

# SIMS Online Services - Getting Started

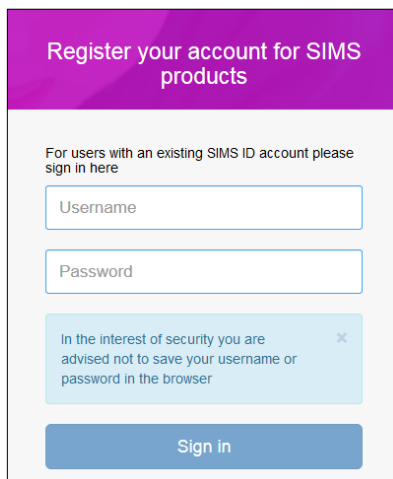
## How do I register?

### Parents/Students

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.

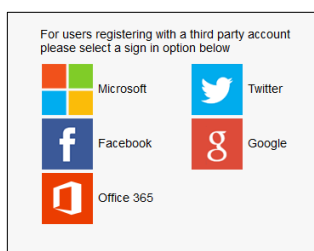
2. Follow the link in the email to be directed to the **Sign in** page.



The screenshot shows a sign-in page with a purple header that reads "Register your account for SIMS products". Below the header, there is a text prompt: "For users with an existing SIMS ID account please sign in here". This is followed by two input fields: "Username" and "Password". Below these fields 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 button (x). At the bottom of the form is a blue "Sign in" button.

**IMPORTANT NOTE:** Only users with an existing SIMS ID account can enter their details in the **Username** and **Password** fields that are displayed.

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.



The screenshot shows a sign-in page with a text prompt: "For users registering with a third party account please select a sign in option below". Below this prompt are five icons arranged in a grid, each with a label: Microsoft (four colored squares), Twitter (bird icon), Facebook (f icon), Google (g icon), and Office 365 (O icon).

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4. Once registration has been completed successfully, you can access your children at this school.

## How do I sign in?

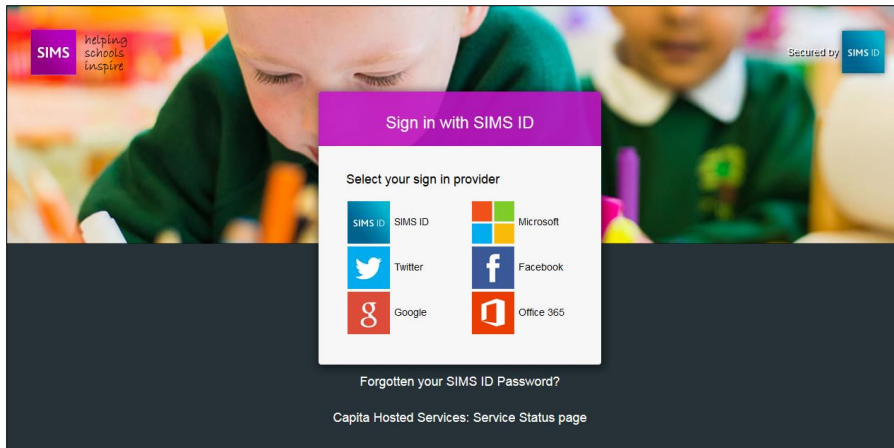
Once the registration process is complete, users can sign in via the following URL.

SIMS Parent

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

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SIMS Online Services products are now accessed via the SIMS ID **Sign in** page. SIMS ID is the secure authentication gateway provided by Capita.

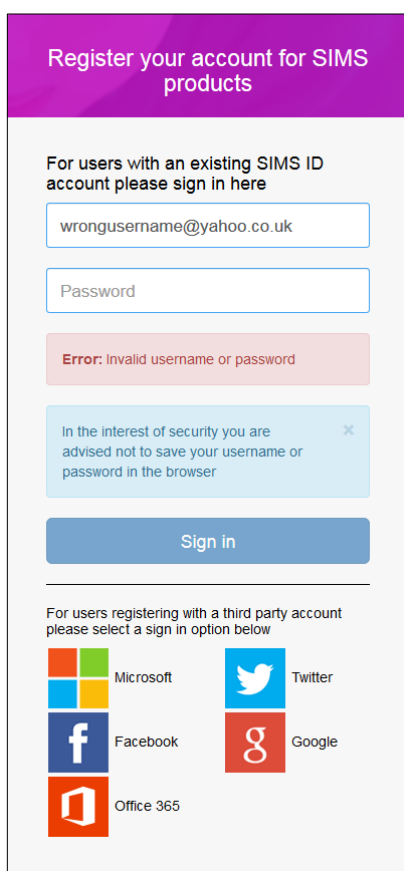


1. Click the icon for the relevant Third Party account that you registered with.  
A new window will open.
2. Enter your sign in details.

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## 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 Third Party details in the SIMS ID **Username** and **Password** fields, the following error will be displayed.



The screenshot shows a registration form titled "Register your account for SIMS products". It is divided into two sections. The top section is for existing users, with the text "For users with an existing SIMS ID account please sign in here". It contains two input fields: "Username" (with the text "wrongusername@yahoo.co.uk") and "Password". Below these fields is a red error message: "Error: Invalid username or password". A blue notification box below the error message states: "In the interest of security you are advised not to save your username or password in the browser". A blue "Sign in" button is located below the notification box. The bottom section is for new users, with the text "For users registering with a third party account please select a sign in option below". It features five social media icons: Microsoft (four colored squares), Twitter (bird icon), Facebook (blue square with 'f'), Google (red square with 'g'), and Office 365 (orange square with white 'O').

- If you have forgotten your password, please contact your Third Party account provider (e.g. Google, Microsoft, etc.) 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 Mr Jobson at school by emailing [parentapp@chschs.school](mailto:parentapp@chschs.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.