SIMS Parent

What is SIMS Parent

The SIMS Online Parent App is a convenient new way to share information with you about your child's school life.

Unlike our old Parent Portal, SIMS Parent is available as an app for your mobile or tablet device and can also be accessed from any web browser https://www.sims-parent.co.uk

What will you find in the SIMS Parent App:

- Important information such as attendance, conduct and student timetable
- School calendar, INSET dates and contact details available at the click of a button
- Access to the contact form to update your child's contact details, so we always have the most up-to-date information in case of emergency
- If you have more than one child at school, you will have access to information for all your children, from the same app.

The 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.

Getting Started

YOU MAY 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.

We will send you an activation email from noreply@sims.co.uk

Please check your spam/junk mailbox if the email does not appear in your inbox.

Simply click on the link from your tablet, PC or smartphone and follow the activation process to create your account. You can login using your username & password for your normal Facebook, Twitter, Google, Microsoft or Office 365 accounts.

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 14 days if it is not used; please contact the school if you require a replacement after this date.

NOTE: If you do not already have an account with one of the providers, please create one and return to the sign in screen. Please see the 'I do not have an account that can be used!' section below the FAQs.

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t: 01794 502 502   f: 01794 502 501   e: info@mountbatten.hants.sch.uk
w: www.mountbatten.hants.sch.uk   Company No. 07560175

Founder Patron: 1st Earl Mountbatten of Burma   Executive Headteacher: Heather McIlroy   Patron: The Lady Alexandra Knatchbull

Guide to Register

- Open your invitation email that was sent to your registered email address with the school
- Choose your preferred account type you would like to register with. **Be aware that SIMS ID can't be used!**
- Check your name and click on the 'Register' button
- Type in one of your children's date of birth following the format of dd/mm/yyyy
- After clicking on the 'Verify' button you might see this screen for a few seconds. That is OK
- You are now logged in to the web version of the Parent App.

What Next?

From here on you have two options. The preferred one is to move on and install the SIMS Parent App from the Google Play store or from the Apple store.

Installation instructions can be found below in the section: SIMS Parent App – Installation or you can use the Web version of the Parent App which can be accessed from https://www.sims-parent.co.uk.

You can find more information about the web version below in the section: SIMS Parent App - FAQ.

SIMS Parent App Installation

Once you've registered, you can install the SIMS Parent App from the Google Play Store or from the Apple store. The next instructions give you a brief guide of how to install the Parent App on an Android phone.

Guide to Install the App

- Go to the Google Play store or the Apple store and search for SIMS Parent
- Install and then open the App
- After the welcome screen you might get the 'Sign In' page. If so then click on the 'Sign In' button which will take you back to a familiar page that you saw during registration
- On the 'Choose Account Type' page select the option you registered with and login using your credentials
- The Parent App welcome screen opens.

FAQs

What do I need to do in order to be able to use the Parent App?
First you have to register. You can find more information about registration at the top: SIMS Parent App - Registration.

You can use the Parent App through a web page using the link: https://www.sims-parent.co.uk/ or you can download the SIMS Parent App from the Apple Store or Google Play store.

Can I use a shared email address?
No. Each SIMS Parent App login is individual and each parent will need a separate login via a separate email account.
What do I need to do if my first registration didn't work?

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Please send your name and email address to itservices@mountbatten.hants.sch.uk We will resend your invitation email enabling you to re-register.

There are so many options at registration, can I use SIMS ID?
No. Unfortunately the SIMS ID option is not available for parents/carers. Parents/Carers should register with the remaining options for example with a Facebook, Google, Microsoft or Twitter account.

I have not received my registration email, what should I do?
Check your spam/junk email folder for an email from noreply@sims.co.uk. If that fails, contact itservices@mountbatten.hants.sch.uk for a re-invitation email.

I am unable to register using the registration email (invitation code could not be verified), what should I do?
You may come across some security issues if you are trying to register at work due to your company's policies. Please register at home if this occurs.

If you receive a time out error message, your account has still been created and you should log in using the account details you chose at account activation stage i.e. Facebook, Twitter, Google, Microsoft etc.

Check if your invitation has expired as invitations expire after 14 days from the date of the email. If you are unable to open the link when using the 'click here', please copy and paste the link into your browser. You will also have to copy the invitation code from the email when prompted.

The date of birth cannot be verified when registering, what should I do?
Please ensure you are entering the correct date of birth and in the correct format that is being requested e.g. 03/10/2004. This is for your child who attends The Mountbatten School and **not your** date of birth.

I am unable to sign in, what should I do?
If you are using Office 365 at work, ensure your IT administrator has granted you permissions.

If you are receiving an Unauthorised Access error message, ensure that you are logging into SIMS Parent with the account with which you registered i.e. Google, Facebook, Twitter etc. Ensure you are entering the correct username & password.

This issue tends to occur when two or more users share the same computer or device. To sign out of the incorrect account, the user should visit the account provider's web page (e.g. Google, Facebook, etc.) and select the 'sign out' option. Close the browser completely, open a new browser window and log into SIMS Parent using the correct account details.

I have forgotten my login details for SIMS Parent, what should I do?
You should reset your password directly with the account provider, e.g. Google, Facebook, Twitter etc. Then sign in using these new details.

I do not have an account that can be used!
You can follow either of the links below to create an email account if you do not already have one.
https://support.google.com/accounts/answer/27441?hl=en

https://support.microsoft.com/en

For any queries. Please contact itservices@mountbatten.hants.sch.uk

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