

SIMS Online Services - Getting Started

Who should read this guide?

This guide is intended for use by parents, students and school staff registering accounts with SIMS Online Services.

How do I register?

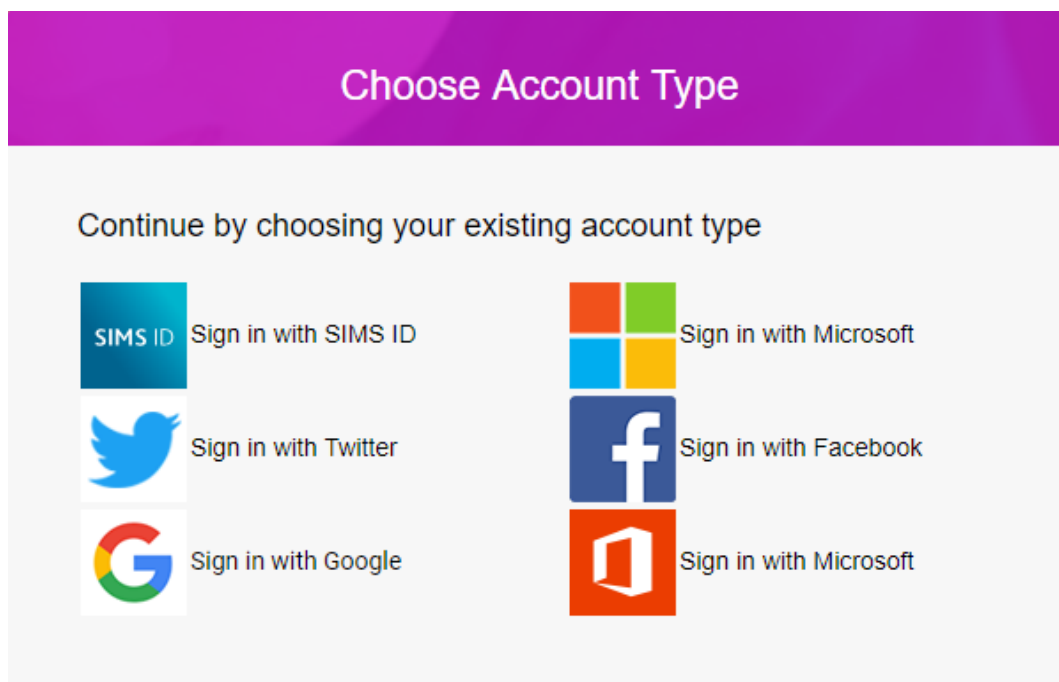
1. You will receive a registration email from noreply@sims.co.uk containing a unique invitation code. You will need this code to set up your SIMS Online Services account. If you have not yet received a registration email, please check your SPAM folder before contacting your school.

IMPORTANT NOTE: To register for SIMS Online Services products, you will need one of the following accounts: Microsoft, Office 365, Google, Facebook, Twitter or SIMS ID.

Only users with an existing SIMS ID account can use SIMS ID to register.

For guidance on setting up a Third Party account, please refer to the Setting up a Microsoft or Google Account document, which is available from the Hot Topics area of My Account (<https://myaccount.capita-cs.co.uk/hot-topics/sims-parent-app-student-app/>).

2. Follow the link in the email to be directed to the registration page.



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3. Users who do not have a SIMS ID account should register with a Microsoft, Office 365, Google, Facebook or Twitter account. Click the icon for the relevant Third Party account and you will be directed to sign in using your existing details.
4. Follow the on-screen registration process.

How do I sign in?

Once the registration process is complete, users can sign in via the following URLs.

SIMS Parent

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

SIMS Student

- Student <https://www.sims-student.co.uk>
- Admin <https://admin.sims.co.uk>

SIMS Activities

- Parent <https://parent.sims.co.uk>
- Student <https://student.sims.co.uk>
- Admin <https://admin.sims.co.uk>
- Organiser <https://organiser.sims-activities.co.uk>

This can be done from the website URLs (above) or from within the SIMS Parent and SIMS Student apps. The apps are available for iOS and Android devices.

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SIMS Activities

- Parent <https://parent.sims.co.uk>
- Student <https://student.sims.co.uk>
- Admin <https://admin.sims.co.uk>
- Organiser <https://organiser.sims-activities.co.uk>

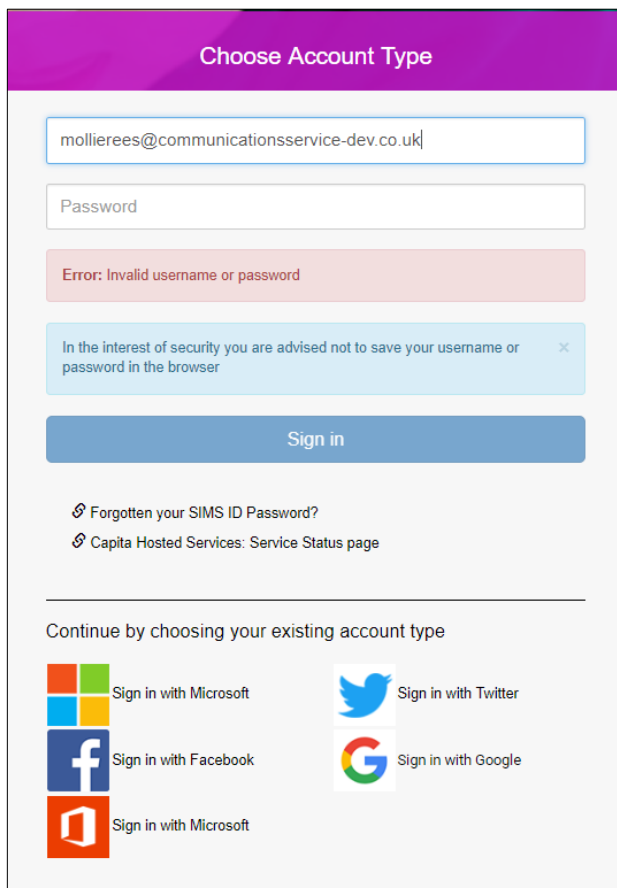
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1. Click the icon for the account that you registered with.
A new window will open.
2. Enter your sign in details.

Why can't I register?

- If you do not have a SIMS ID account, you should register with a Microsoft, Office 365, Google, Facebook or Twitter account. Click the icon for the relevant Third Party account and you will be directed to sign in using your existing details. If you try to enter your Microsoft, Office 365, Google, Facebook or Twitter details in the SIMS ID **Username** and Password fields, the following error will be displayed.



The screenshot shows the 'Choose Account Type' login page. At the top is a purple header with the text 'Choose Account Type'. Below this is a white input field containing the email 'mollierees@communicationservice-dev.co.uk'. Underneath is a 'Password' input field. A red error message box states 'Error: Invalid username or password'. Below the error is a light blue informational box that says 'In the interest of security you are advised not to save your username or password in the browser' with a close icon. A large blue 'Sign in' button is positioned below these elements. Under the button are two links: 'Forgotten your SIMS ID Password?' and 'Capita Hosted Services: Service Status page'. A horizontal line separates this section from the bottom section, which is titled 'Continue by choosing your existing account type'. This section contains five social media login options, each with an icon and the text 'Sign in with': Microsoft (four colored squares), Facebook (blue 'f'), Twitter (blue bird), Google (multi-colored 'G'), and another Microsoft option (orange square with a white 'M').

- Before completing the registration process, users should be signed out from all accounts. Alternatively, the registration process should be carried out in a private browser window.
- If you have forgotten your password, please contact Microsoft, Office 365, Google, Facebook or Twitter and request a new password.

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Who do I contact for help?

If you have a question about your SIMS Online Services Account, please contact your school.

Once you have signed into your SIMS Online Services product, further help is available by selecting **Help** from the menu or clicking the item in the footer.