



# Sullivan Upper School

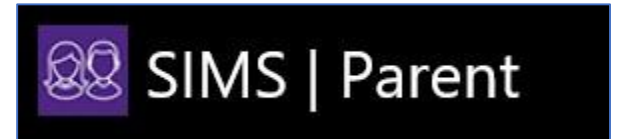
# SIMS Parent App Set-up Guide

## What is the SIMS Parent App?

**SIMS Parent App** is a secure online service. This App will enable you to see accessible information about your child in real time.

What will you find in the SIMS Parent App:

- view your child's timetable and school term dates at the click of a button;
- information on your child's attendance;
- the ability to electronically amend your contact details, via the Data Collection tile, to ensure emergency information is up-to-date.



The App is designed for use by all parents/guardians, who can access the information remotely, through a PC or mobile devices, such as laptops, tablets and smartphones. **SIMS Parent App** will be accessible to parents/guardians who have parental responsibility of pupils in Years 8-14.

**From January 2022, all Sullivan Upper School Reports will be published through SIMS Parents App only and therefore paper copies of School Reports will no longer be issued but will be available to download within the SIMS Parent App.**

The **SIMS Parent App** is an on-demand app, which can either be downloaded to an Android or Apple phone, or accessed via a website. There is no charge for accessing the Parent App.

**Please read through this Set Up guide in full.**



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

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

- 1. Your unique registration email.** Your school will send to you a registration email that contains a registration link and an invitation code. This email will be sent from SIMS ([noreply@sims.co.uk](mailto:noreply@sims.co.uk)). If you cannot find this email, please check your junk mail and ensure it has not been marked as spam/junk.
- 2. The date of birth of one of your children** who attends the school.
- 3. Either a Microsoft (including Office 365), Google, Facebook or Twitter account.** You can use an existing External Account (eg 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. **If you use SIMS Parent for a child at another school, you will need to use your existing account.**



## Step 1 Activation-Email

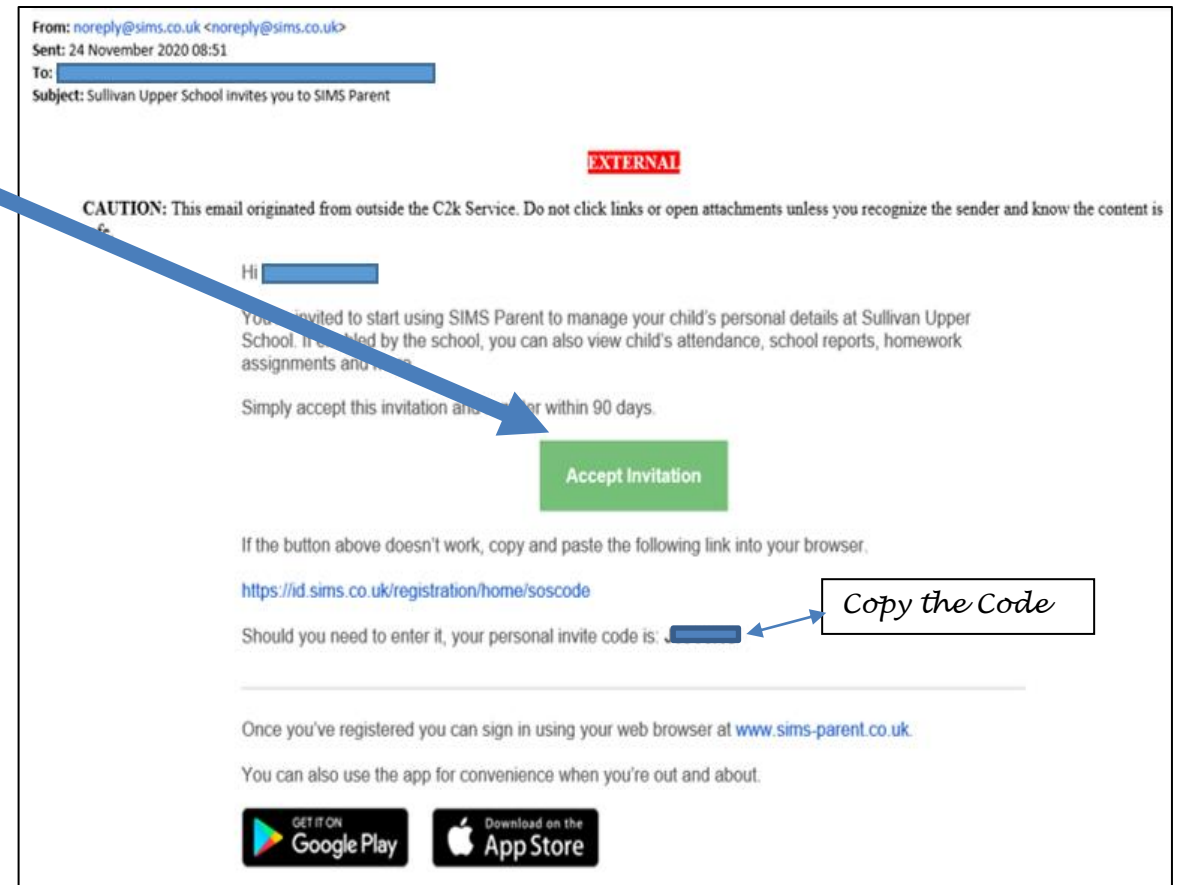
Parents will be sent an activation-email from [noreply@sims.co.uk](mailto:noreply@sims.co.uk).

Copy the personal invite code. Simply click **Accept Invitation** from your **tablet, PC or smartphone** to activate your account.

The activation-email will be sent to the email address which we currently hold on our system.

**If you do not receive the activation-email, please check your SPAM or JUNK folder.**

If the activation-email is not in your junk folder, please contact the school to ensure we have your correct email address on our system.





## Step 2

# Register with an External Account

After you have clicked **Accept Invitation**, a new Internet browser window will open (see right for example, though it will depend if you are on a smartphone, tablet or PC what it will look like).

**DO NOT** complete the top part of the page.

Scroll down and please click - **Register with an External Account**.

**SIMS**

### Activate Your Account

So that we can confirm your identity, please enter your email address and personal invitation code.

Username

Invitation Code

**Next**

Alternatively you may complete the registration using an External Account.

**Register with an External Account**

Secured by SIMS ID  
ESS Hosted Services: [Check Service Status](#)



## Step 3 Select External Account

You will be asked to sign in using one of the **options** given (please read the **instructions on next page in full** before registering to ensure the correct option has been selected)..

**DO NOT** complete the top part of the page. Scroll down until you see the options.

You should **login using an existing External Account** ie your **normal** username and password which you use to login to **Facebook, Google, Microsoft or Twitter** [rather than set up another account specifically for SIMS Parent].

If you do not already have one of these accounts, you will need to set one up to register the Parent App. When you are logging in for the first time, please make sure all your browser windows are closed.

The screenshot shows the login page for SIMS Parent. At the top, it says "Register your account for SIMS products". Below this are fields for "Username" (with a hint "This is usually an email address") and "Password". There is a "Show Password" checkbox and a "Forgot Password?" link. A dark blue "Sign in" button is present. Below the button is an "OR" separator and a row of social media login buttons: Apple (with a red 'X' over it), Facebook, Google, Microsoft, and Twitter. A green oval highlights these social media buttons, and a blue arrow points from the text "login using an existing External Account" to this oval. A yellow callout box with a red arrow points to the Apple button, containing the text "Do not use the Apple button". At the bottom, there are logos for "ESS" and "SIMS", a "Check Service Status" link, and a "Secured by SIMS ID" badge. A large red 'X' is drawn over the top half of the page, indicating that registration should not be completed.

# External Account



Only 4 options are available to sign in.

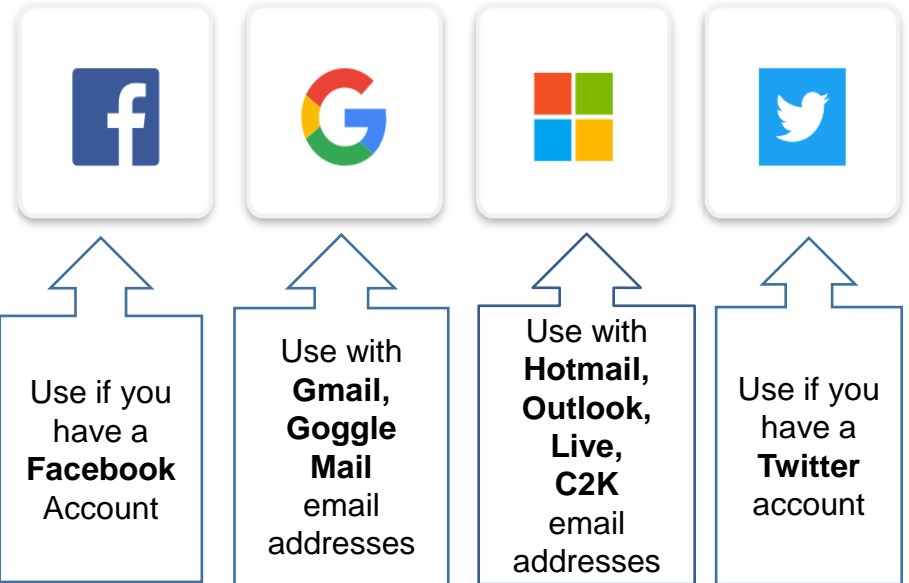
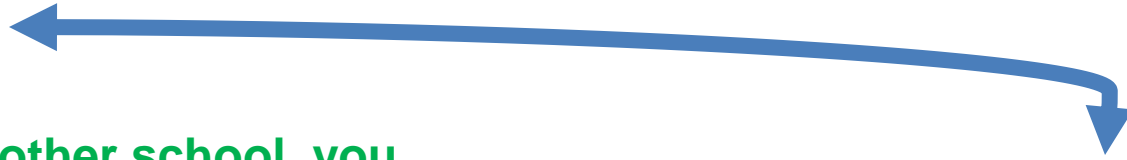
If you use SIMS Parent for a child at another school, you will need to use your existing account.

If you use a **BT or Yahoo email** for example, you will need to use another account type from the list, ie, Facebook or Twitter.

Parents should note that Sullivan Upper School does not see or have any access to the option/account you use.

Please note that your activation email is unique to you and should not be used by anyone else. If you require an additional login then please contact the school.

Your activation email will expire after 90 days if it is not used, please contact your school if you require a replacement after this date.

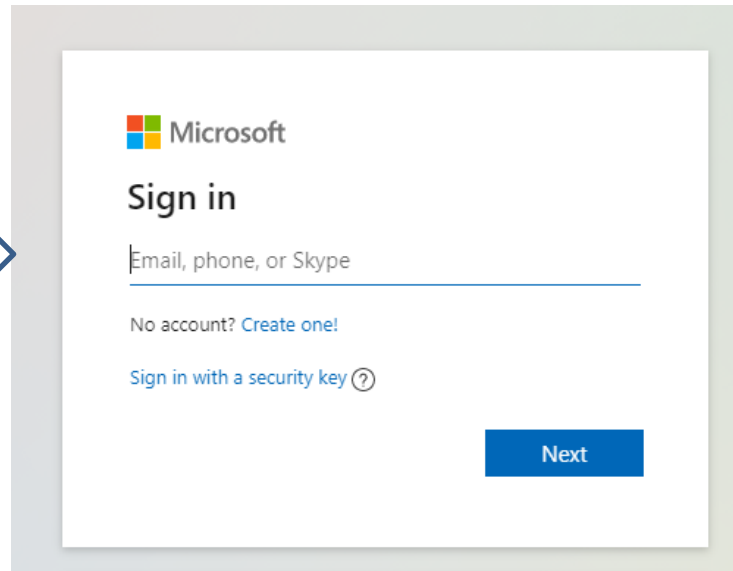




## Step 4 Login to External Account

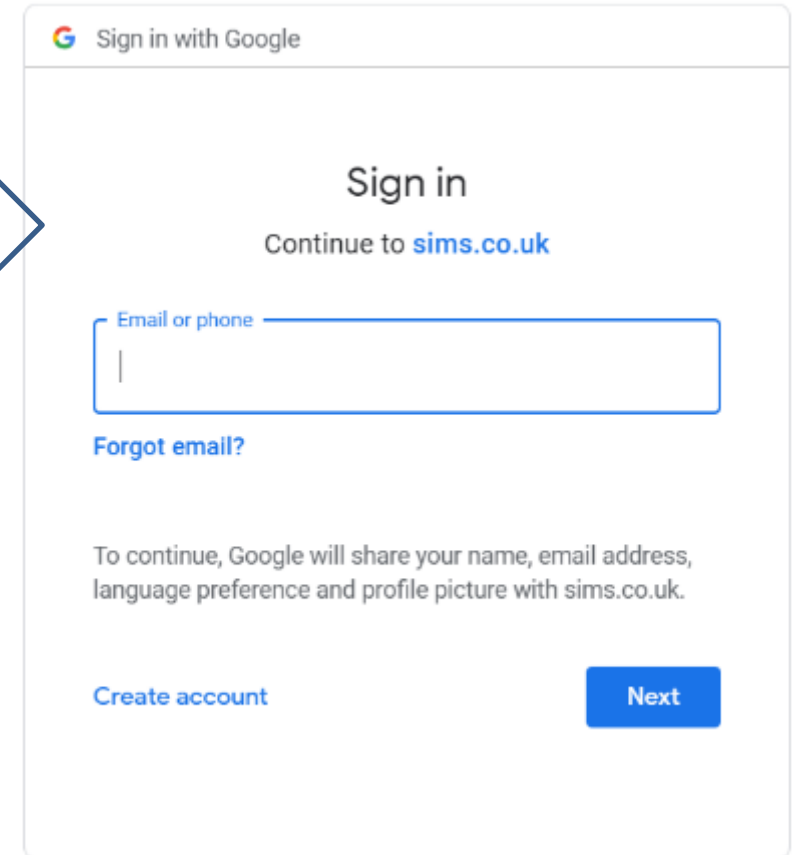
Once **one** of the 4 options (**Facebook, Google, Microsoft, Twitter**) has been selected, you will be asked to login using your normal External Account login details for that account

Example login window for Microsoft



The screenshot shows the Microsoft sign-in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the placeholder "Email, phone, or Skype". Below the input field, there are two links: "No account? Create one!" and "Sign in with a security key" with a question mark icon. At the bottom right, there is a blue "Next" button.

Example login window for Google



The screenshot shows the Google sign-in interface. At the top left is the Google logo followed by the text "Sign in with Google". In the center, it says "Sign in" and "Continue to [sims.co.uk](#)". Below this is a text input field with the placeholder "Email or phone". Underneath the input field is a link "Forgot email?". Further down, a paragraph of text states: "To continue, Google will share your name, email address, language preference and profile picture with [sims.co.uk](#)." At the bottom left, there is a link "Create account", and at the bottom right, there is a blue "Next" button.



## **Step 5** **Enter Invitation Code**

A window will open with the **SIMS Registration Form** – this should autocomplete, with your name, chosen sign-in account and Invitation Code.

If the Invitation Code does not populate automatically, then copy and paste the code from the invitation-email.

Select **Register**.

← → ↻ id.sims.co.uk/registration/

SIMS

### Registration

You will have received a new service invite code from either SIMS or from your school administrator.  
Please enter the code below and tap or click Register.

Name  (not you?)

Signed in with

Invitation code

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## Step 6

### Enter Date of birth of child

Parents will then be asked for the **date of birth of one of their children** at the school, in the form dd/mm/yyyy (eg 07/09/2005).

You may be asked for other information to confirm your identity.

Select **Verify**.

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 school using dd/mm/yyyy format.

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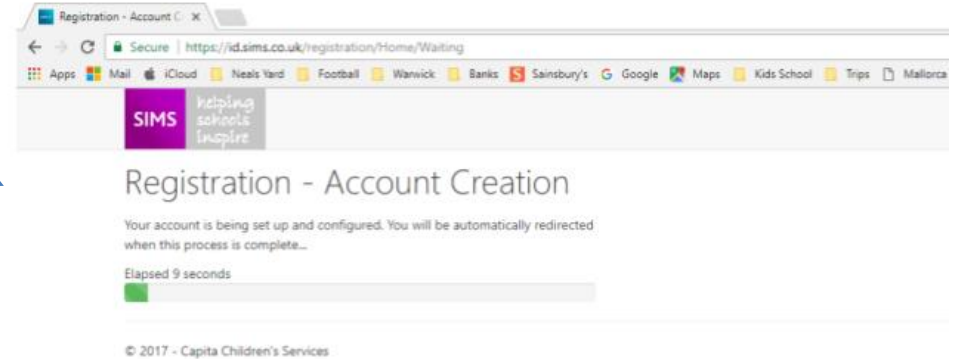
**If the invite code and the information you provide as a security check do not match, your registration attempt will fail.**



## Step 7

# Successful registration

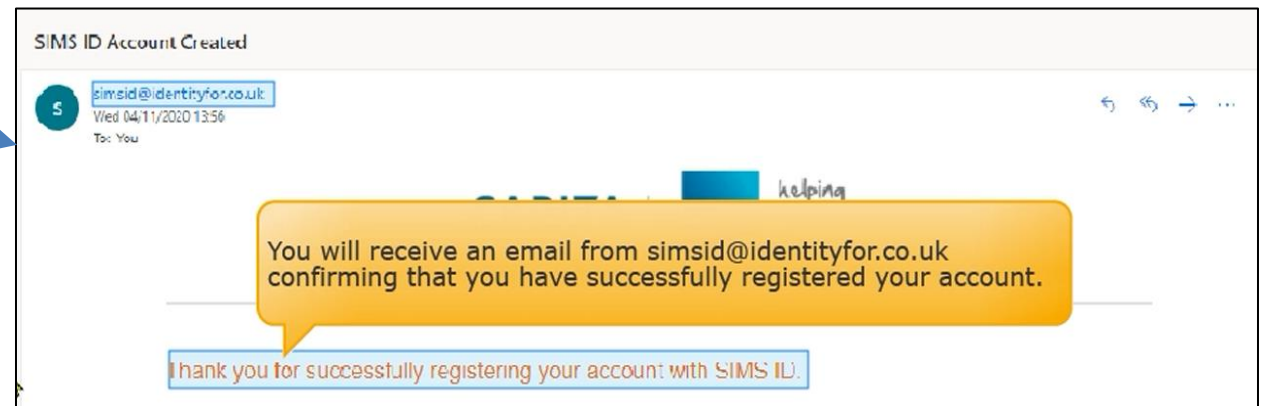
You should see this window – Registration – Account Creation, this may take a few seconds to complete.



It may take a few hours but you should receive an email from [simsid@identityfor.co.uk](mailto:simsid@identityfor.co.uk) confirming you have successfully registered your account.

Please **check your SPAM or JUNK folder.**

You might be asked to verify your account.





## Download App

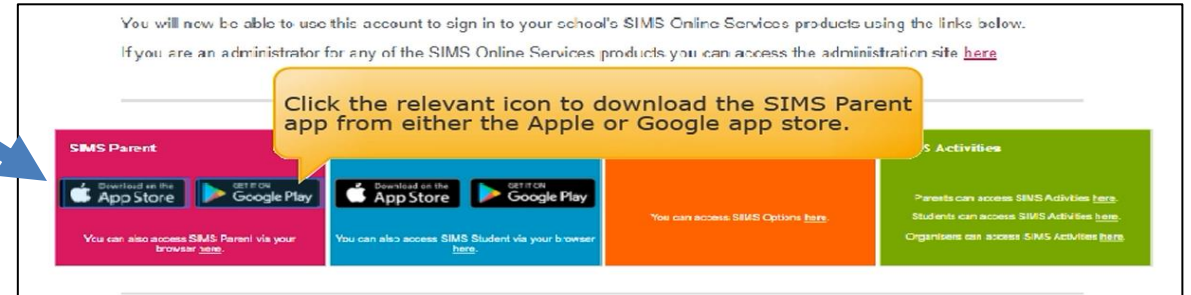
From your **smartphone or tablet**, download the App from the **Google Play** or **Apple App store** - search for **SIMS Parent**.

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 register and start using the app.

Please **allow any notifications**, if prompted to do so.





## *Sign-in to App*

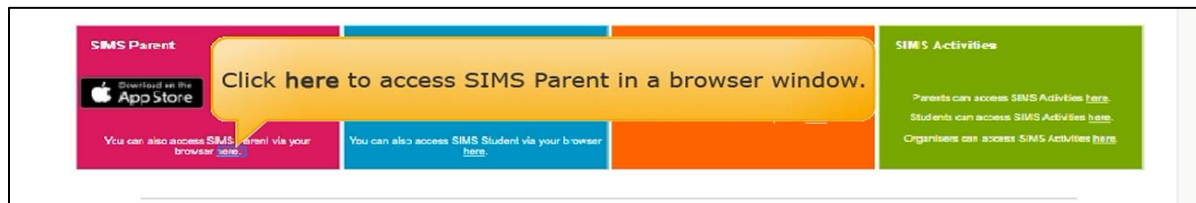
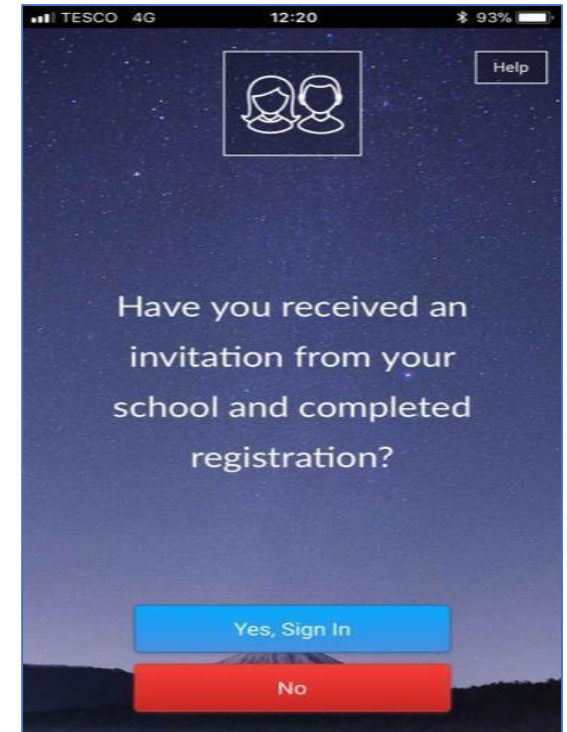
### How do I sign in to the SIMS Parent App?

Click the icon for the relevant External Account that you registered with eg [Google](#), [Facebook](#), [Microsoft](#), [Twitter](#). 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 External Account that you previously registered with.

Ensure that you sign out of the Parent App website after use, if you are using a shared computer or a computer at a public library or internet café.

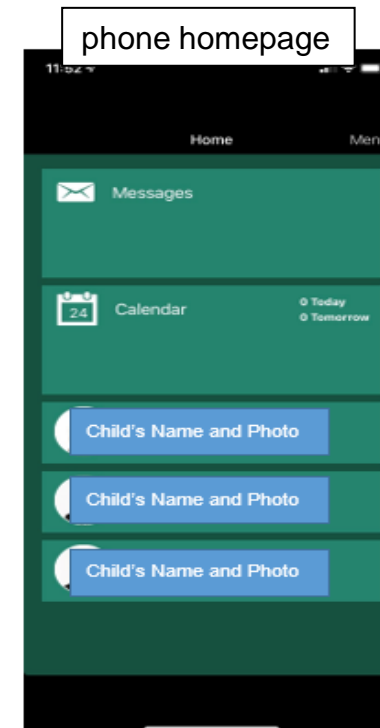
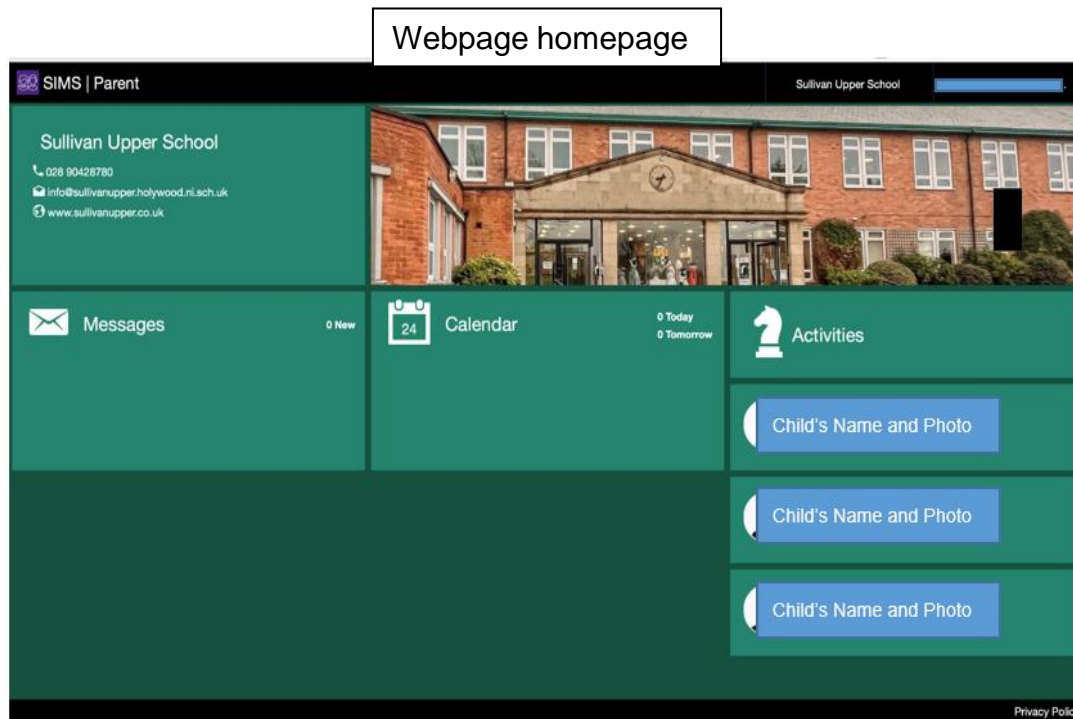




## **SIMS Parent App**

You may now login to either the App on your smartphone/tablet **OR** PC/web browser but remember to use the chosen option when you registered your account, ie **Facebook, Google, Microsoft or Twitter.**

**Below is what you will see when you log on.**





## 1. FREQUENTLY ASKED QUESTIONS

### **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.

### **How do I download the app?**

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

### **How do I log in for the first time?**

Full instructions for registering a SIMS Parent account can be found in this set-up guide before you can log on for the first time.

### **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 the school directly. Registration emails expire after a certain time, so you may need to request a new registration email if yours has expired.

### **I do not have any of the External Accounts listed (ie Facebook, Twitter, Google, Microsoft).**

You will need to set up an account to access and use the system.

### **What do I do if I forget my External Account Details?**

If you forget which External account you used to register, please contact your school who can unregister your existing account and issue you with a new invitation. You can then re-register with the External Account of your choice. Following re-registration, you will once again be able to access your account.

### **What happens if I change my External Account password?**

Changing your External Account password will not affect your ability to sign into SIMS Online Services.

## 2. FREQUENTLY ASKED QUESTIONS



### **I have followed the steps listed on the Set-up Guide and I am unable to gain access**

Contact the School via email ([info@sullivanupper.holywood.ni.sch.uk](mailto:info@sullivanupper.holywood.ni.sch.uk)) and give 'your name/contact number, pupil name/class' so we may investigate the problem, use SIMS Parent App as the subject of the email.

### **How do I access SIMS Parent after registration?**

Use <https://www.sims-parent.co.uk/> on a PC, laptop or tablet **OR** the SIMS Parent App (available for iOS and Android devices ). Remember, always use the credential you registered to sign in (Facebook, Google, Microsoft, Twitter).

### **I can't download the Parent App**

SIMS Parent is accessible online as a web page at <https://www.sims-parent.co.uk/>. This does not require an App to be installed on a Phone or tablet and can be accessed via any web browser.

### **I have signed in to SIMS Parent but I cannot see any data. What should I Do?**

If you cannot see any data, please contact your school directly for assistance.

### **I cannot see all of my children in SIMS Parent. What should I do?**

If all your children are at the same school, you should be able to see them. If you cannot, please contact your school directly for assistance.

If your children are at different schools, and each school uses SIMS Parent, and you have accepted your invitation from each school, you will be able to see their information, but you will need to view each school's information separately within SIMS Parent.

### **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?**

It is now 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.

# 3. FREQUENTLY ASKED QUESTIONS



## Do I need to register separately for each of my children attending this school?

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

## Why can't I see the tiles for my children?

If you sign in to SIMS Parent and cannot see any of your children's name tiles, check the display name in the top right corner of the screen to discover what ID you are signed in with. Sign out and sign in again using the correct credentials.

## Do I need to sign out of the SIMS Parent app?

No. Once you have signed in to the app, you will remain signed in for 100 days. Following this period, you will need to sign in to the app again.

## How do I navigate SIMS Parent?

When you sign in to SIMS Parent, you will see the **Home** page, showing a named tile for each of your children and the **Messages** and **Calendar** tiles. The **Messages** tile displays messages relating to all of your children at the school. The **Calendar** tile displays shared information such as term dates and child-specific dates relating to each of your children at the school.

Click a tile showing the name and photograph of a child to view their data. Tiles are displayed for any information your school has chosen to make available to you. Click a tile to display detailed information.

## Can I update my mobile number/contact detail, etc using SIMS Parent?

If there is a **Data Collection** tile on your Homepage, you can use it. This includes addresses and telephone/email addresses. However, Data Collection is usually only available at certain times of the year, when your schools is updating their records. If Data Collection is not available, please contact the school directly.

## How do I change my email address?

You cannot change the email address you used to register your SIMS Parent account directly from SIMS Parent. Please contact the school and ask to be re-invited. Your school will then unregister you and send you a new invitation to SIMS Parent. When you re-register, use your new email address when prompted to register your account for SIMS products.





## Any queries?



Please contact Sullivan Upper directly for any queries relating to the **SIMS Parent App**.

Any changes to the school's SIMS database, will be reflected in the Parent App after the hourly synchronisation process, but it is worth waiting overnight if the changes have not yet updated.

If you have any problems registering/accessing the App, please email [info@sullivanupper.hollywood.ni.sch.uk](mailto:info@sullivanupper.hollywood.ni.sch.uk)  
Please include 'your name/contact number, pupil name/class' so we may investigate the problem,  
**SIMS Parent App** should be the subject of the email.