

SIMS Parent FAQs.

1. What is SIMs Parent?

SIMs Parent provides access to your child's (or children's) information e.g. assessment, attendance, conduct, homework etc.

2. How do I register to access SIMs Parent?

You should have received an activation email from noreply@sims.co.uk . Please ensure you check your **JUNK** email folder as well. If you have not received an activation email, it is likely school does not have your current email address. Please call school to provide your current email address and request SIMs Parent activation email to be sent out.

If you have received the activation email, please click on the link to register.

You can then login using your normal **Facebook, Twitter, Google** or **Microsoft** username and password.

3. How can I access SIMs Parent?

You can access SIMs Parent via two methods:

a. SIMs Parent website shown below (on your computer)

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

b. SIMs Parent App (on your smart phone or tablet)

Go to **App Store** (if you use iPhone) or **Play Store** (if you use Android Phone) and search for "SIMS Parent".

The App icon should look like image below and the Developer of the App should show as *Capita SIMs and One*.



4. I can't remember my login details to SIMs Parent or can't log on?

When you registered on SIMs Parent, you would've used your own personal account e.g. **Facebook, Twitter, Google** or **Microsoft** username and password. Try using one of those accounts. If you are still unsuccessful, please email us at parentapp@sirgrahambalfour.staffs.sch.uk . Please ensure you provide your **full name and your child's details**. We will then send a new activation email so that you can re-register with your account to access SIMs Parent.