



## Instructions for setting up SIMS Parent App



### Before you start..

It's a **2-stage process** - you are required to register first and then if you wish to use the SIMS Parent App on your phone, install to your smart phone or device.

(Website access is via <https://www.sims-parent.co.uk> )

Close all other windows during the registration process

### Any usernames/passwords will relate to the account you used to register for the App

(ie; Facebook/Twitter/Google/Microsoft)

### Registration Instructions

**Step 1:** Open the invitation email that was sent to you from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) to the email address you have provided us. **Check your junk mail if it has not arrived in your Inbox.**

**Step 2:** Click on the green "Accept Invitation" link within the email

**Step 3:** Scroll down the page and click on the blue button "Register with External Account Option"

**SIMS**

Activate Your Account

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

Username

Invitation Code

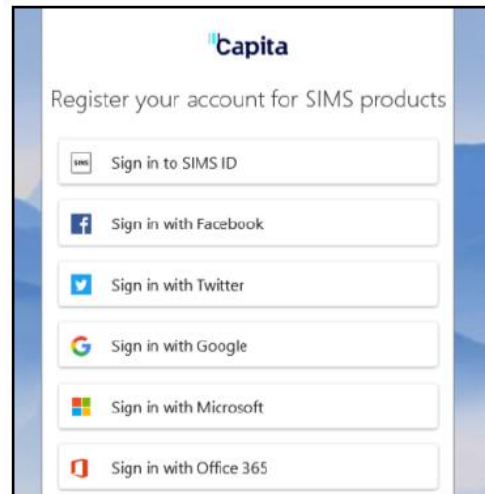
Next

Alternatively you may complete the registration using an External Account.

Register with an External Account

Secured by SIMS ID  
Hosted Services: [Check Service Status](#)

**Step 4:** Choose account type you would like to register with. (SIMS ID and Apple ID should not be used as they can cause log in issues). **You will need to have one of the following accounts to be able to register.**



**Step 5:** Enter email details for your chosen method e.g. Gmail address and password (please note if you are already logged on in the browser to your email, some browsers will pick this up and you won't have to enter these details)

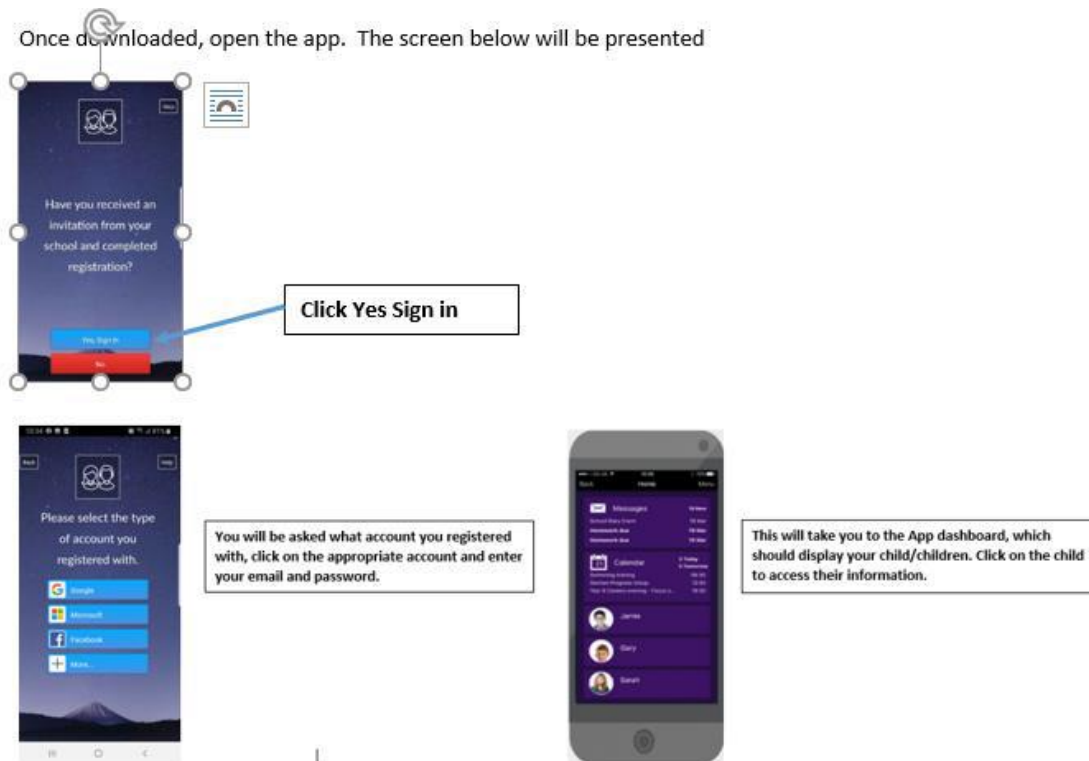
**Step 6:** Answer the security question of date of birth for one of your children  
(format is dd/mm/yyyy e.g. 26/02/2005)

**Step 7:** After clicking on the Verify button you may see the "Registration – Account Verification" screen for a few seconds. You will then be registered and are logged in to the web version of App.

You can then proceed to the next step in downloading and logging in to the Phone version of SIMS.

## Setting up the SIMS Parent App on your phone

**Step 1:** Go to the Google Play store or the Apple store and search for SIMS Parent, install and open.



## Troubleshooting

- 1. You must remember the account you registered with!** If you don't use the app regularly the App will time out requiring your registration details again – i.e. the account you registered (Gmail, Microsoft etc... and its password. If this is incorrect, the App will deny access.
- 2.** If you are having difficulty on your phone with the App – can you please try and access it using your browser on pc/laptop via the address <https://www.sims-parent.co.uk>
- 3 Remember, first question on trying to logon – will always be as below ... what account did you use to register? Click on relevant icon to log on ...Microsoft, Facebook, Twitter, Google etc.**

