



October 2022

Dear Parent/Guardian,

The SIMS Parent App can be accessed from a smartphone, tablet or PC - anytime, anywhere.

What you will find in the SIMS Parent app: -

- Important information such as attendance data, timetables and achievement data; -
- School term, inset dates and contact details.
- Your child's school report.

Information that you receive through the app will help you to stay up to date with your child's school life as well as support your child's development and progress.

You will receive an automated email, which is your invite to join SIMS Parent App. This contains a link, which you will need to click in order to activate your account.

The email address noreply@sims.co.uk is used to send the automated emails. Please add noreply@sims.co.uk to your address book to ensure that emails are not sent to your junk folder.

When you initially set up your account you will register for your SIMS Parent account using your own email address and email password. Use this one that I have sent this email to.

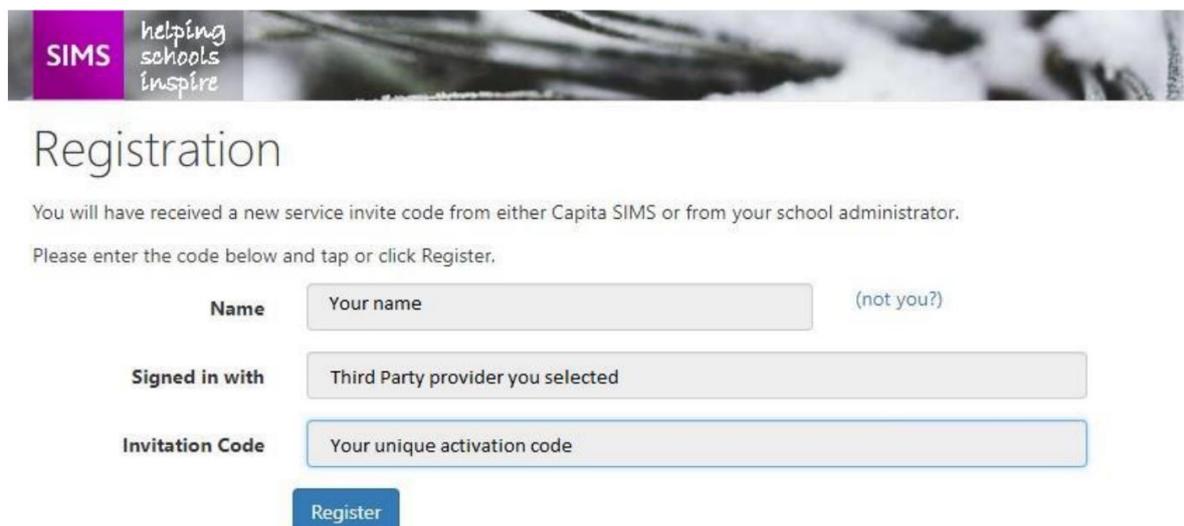
To register for SIMS Parent you will need one of the following third party accounts:

Microsoft, Office 365, Google, Facebook, Twitter.

1. Please click on the link in the email, which will direct you to the Sign in page.
2. Please click on one of the options, which is your preferred method to log in to SIMS Parent in future. (Please do not select SIMS ID)
3. This will direct you to a different log in screen relevant to the Third Party account that you have selected. Once the new screen is displayed, please enter your existing account details for this provider. You may need to click on a permission button to allow your SIMS Parent account to attach to your Third Party account.



Once you have entered your Third Party account details, this will direct you to the following page:



SIMS helping schools inspire

Registration

You will have received a new service invite code from either Capita SIMS or from your school administrator.

Please enter the code below and tap or click Register.

Name [\(not you?\)](#)

Signed in with

Invitation Code

Register

4. Please check that your details are correct.

5. Click on **Register**.

6. This will ask you a security question e.g. the date of birth of one of your children at the school. This needs to be in the following format dd/mm/yyyy

7. Enter one of your children's date of birth e.g 01/12/2000

8. Click on **Verify**

This will check the system to ensure that this matches our records within our Management Information System. Should this not allow you to access your account, please contact the school. You have now activated your account and will be able to log in to SIMS Parent for the first time.

Logging in to SIMS Parent for the first time: Please log in to your account using your third party log in details to ensure that you are able to access your account. You will then be able to log in to SIMS Parent via the website and/or app in future using the Third Party account details you have entered.

Please note:

See <https://faq.scomis.org/kb23243/> for frequently asked questions.

Your account allows you to access each of your children at our school. You can also choose to use the same email address in other schools and SIMS Parent App links in other schools. When you complete this process, you will need to use the same Third Party provider / method of logging in to SIMS Parent in future.

As you use a Third Party account to access SIMS Parent, the school are unable to help you with your username and password. However, if you are unable to access your account entirely, please contact the school and we will uninvite and reinvite you.

Your activation email, which you receive from noreply@sims.co.uk is unique to you and should not be used by anyone else. Once the registration is complete then do not use the link in the activation email again. The link in your activation email will expire after 3 months if it is not used, please contact the school if you require a further activation email if your previous one has expired.

Your username and password should never be disclosed to anyone. Passwords and user names should never be shared except between those with parenting responsibility.

If you have any queries relating to SIMS Parent, please contact the school, at the email address info@laurelhill.lisburn.ni.sch.uk

The vast majority of parents who have installed the SIMS Parent App on their phone use it without any problems, but some issues do happen from time to time when phone software [anti-virus or operating system software for example] is updated, when passwords expire, or accounts are locked out due to passing 90 days inactivity. This could happen in any app, any phone, to any of us, but the troubleshooting guide on the next page has some hints that might help you get up and running again in the SIMS Parent App.

Yours faithfully,

Mrs Kinhead
Head of ICT
Laurelhill Community College

Troubleshooting:

Also see <https://faq.scomis.org/kb23243/> for frequently asked questions.

Account locked out

Solution: Sign in using a computer, laptop or phone browser software (not the app) at <https://www.sims-parent.co.uk> and change your password here. Then sign in again to the SIMS Parent App.

Account locked out due to inactivity

Solution: Follow the instructions above and get into a habit of using the SIMS Parent App on the 1st (for instance) of every month. Just open the app, look at any message, even an old one, then close the app. Maybe set a recurring reminder on your phone calendar. I realise this might be a hassle but spending 20-30 seconds once a month could save you half a day's effort on the day your child's school report arrives and you discover then that SIMS Parent App has locked you out due to inactivity.

App reports an unspecified error

Solution: Uninstall the phone app through the app store.

Turn off and on your phone. Install the phone app through the app store. Sign in again on a browser or another computer first at <https://www.sims-parent.co.uk> and later the app on a phone.

App asks you to sign in again

Solution: Click "Yes, sign in". Open a browser (not the app) at <https://www.sims-parent.co.uk> and click on your email address and saved password appears. Open the SIMS Parent App again from the phone app (not the notification received). Five clicks fixes it.

App won't allow you to register even though you received an invitation from the school

Solution: This is a tricky error to solve but there could be a few reasons.

(1) Sign in on a computer first to check the account works <https://www.sims-parent.co.uk> and later the app on a phone.

(2) Sometimes where a pupil's mum and dad use the same email address for both people, the second one to sign up can't. I have had a few of the people phoning in who gave the school the same email for both of them, and only the first parent could successfully use SIMS Parent App on their phones. This may be a coincidence but if this is what you have done and you can't get the SIMS Parent App to work, maybe send another email address for one of you to school to info@laurelhill.lisburn.ni.sch.uk.

(3) You may have to ask info@laurelhill.lisburn.ni.sch.uk for a SIMS Parent App account re-set [uninvite and reinvite 24 hours later].

Also...

I have been using SIMS Parent App as a parent of pupils in another school for years successfully, but I get an error message saying "Oops" – from time to time when I click on a popup notification message. Go into the app from the app icon instead.