SIMS Parent Registration Instructions

We recommend, where possible, the registration process is done using a PC or laptop browser.

<mark>IMPORTANT: Please ensure that after you have gained access to the SIMS Parent App, that you verify your e-mail address. This step is highlighted in yellow below.</mark>

You will receive an e-mail from noreply@sims.co.uk inviting you to SIMS Parent. If you don't see this in your in box, please check your spam box.

Click on the green "Accept Invitation" button:

You're invited to start using SIMS Parent to manage your child's personal details at Swanmore College Of Technology. If enabled by the school, you can also view child's attendance, school reports, homework assignments and more.

Simply accept this invitation and register within 90 days.

Accept Invitation
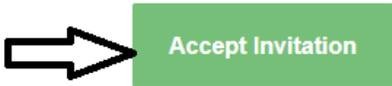
If the button above doesn't work, copy and paste the following link into your browser.

https://registration.sims.co.uk

This will take you to the screen below. The invitation code will be pre-populated. Enter your e-mail address in the "Username" box and click the blue "Next" button.

SIMS

Activate Your Account

So that we can confirm your identity, please enter your email address and personal invitation code.
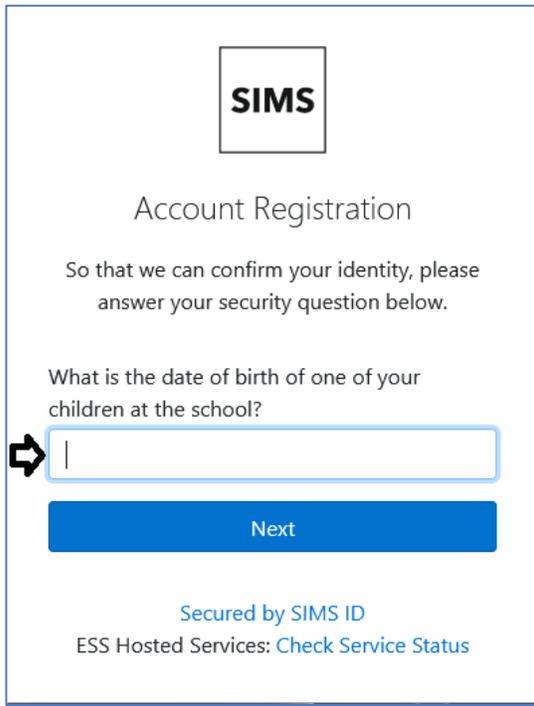
Username

Email address

Invitation Code

Next

On the next screen, enter the date of birth of one of your children in the format DD/MM/YYYY (e.g. 27/07/2008) and click "Next".

SIMS

Account Registration

So that we can confirm your identity, please answer your security question below.

What is the date of birth of one of your children at the school?

[   ]

Next

Secured by SIMS ID
ESS Hosted Services: Check Service Status

You will now need to set your password, meeting the criteria stated. An example of a suitable password would be Yellow184*. A green tick will appear next to each requirement when it has been met. When you see all four green ticks, the next box will turn blue and you click on this to proceed.

SIMS

Create a Strong Password

At least one capital letter ✓
At least one number ✓
At least one special character ✓
At least 8 characters ✓

Password

●●●●●●●●

Confirm Password

●●●●●●●●

☐ Show Password

Next

Secured by SIMS ID
ESS Hosted Services: Check Service Status

You will then see this message:

SIMS

Account Registration

Your account has been successfully created.
Please read the email we have sent to your
email address and follow the instructions to
validate your account.

Remember to check in your SPAM folder

Secured by SIMS ID
ESS Hosted Services: Check Service Status

IMPORTANT: Please ensure you complete this step. The Parent App will ask you to choose a new password every 90 days. If you haven't verified your e-mail address you will be unable to do this and be stuck in a loop.

Close this screen and go back to your e-mail in box. **You will receive an e-mail from "SIMSID3" entitled "SIMS ID Registration". As with the original invitation, if you don't see this in your in box, please check your spam box.**

The e-mail will contain a link to validate your account – click on this. This will then display the message below – click on the "Sign In" button:
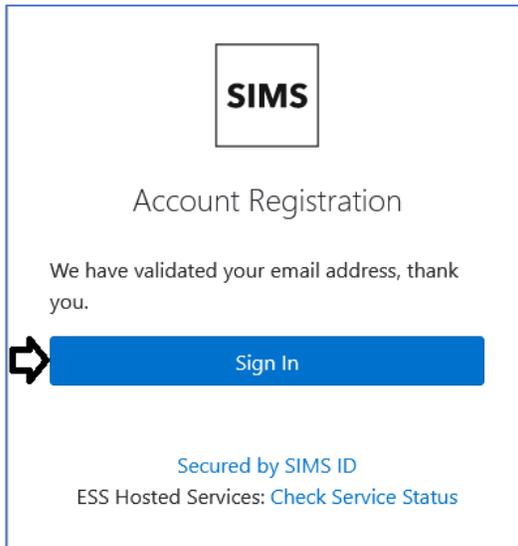
At the next screen – enter your e-mail address into the "Username" box and the password you set earlier in the process in the "Password" box and click "Sign In".
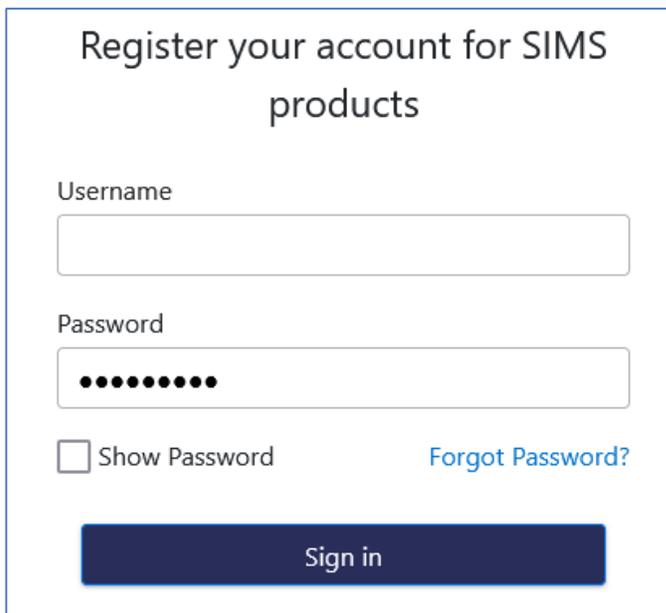
You will then need to set three security questions. These are not visible to Swanmore College staff. After setting these, click "Save and Continue" and you will enter your child(ren)'s record(s).

As a final step, you will need to ensure a setting is set so that the "Forgot Password?" functionality works correctly. Please navigate to:

https://id.sims.co.uk/

Sign in with your Parent App username and password.

In the top right hand corner of the screen, please click the down arrow next to "Hello *Your Name*" and then click "My Profile".
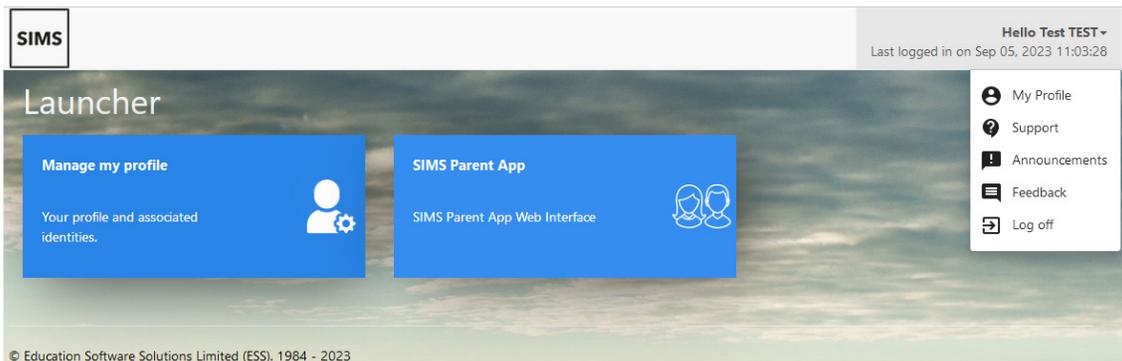
Please click the "Login & Communication Preference" down arrow and then click the top option "Email Addresses".

My Profile

| General | Login & Communication Preferences ▾ | Security ▾ |

Email Addresses
3rd Party logins
Apple
Facebook
Google
Microsoft
Twitter

General ...e & Roles **Account Activity**

Name Test TEST

Email(s) fo... None

Email(s) us... Test.TEST23@identityfor.simsid.placeholder.co.uk

Please ensure your e-mail address is showing as verified. If not, please click the "Confirm E-mail" button and enter your e-mail address. Please then tick the two boxes "Use for Login" and "Use For Communication & Alert" as the screenshot below.

Communication Preferences ▾   Security ▾

...on Preferences > **Email Addresses**

...ns below to manage the email addresses you use to sign into SIMS ID

	Type	Status	Actions	Use For Login	Use For Communication & Alert
...om	SIMS ID	✔ Verified		☑	☑

Logging In

For future sessions, either use the app on a smartphone or navigate to:

https://www.sims-parent.co.uk

Click on the "SIMS" icon:
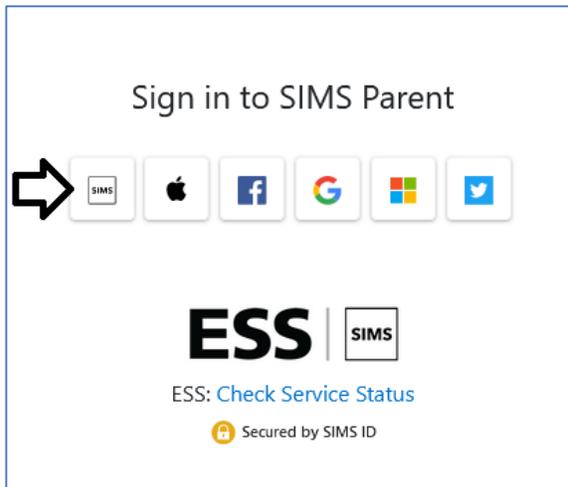
Enter your e-mail address as the username and your password to login.

If You Forget Your Password

Please click on the "Forgot Password" link on the login screen. You will then be taken to a screen where you enter your e-mail address and tick the "I'm not a robot" box, click next and follow the prompts.

If you are not receiving an e-mail, please check your spam box. Please also ensure that you have verified your e-mail address as above and also ticked the "Use for Login" and "Use For Communication & Alert" boxes as above.

If you are using the app and not receiving an e-mail, please try the browser version:

https://www.sims-parent.co.uk/

Please use this procedure and do not contact the College for password resets – thank you. If you have checked all the above and are still unable to log in, please e-mail enquiries@swanmore-sec.hants.sch.uk

To Install the App

The app is available via the Apple or Google Play store. Using the search facility, enter SIMS Parent and select SIMS Parent by Capita Plc from the search results. Tap "READ MORE" for more information or "INSTALL" to download the app and once the app has downloaded successfully, tap "Open" to start using the app. Once downloaded, the SIMS Parent app is available as a shortcut on your device.

If you are Unable to Login

The smartphone app will be updated by our software supplier, Capita, two or three times per year. For some users, the update does not always work correctly, and you may not be able to sign into the app. Please delete the app fully from your device and re-install it.

If you are using the browser version on a website via a PC/laptop and experience difficulties logging in, please clear your browser cache, re-start your browser and try again.

If after doing either/both of the above and you are still experiencing problems, please contact enquiries@swanmore-sec.hants.sch.uk giving your name, your child(ren)'s name(s), whether you are using the browser version or the app, the error you are receiving (a screen shot would be very helpful) and as much detail as possible on what you have done to help us with troubleshooting.