

Frequently Asked Questions (FAQ's)

Question	Answer
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 (kitkat) 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. Please refer to the guide above.
How do I log in for the first time?	Full instructions for registering a SIMS Parent account can be found in the guide above.
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 your school directly to check whether they have sent the email to the correct email address.
How do I log in?	You will have received an email invitation from your school directing you to complete the registration process for SIMS Parent. Parents can access the SIMS Parent website by going to https://www.sims-parent.co.uk or via the SIMS Parent app. Once the SIMS Parent app is downloaded onto a mobile device, an icon will be available on the device menu that will take you directly to the app. Registration for SIMS Parent is completed via the SIMS ID website, where you can select the account provider you wish to register and sign in with.
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 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.
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 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.
Why can't I access the SIMS Parent site or why does the page not load correctly?	Ensure your internet browsers are up-to-date. If your internet browser is up-to-date and you are still experiencing problems, please contact your school directly for assistance.
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).

	<p>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.</p> <p>If you still cannot sign in to SIMS Parent having followed the advice in this section, please contact your school directly for assistance.</p>
I have signed into SIMS Parent but I can't see any data. What should I do?	If you cannot see any data, please contact your school directly for assistance.
Why can't I see all of my children or all of my data?	<p>If you have children who attend multiple schools and you wish to see them all in one account, you must register with the same sign in details. If you have used different details, please contact one of the schools and ask to be re-registered.</p> <p>Ensure you register with the details you use to sign into the other school. 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.</p> <p>If you have re-registered and still cannot see your data, or if your children are at the same school and you cannot see all of their data, please contact the school directly for assistance.</p>
Why can't I open the Data Collection Sheet for my child?	<p>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.</p> <p>Currently a registered child contact must have parental responsibility, be priority 1 or 2, have no court orders in place. Some schools may also opt in to the contact having to live at the same address as the child.</p>
There is a padlock icon on the Data Collection Sheet area, what does this mean?	<p>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.</p> <p>Once the changes have been applied, the Data Collection Sheet will become available again.</p>
How do I stop my child's other contacts seeing my contact details in the Data Collection Sheet?	It is possible to hide your details from your child's other contacts. Please contact your school for further assistance.
I can only see my own contact details and none of my child other contacts?	If you are only able to see your own details, and not those of any other contacts you know you have previously informed the school of, this is likely because of how your school has set up the app.