

Dear Parent and Carer,

SIMS Parent App – an easy access to important school information

From September 2020, we will introduce a new, more convenient way to share information with you about your child's school life. You will be able to access this from a smartphone, tablet or PC – anytime, anywhere. The information will help you to stay in touch with your child's development and progress.

The SIMS parent app will give you a multitude of communication and information features to stay in touch with what is going on at school. The app will give you direct access to the following:

- your child's attendance and punctuality
- school trips and events
- your child's behaviour
- make payments for trips and school lunch
- access the contact details to update your contact details
- access school's key dates and events straight to your phone
- access to information on extracurricular clubs (currently not live yet)

We will be able to send you messages directly to the SIMS parent app relating to important information about your child's education and to remind you of events that are taking place at school. You will receive a notification if we send you a message and there is no charge for the messages you send to us.

Getting started with the parent app

1. Firstly, you need to register with SIMs Pay.
2. Then download the **SIMS Parent App** from iTunes, Apple App store or iPlay or you can log online at www.sims-parent.co.uk

Yours sincerely,

Bodrul Hoque
Head of Year 8

SIMS Parent App – Introduction

What is the SIMS Parent App?

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

You can access the system easily from a smartphone, tablet or PC – anytime, anywhere.

What will you find in the SIMS Parent App:

- Important information such as attendance, achievement, homework & timetable.
- School calendar, INSET dates and contact details available at the click of a button.
- Access to your child's school reports.
- 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.

Please note: If you have registered for SIMS Pay you do not need to register again, you can download the SIMS Parent App and start using it with the same login details.

We will send you an activation email from school.

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.

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. NOTE: If you already use SIMs Pay, please use the same email address for the parent app.

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.

St Paul's Way Trust School, 125 St Paul's Way, London E3 4FT - Web: www.spwt.net - Telephone: 020 7987 1883 - Email: admin@spwt.net

SIMS Parent App – Register

Step One

Open your invitation email that was sent to your registered email address with the school.

Step Two

Choose your preferred account type you would like to register with. Be aware that SIMS ID can't be used!

Step Three

Check your name and click on the 'Register' button.

Step Four

Type in one of your children's date of birth following the format of dd/mm/yyyy.

For example 12/03/2005

Step Five

After clicking on the 'Verify' button you might see this screen for a few seconds. That is OK.

Step Six

You are 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.

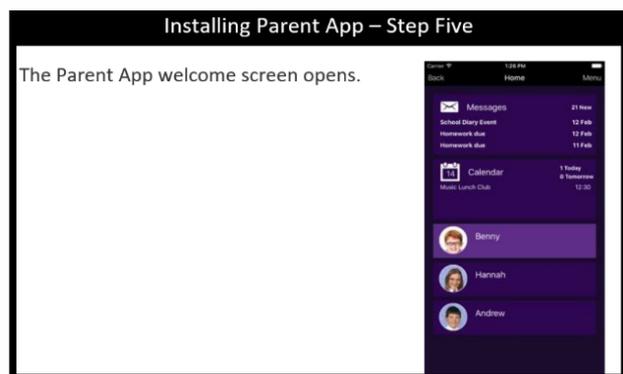
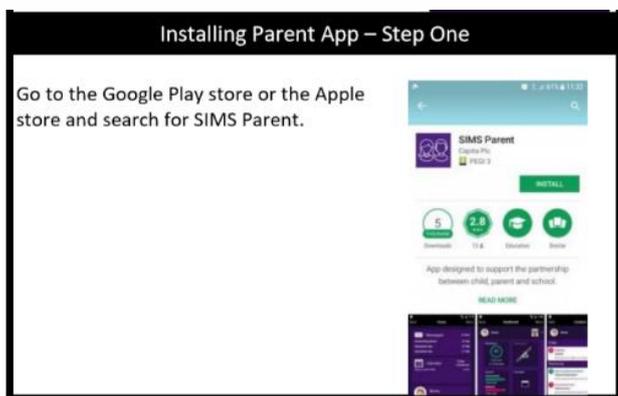
Installation instructions can be found below in the section: SIMS Parent App - Installation.

Or you can use the Web version of the Parent App which can be accessed from <https://www.sims-parent.co.uk>.

Please note: If you have registered for SIMS Pay you do not need to register again, you can download the SIMS Parent App and start using it with the same login details.

SIMS Parent App – Step-by-Step to 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.



SIMS Parent App – FAQ

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?

Please send your name and email address to simsparentapp@downlands.org or office@downlands.org. 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?

If you have registered with SIMS Pay, you will not receive an email, can download the app and start using it. If not, check your spam/junk email folder for an email from noreply@sims.co.uk. If that fails, contact simsparentapp@downlands.org, or the school contact number 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 St Paul's Way Trust 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.

The Achievement and Behaviour points do not tally?

Currently the achievement and behaviour section reports the number of incidents that have been recorded not a total of all the points.

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-us/help/4026324/>

DATA: What do the subject codes mean in data?

Sci – Science	Fr – French
Ma- Maths	Sp - Spanish
En – English	Hi – History
Ar – Art	RE – Religious Education
CP - Computer Science	Ec - Economics
Dr – Drama	Cl - Classics
GG – Geography	Mu – Music

What do the numbers 1 to 9 mean for target grades?

When students receive their GCSE grades at the end of year 11, these will be presented as numbers which range from 1 {the lowest} to a 9 {the highest}.

What does Working At mean?

Working At grades are given to show what grades your child is currently working on. This is based on a range of factors: their classwork, class participation, in-class assessments and quality of Independent Learning.

Who do the numbers 1 to 4 mean for IL and Scholarship?

These numbers are used to indicate the amount of effort your child puts into their learning based on the evidence of work produced, with 1 being the lowest {a cause for concern} with 4 the highest {excellent}.