



SIMS Online Services – Getting Started

How do I register?

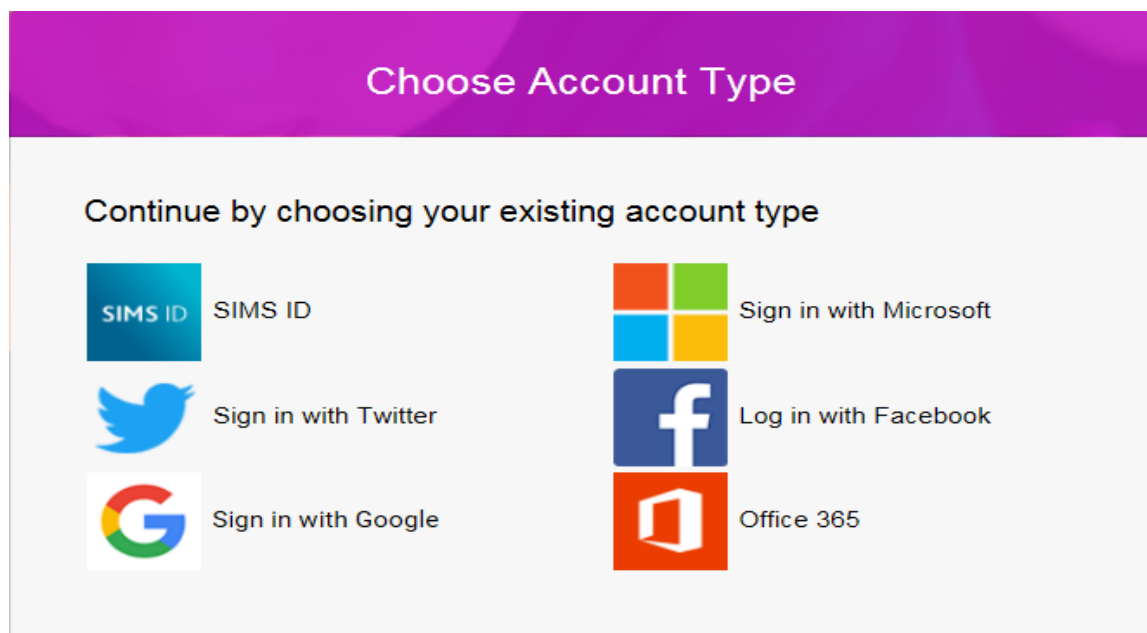
NOTE: Users with multiple roles need to register only once. For example, users who are both a parent and a teacher should register as either a parent or a teacher but should not register as both. Once registered, all of the relevant parent and teacher information will be available.

Parents

1. You will receive a registration email from **noreply@sims.co.uk** containing a **unique invitation code**. You will need this code to set up your SIMS Online Services account. If you have not yet received a registration email, please check your SPAM folder before contacting your school.

IMPORTANT NOTES: To register for SIMS Online Services products, you will need one of the following accounts: Microsoft, Office 365, Google, Facebook, Twitter.

2. Follow the link in the email to be directed to the **Sign in** page.



IMPORTANT NOTES: Parents and students must not attempt to register using SIMS ID. The SIMS ID option is for use by school staff only.

3. Users should register with a Microsoft, 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.
4. Once registration has been completed successfully, you can access your children at this school.



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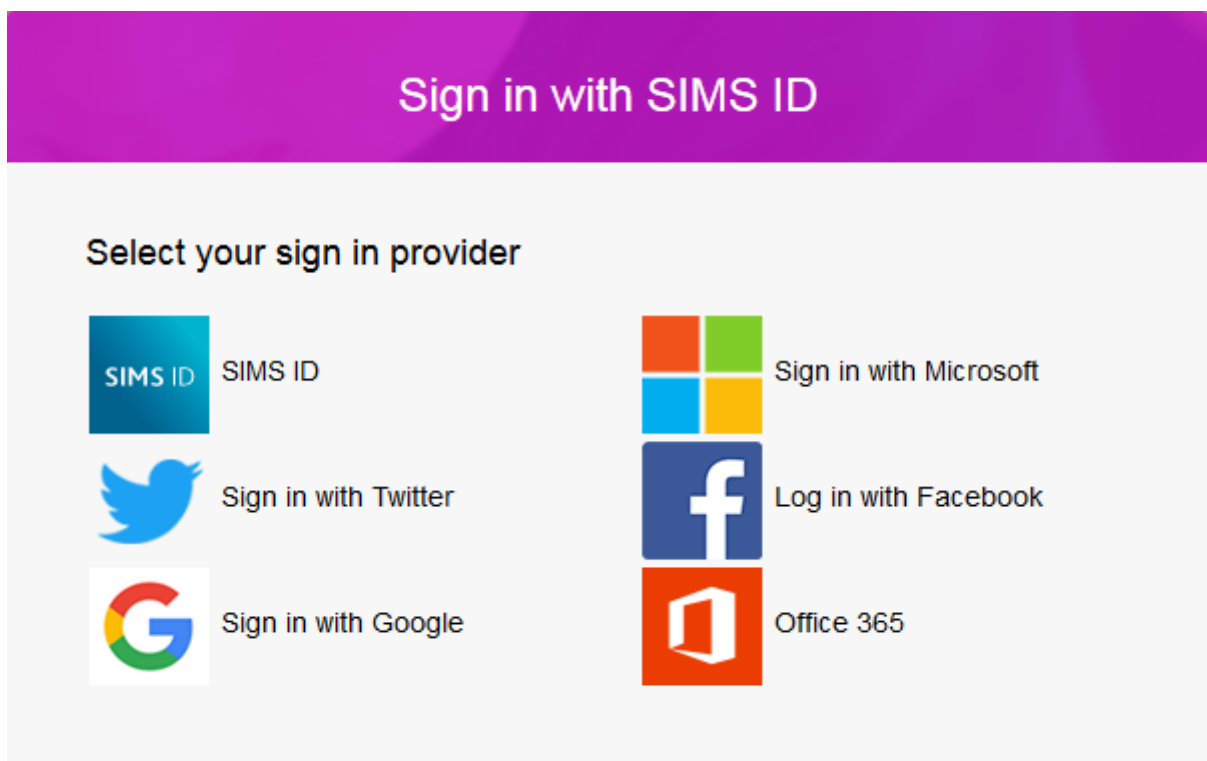
How do I sign in?

Once the registration process is complete, users can sign in via the following URL:

SIMS Parent

- Parent <https://www.sims-parent.co.uk>

This can be done from the website URL (above) or from within the SIMS Parent apps. The apps are available for iOS and Android devices.



1. Click the icon for the relevant Third Party account that you registered with.
 - Parents must not attempt to register using SIMS ID. The SIMS ID option is for use by school staff only.
 - A new window will open.
2. Enter your sign in details.



SIMS Online Services – Getting Started

Why can't I register?

- You should register with a Microsoft, 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. If you try to enter your Third Party details in the SIMS ID **Username** and **Password** fields, the following error will be displayed.

The screenshot shows a registration form titled "Register your account for SIMS products". It has two sections. The first section is for existing SIMS ID users, with a sign-in button. The second section is for third-party account registration, with icons for Microsoft, Twitter, Facebook, Google, and Office 365. An error message is displayed in a red box: "Error: Invalid username or password". A blue box below it says: "In the interest of security you are advised not to save your username or password in the browser".

- Before completing the registration process, users should be signed out from all accounts. Alternatively, the registration process should be carried out in a private browser window.
- If you have forgotten your password, please contact your Third Party account provider (e.g. Google, Microsoft, etc.) and request a new password.

Who do I contact for help?

Once you have signed into your SIMS Online Services product, further help is available by selecting **Help** from the menu or clicking the item in the footer.