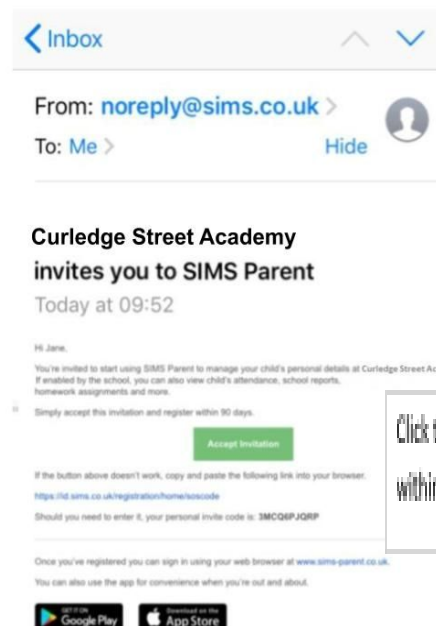




## Getting started - support sheet

From the activation email sent to your home email address from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) simply click on the link from your tablet, pc or smartphone to activate your account. You can then login using your normal Facebook, Twitter, Google or Microsoft username and password. You will be able to see all children for whom you have parental responsibility on the app once registered, or you can easily create an account on any of the platforms.

The email will be from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) in your Inbox. If not there, **check in your Junk mail.**



Log in with your preferred account. Please **DO NOT** try and register with Sims ID as this is an internal registration system and will not work for parents.





id.sims.co.uk

school administrator.

Please enter the code below and tap or click Register.

Name

Jane

(not you?)

Signed in with

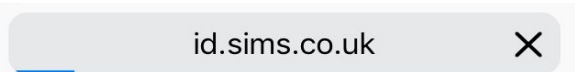
Google

Invitation Code

3MCQ6PJQRP

Register

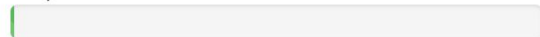
The invitation code field may be populated automatically. If not, copy and paste in the code from the email invitation.



## Registration - Account Creation

Your account is being set up and configured. You will be automatically redirected when this process is complete...

Elapsed 2 seconds



## Registration - Answer Security Questions

You are required to provide a second piece of information to confirm your identity.

What is the date of birth of one of your children at the school? (dd/mm/yyyy)



Please enter your answer

Verify

Enter the date of birth of one of your children at the academy using dd/mm/yyyy format

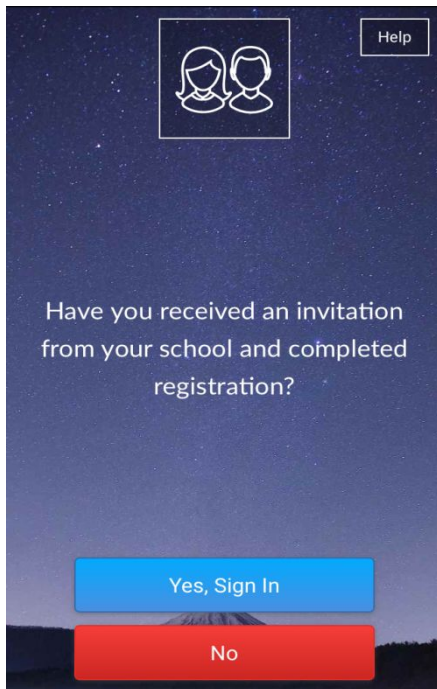
Your account is being created. This should take no longer than 30 seconds. You will be redirected back to the 'choose an account' page afterwards.

🔍 sims parent app ✕ Cancel

 **SIMS Parent**  
Education   
★★★★☆ 97



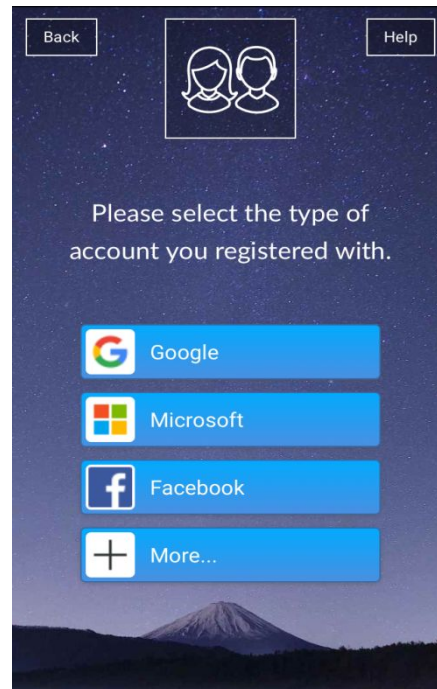
Once registered you can enter the the Sims parent app by downloading this for free via the Apple store, Google play store (Android) or [www.sims-parent.co.uk](http://www.sims-parent.co.uk)



Have you received an invitation from your school and completed registration?


[Yes, Sign In](#)


[No](#)





Please select the type of account you registered with.

- [Google](#)
- [Microsoft](#)
- [Facebook](#)
- [More...](#)

Done [accounts.google.com](#) 

 Sign in with Google

Done [accounts.google.com](#) 

 Sign in with Google

**Sign in**


Continue to [sims.co.uk](http://sims.co.uk)


Email or phone

[Forgot email?](#)

To continue, Google will share your name, email address, language preference and profile picture with sims.co.uk.

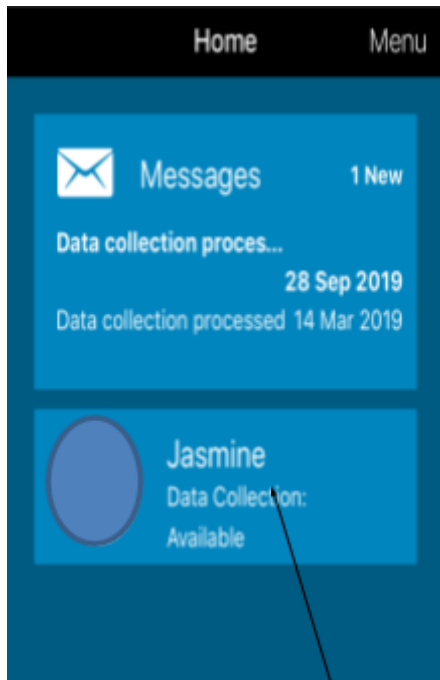
**Welcome**

 @googlemail.com

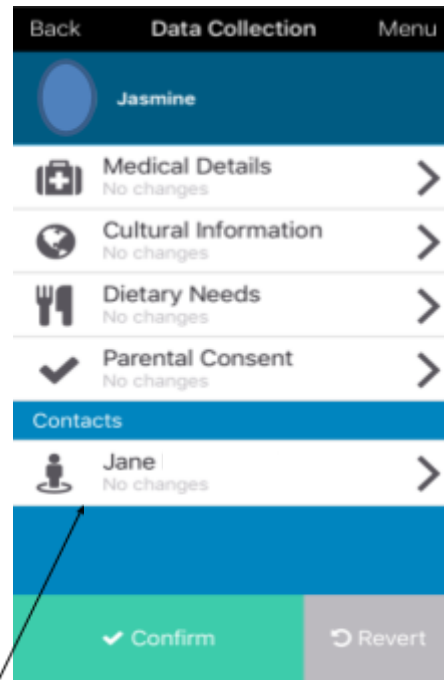
Enter your password 

To continue, Google will share your name, email address, language preference and profile picture with sims.co.uk.

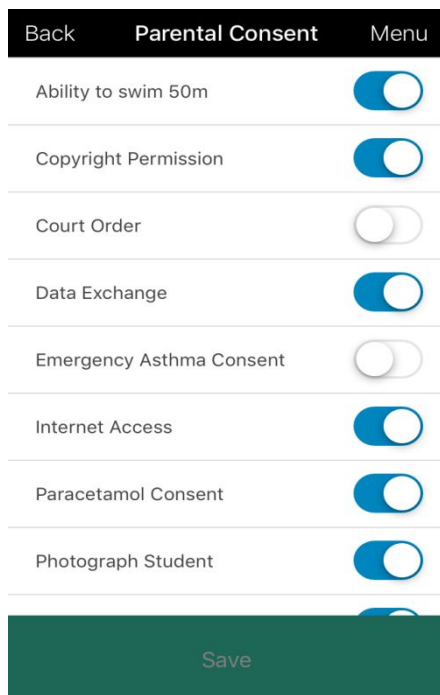
Sign in using the credentials you registered with.



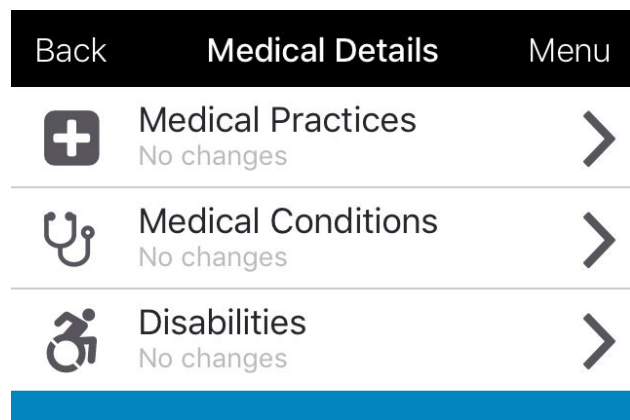
By clicking on your child's name parents/guardians can amend these details only – Medical details, Cultural information, Dietary needs, and Parental consents.



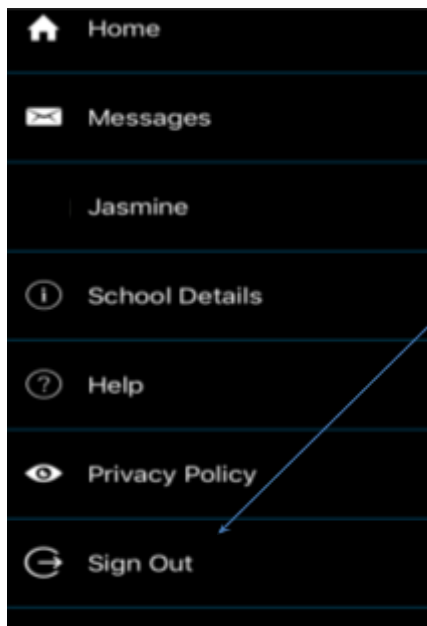
Parents/Guardians can also amend their own details only by clicking on your name. Please make sure you confirm any changes made.



Please make sure any changes have been saved.



Parents/guardians need to ensure the Academy have the most up to date medical details in case of an emergency.



**Security** - Please be aware that Sims parent will remain active on your device unless you sign out. This can be done by visiting the menu at the top right of the homepage. Please also ensure you have adequate security settings on your device for example a pass code.

#### Useful Questions & Answers:

**1. How do I download the app?**

The SIMS Parent app can be downloaded for free from the Apple Store or the Play Store. [Click here](#) for more information

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

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 the Academy directly to make sure the correct email address is on the system. [sims@paigntonacademy.org](mailto:sims@paigntonacademy.org)

**3. How do I log in? (Please refer to step by step guide)**

Parents will have received an email invitation from the Academy directing them to complete the registration process for Sims Parent Lite.

Parents can access the Sims Parent website by going to <https://www.sims-parent.co.uk> or via the Sims Parent App.

Once the app is downloaded onto your device, click the icon and this will take you directly to the app.

**4. 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.

**5. Do I need to register separately for each of my children attending the Academy?**

No. When you sign in to Sims Parent Lite you will be able to see all your children displayed in one place.

**6. Why can't I access the Sims Parent site or why does the page not load correctly?**

Ensure your internet browser is up to date.

If your internet browser is up to date and you are still experiencing problems, please contact the Academy.

**7. I have signed into Sims Parent lite before but I can't sign in now. What should I do?**

Ensure you are logged in using the correct account (i.e. the account you used during the Sims Parent Lite 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.

Alternatively, try accessing Sims Parent Lite through a private browser window; this will ignore any other logged in accounts.

If you still cannot sign in to Sims Parent Lite having followed the advice in this section, please contact the Academy directly.

**8. Why can't I open the data collection sheet for my child?**

If the data collection sheet is not visible from Sims Parent Lite for your child, you may not meet the criteria required for submitting changes to your child's account. A registered child contact must live at the same address as the child in order to be eligible to make updates to the data collection sheet.

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 the Academy staff to authorise and apply the changes. Once the changes have been applied, the data collection sheet will become available again.

**9. How do I stop my child's other contacts seeing my contact details in the data collection sheet?**

The Academy has set your contact details as hidden from the other contacts linked to your child's account. They will not be able to see, amend or access your details.

Please see our Receptionist should you have any further issues