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COMING IN SEPTEMBER - SIMS Parent App

Overview

You will have access to view all information such as attendance, behaviour, assessments, activities, homework, reports and much more, all from your smartphone, tablet, laptop or PC.

The requirement to complete paper-based data collection sheets will no longer be needed – using the app you will be able to update your contact details, any changes to your child's medical records or any changes to their emergency contacts.

Track and Monitor behaviour

Choosing options

Exam information

Attendance

General school information

Receive messages & notifications

View homework

Regular reports

View achievements

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SIMS Parent App

QUICK START PARENT USER GUIDE

July 2021

What is it?

The SIMS parent app is a convenient way to share information with you about your child's school life. It is a clear and easy to use app and best of all it is free! This allows you to keep up to date with what is happening on a day to day basis as well as supporting your child's development and progress.

What will you be able to find in the SIMS Parent App?

- Important information such as your child's attendance, conduct, homework and school activities.
- Access to your child's school reports
- Access to update your contact details and child's medical illnesses / requirements so that we always have the most up to date information in case of an emergency.
- Important push messages from school e.g. regarding event reminders and newsletters.
- School term, inset dates and school contact details.
- Read messages from school.
- View the current day's timetable(s).
- If you have more than one child at school, you will have access to all your children's information, using the same app.

Please read the Acceptable Use Procedure attached to the ParentPay email. A copy can also be found on the school website. By proceeding with the next steps (registration), you are agreeing to the Acceptable Use Procedure.

Getting started

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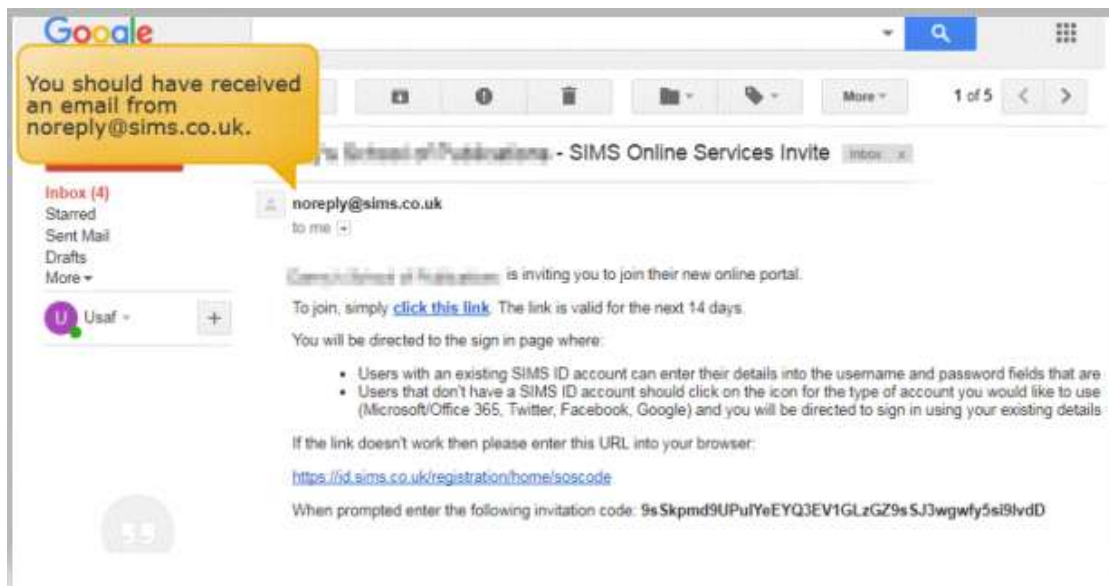ebost: stbrigidsadmin@denbighshire.gov.uk

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Please note: You might come across some security issues if you are trying to register at work due to your company policies. Please register at home if this occurs.

You will be sent an activation email that contains a link and an invitation code. The email will come from Capita SIMS (noreply@sims.co.uk). Please check your junk / spam folder if the email doesn't appear in your inbox.

Your activation email is unique to you and should not be used by anyone else, if an additional login is required then please contact school.

The activation email will expire after 14 days if it isn't used, you will need to contact school if you require a replacement after this time.

Select "Click this link".

You will then need to select the account type you want to register with. Either a Microsoft (including Office 365), Google, Facebook or Twitter account. You are able to use an existing account (e.g. a gmail account) or create a new one online.

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Remember, if you create a new email address please ensure you inform school so that records can be updated, and invitations re-issued.

On the **Registration** screen you will be asked for your invitation code. If you were able to click the link from the email, this field will be automatically populated. If you had to register via the web address in the email, you will need to copy the invite code from the email and paste it into the box provided.

Click on **Register**.

Answer the security question – "Date of Birth of Child at School". Enter the Date of Birth of **one** of your children attending the school (**not your Date of Birth**), following the format of dd/mm/yyyy. This is for security purposes only and will not be used in the SIMS Parent system.

Click on **Verify**.

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Wait for approximately 30 seconds while your account is created. Your account is then set up and configured.

Now log in to SIMS Parent App from either www.sims-parent.co.uk on your laptop or PC or via the SIMS Parent App from the Google Play Store (Android) or Apple Store.

Downloading the App

You can access the SIMS Parent App from a smartphone or tablet – anytime, anywhere!

The app can be downloaded to an Android or Apple phone (SIMS Parent supports Android version 6 and above, as well as iOS version 11 and above), from the Apple Store or Play Store. Alternatively, it can be access via the website. Best of all it is completely free.

SIMS Parent is displayed in the search results with a purple icon.

To find out further information about the app, tap on READ MORE or just tap INSTALL to download the app.

You can now exit the Play Store or Apple Store.

Please remember, before you can use the app, you will need to have received an invitation for SIMS Parent by St. Brigid's.

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What will I be able to see?

When you sign into the app, you will see the Home Page.

Messages / School Calendar screens

The **Messages** option will show messages relating to all of your children at the school. Most messages are for information only, but some messages include a reply button where you can type a response to the message.

You may receive a number of different messages, but you are able to filter the list to show any unread messages or messages regarding a certain category e.g. Attendance, Conduct etc.

If you have more than one child at school, all messages will appear here, but you will be able to filter for messages about an individual child.

The **Calendar** tile shows all shared information from the school e.g. term dates and specific dates relating to each of your children at school.

Timetables

Your child's timetable shows in a diary format and displays the current day's timetable for your child(ren) at the top of the panel – future timetables are available by scrolling down the panel. This can be done by clicking / tapping their name tile and then on **Timetable**.

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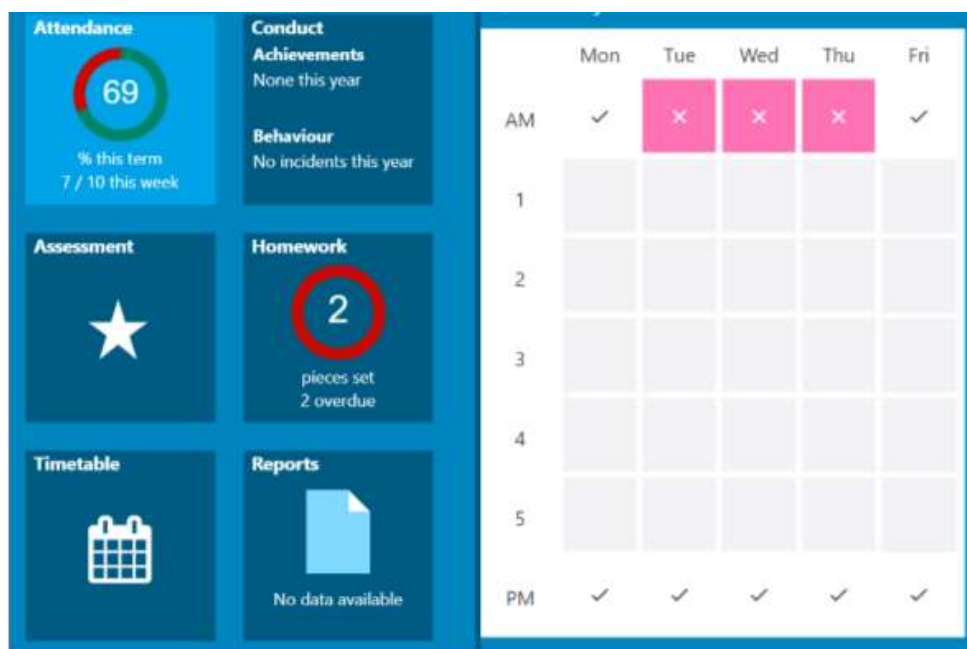email: stbrigidsadmin@denbighshire.gov.uk

Attendance

At St. Brigid's we operate an electronic registration system. Your child's attendance is calculated using the session marks for morning and afternoon registration.

The attendance tile allows parents to have a quick view of attendance for the current term.

Clicking / tapping on this will open up the attendance window, which shows more detail. By clicking / tapping on the **Attendance** tile you will be able to scroll down to view previous week's attendance.

If you have any queries or concerns regarding attendance for your child, please speak to school on 01745 815228 or email admin@st-brigids.denbighshire.sch.uk.

From here you will also be able to view your child(ren)'s conduct, assessment details, homework, timetable and reports.

Clicking / tapping on the relevant tile offers more information. Some tiles may appear as the school year progresses.

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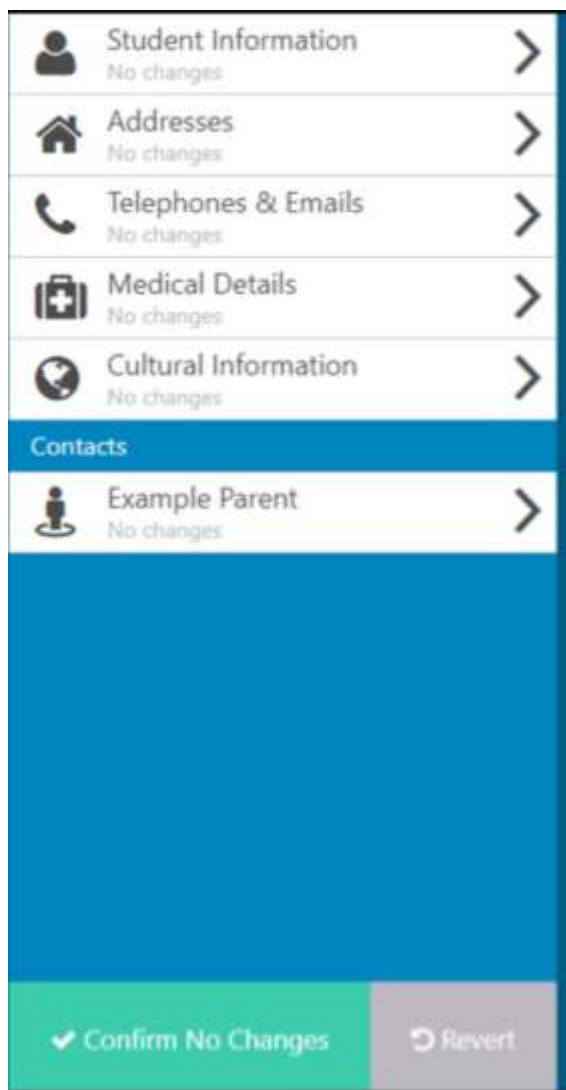email: stbrigidsadmin@denbighshire.gov.uk

Data Collection sheets:

The data collection sheet allows you to update school with any change in details for your child and your contact details.

Once you click / tap on Data Collection Sheet the first section (address, telephone and emails), underneath your child's name are their contact details, not yours.

You will be able to access the data collection sheet at the beginning of each academic year, this allows us to ensure that the details we hold are correct.

The data collection sheet does not provide you with the information / details regarding all of the contacts within our system. You will only be able to view your own contact details. It is vital that you inform us of any changes to contacts and their details for grandparents etc.

To use the data collection sheet to make changes:

- Please go through each section and make the necessary changes.

- When any changes are made, please click on the 'Save' button for each section. This will then show as 'pending changes' for the section that you have edited.

- Click on 'Finish Changes' when you have finished reviewing the information.

- Click on 'Submit Changes'

School will then review your changes and once approved you will receive a message through the SIMS Parent Messages section to confirm approval.

If you submit any changes, but they haven't yet been approved, a padlock will be shown on the Data Collection Sheet, which means no further changes can be made until the school has approved the last update. Once approved, the padlock icon will be removed.

If there are no changes to be made once you have reviewed the data, please make sure you click / tap the **Confirm No Changes** button.

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<u>Reports</u>

To view the reports for your child(ren), click **'Reports'** on your child's individual page.

This will show a list of the reports which have been uploaded by the school for your child. These are listed by academic year.

At the end of each term an interim report will be shared for your child via the SIMS Parent App. On the day the reports are published you will receive a message from school to let you know that reports are available for you to view. We will also share our child's annual written report in the same way.

The reports are shared via SIMS Parent as a PDF document. This allows you to view the report and also print and save the report.

On the app, the report page for your child will show their latest report and the number of additional reports. If you haven't read your child's latest report this will show as 'NEW' in the image.

Click / tap on the **name of the report** to open it in your internet browser.

<u>School Details screen</u>

In the top right hand corner of the screen, there is a **Menu** button. Tap / click on Menu, a list of options will appear. By tapping / clicking on **School Details**, you will see the address and contact details of school as well as key dates including Term Dates and any planned Inset Days.

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SIMS Parent App – FAQ's

I have not yet received my registration email, what do I need to do?

Please check your spam / junk email folders for an email from noreply@sims.co.uk. If that fails, please contact school on ParentappS5@hwbcymru.net, or by telephone on 01745 815228 for a re-invitation email.

Can I use a shared email?

No. Each SIMS Parent App login is individual and each parent will need a separate login via a separate email account. We know some families will use a single email address, but where each parent requires their own login you will need to ensure that you have your own, unique email address.

What do I need to do if my first registration didn't work?

Please send your name, email address and the name of your child to ParentS5@hwbcymru.net.

We will resend you an invitation email enabling you to re-register.

I am unable to register using the registration email (invitation code could not be verified), what should I do?

If you are trying to log in from you workplace you may encounter some security issues due to the company's policies. If this occurs please try and register from home.

Can I use SIMS ID at the registration stage?

Unfortunately, the SIMS ID option is not available to parents / carers. The remaining options should be used by parents / carers to register.

I have children who attend different schools, and each of the schools are using SIMS Parent, can I view all of my children in one place?

It is possible for parents to now use the same login details to register with multiple schools who use SIMS Parent. Once logged into SIMS Parent it is possible for parents to change schools from a drop down menu in the top right hand corner of the page.

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

No. When you sign in to SIMS Parent, information for all your children attending school will be shown in one place. If this is not the case, then please contact school.

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I have forgotten my login details for SIMS Parent

You will need to reset your password directly with the account provider e.g. Facebook, Google, Twitter etc. Then use these new details to sign in.

I don't have an account that can be used, what shall I do?

You can follow either of the links below to create an email account if you don't already have one:

Microsoft

- https://login.live.com/login.srf?lw=1

Google

- https://accounts.google.com/signup/v2/webcreateaccount?hl=en-AU&flowName=GlifWebSignIn&flowEntry=SignUp

I am unable to sign in to the Parent App

If you are receiving an Unauthorised Access error message, make sure you are logging into SIMS Parent with the account in which you registered i.e. Google, Twitter, Facebook etc. Please check you are entering the correct username and password.

This issue usually occurs when two or more users share the same computer or device. You will need to sign out of the incorrect account, by visiting the account provider's web page (e.g. Google, Facebook etc) and select 'Sign Out'/ Close the browser completely and then open a new browser window and log into SIMS Parent using the correct details.

The Date of Birth I am entering cannot be verified when registering, what should I do?

Please ensure you are entering the correct date of birth, and in the correct format (dd/mm/yyyy).

Please remember that this **not** your date of birth, this is for your child who attends St. Brigid's.

I am signed into SIMS Parent but I can't see any data. What do I need to do?

If, once you have logged in, you cannot see any data please get in touch with school for assistance.

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Why can't I see my children's names?

If you are signed in to SIMS Parent and can't see your children's name tiles, check the display name in the top right hand corner of the screen and check what ID you are signed in with. If incorrect, sign out and sign in again with the correct credentials. If you have checked that you are signing in with the correct information but still can't see information for your child(ren) then please contact school.

Why can't I open the Data Collection Sheet for my child?

If you are unable to see the Data Collection sheet for your child, you might not meet the criteria required for making and submitting changes to your child's access. Please contact school directly for further assistance.

If you are able to see the Data Collection sheet but a padlock icon is displayed, the Data Collection sheet has previously been submitted and is waiting for authorisation from the school and for the changes to be applied. Once the changes have been applied, the Data Collection sheet will become available again.

I can't remember my password what should I do?

Visit the website of your account provided (i.e. Microsoft, Google, Facebook or Twitter) and follow the instructions for resetting your password.

IMPORTANT – please note that your child(ren)'s school does not hold passwords for your account.

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 30 days. After this time, you will need to sign in to the App again.

Does it matter if I use the website instead of the app?

Which method you use to access SIMS Parent is completely up to you. The website and the app both contain the same information. The only difference is the layout may differ slightly. The advantage of using the pp is that you will receive instant notifications.

Why am I unable to access the SIMS Parent website or why is the page not loading correctly?

SIMS Parent is supported on Internet Explorer, Chrome, Safari and Firefox. Ensure that your internet browsers are up to date.

If you have checked and your browsers are up to date but you are still experiencing problems, please contact school.

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I have signed into SIMS Parent previously but I am unable to do so now. What should I do?

Firstly, make sure that you are logged with the correct account (i.e. the account you used during the SIMS Parent registration process).

In order to sign out of an incorrect account, go onto the account provider's website (e.g. Google, Twitter etc.) and sign out. Close everything completely. Open a new window and log in to SIMS Parent, using the login details used during the registration process.

Alternatively, you can try accessing SIMS Parent through a private window; this will ignore any other accounts that are logged in. Depending which browser you are using, this can be done by:

- Internet Explorer – on the keyboard, hold down CTRL and SHIFT and press P.
- Google Chrome – on the keyboard, hold down CTRL and SHIFT and press N.
- Firefox – on the keyboard hold, hold down CTRL and SHIFT and press P.
- Safari – select Safari – Private Browsing.

If you have tried all the above but are still having trouble signing into SIMS, please contact school directly for assistance. Either by emailing ParentappS5@hwbcymru.net or by telephone on 01745 815228.

What happens when my child(ren) leaves St. Brigid's?

When your child leaves St. Brigid's, whether this is in Year 11 or at another point in their secondary education, they will no longer appear on your SIMS Parent account. If you only have on child at St. Brigid's, your account will be disabled. We therefore encourage parents / carers to save any reports or other information they would like to keep before your account is disabled or your child is removed from your account.