the Apple Store (iOS) or the Play Store (Android).

- Open the Play Store or Apple Store on your device. Using the Search facility, enter **SIMS Parent**.

- Select **SIMS Parent** by Capita **Plc** from the search results.
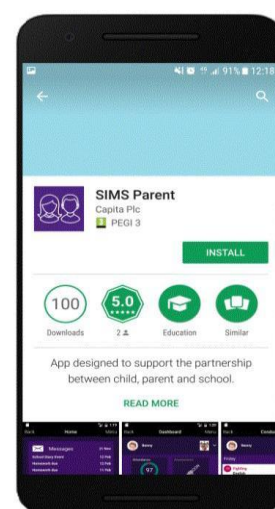
- Tap **INSTALL** to download the app.

Once the app has downloaded successfully, tap **Open** to login and start using the app.

Please allow any notifications, if prompted to do so.
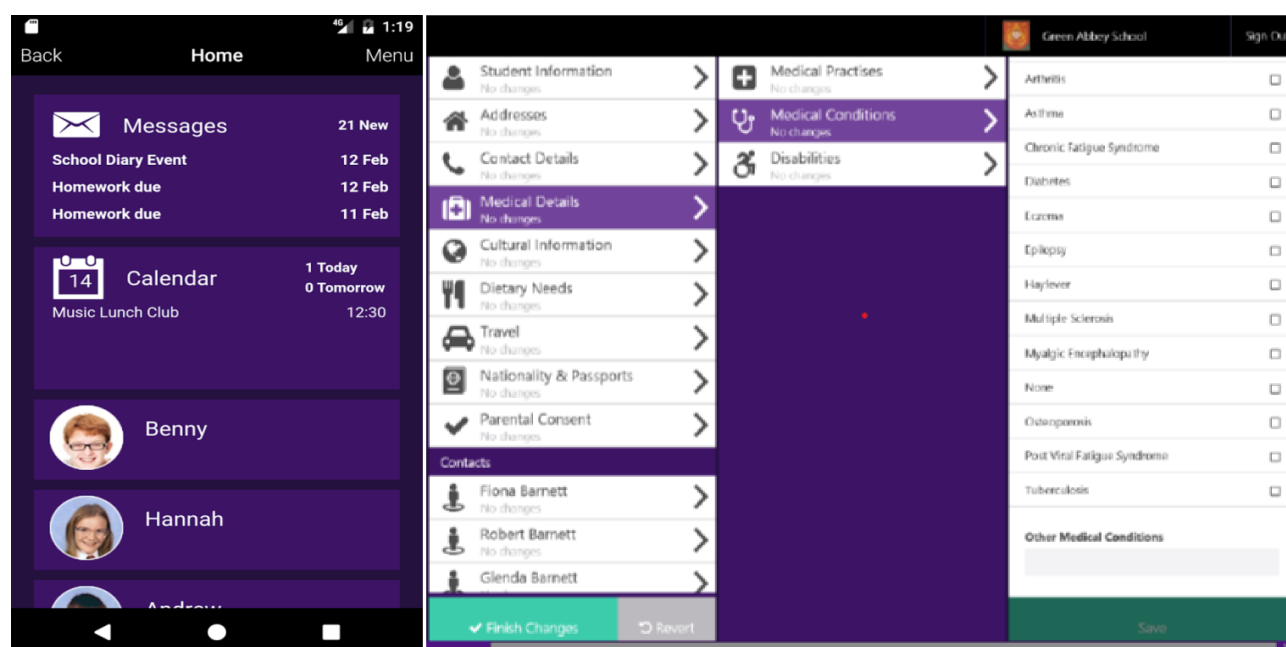
How do I sign in to the SIMS Parent App?

Click the icon for the relevant Third Party account that you registered with e.g. Google or Facebook. Enter your Sign in details.

I don't have a smart phone, how can I access the SIMS Parent App?

If you have access to a tablet device, laptop, desktop computer you can sign in via the following website https://www.sims-parent.co.uk , selecting the icon for the relevant Third Party account that you previously registered with.

If you are using a shared computer or a computer at a public library etc, ensure that you sign out of the Parent App website after use

How to use the Data Collection Sheet feature

Once you have signed into the SIMS Parent App or SIMS Parent website, you will be able to see your child(ren), tap on each child to go through to the options available, in this case Data Collection Sheet. You will also be able to see timetables, reports, conduct, activities etc

Click **Data Collection Sheet** to view the data which your school has requested you to add/update. The first **Addresses** and **Telephone & Emails** section that you are able to see, underneath your child's name are their contact details, not your contact details.

If you wish to amend the emergency contacts, including your own, scroll down the page, and you will see a **Contacts** section. If you can only see yourself under the **Contacts** section, this is a school setting for security purposes. You will need to contact the school to update other contacts' details.

If, once you have reviewed the data, there are no changes, please ensure that you tap/click the **Confirm No Changes** button. If you have made any changes, please make sure you tap/click all of the following buttons to ensure that changes are submitted back to the school:

- **Save**
- **Back to Student**
- **Finish Changes**
- **Submit Changes**

Once the school has reviewed your changes, you will receive a message within the SIMS Parent App Messages section to confirm that they have been approved.

If you have submitted changes, but have not yet had them approved, the Data Collection Sheet will show with a Padlock icon, which means no further changes can be made until the school has approved the last submission. Once they have approved the previous changes, the Padlock icon will disappear.

Accessing the School Details screen

On the right hand top corner of the screen, there is a **Menu** option. If you tap **Menu**, a list of options will be presented. If you tap on **School Details**, you will be presented with the Address and Contact Details of the school, as well as useful Term Dates for the current Academic Year, including any planned Inset Days.

Accessing the Messages/School Calendar screens

To access the messages or school calendar screen, click the relevant icon from the menu.

Messages and **Calendar** events can be filtered by child or by category, by clicking the **Filter** option.

FAQs & Troubleshooting

What devices can I use to access SIMS Parent?

SIMS Parent can be accessed via any desktop PC or laptop. The SIMS Parent app can be accessed on Apple or Android devices. SIMS Parent supports Android version 4.4 and above, and IOS version 8 and above.

How do I download the app?

The SIMS Parent app can be downloaded for free from the Apple Store or the Play Store.

I can't find my account registration email. What should I do?

If you cannot find the account registration email, please check your junk mail and ensure it has not been marked as SPAM. If you still have not received your account registration email, please contact info@philipshgih.co.uk . Registration emails expire after a certain time, so you may need to request a new registration email if yours has expired.

I can't remember my password. What should I do?

Visit the website of your account provider (i.e. Microsoft, Google, Facebook or Twitter) and follow their instructions for resetting your password.

Do I need to register separately for each of my children of school age?

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. 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. This means only one app for all children.

Using the App

I have signed into SIMS Parent before but I can't sign in now. What should I do?

Ensure you are logged in with the correct account (i.e. the account you used during the SIMS Parent registration process). To sign out of an incorrect account, visit the account provider's website (e.g. Google, Facebook, etc.) and sign out. Close the browser completely. Open a new browser window and log in to SIMS Parent, using the account details you used during the registration process. If you still cannot sign in to SIMS Parent having followed the advice in this section, please contact info@philipshgih.co.uk

Data Collection Sheets

Why can't I open the Data Collection Sheet for my child?

If the Data Collection Sheet is not visible from SIMS Parent for your child, you may not meet the criteria required for submitting changes to your child's account. Currently a registered child contact must have parental responsibility, be contact priority number 1 and live at the same address as the child. Contact the school directly for assistance.

There is a padlock icon on the Data Collection Sheet area, what does this mean?

If you can see the Data Collection Sheet but it is locked (a padlock icon will be displayed), the Data Collection Sheet has been previously submitted and is waiting for a school administrator to authorise and apply the changes. Once the changes have been applied, the Data Collection Sheet will become available again.