Southend High School for Girls

A Guide to using SIMS Parent App

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Introduction

At Southend High School for Girls, we use SIMS Parent App as a tool to facilitate the communication of key information between home and school.

SIMS Parent App allows parents/carers to see "live" information such as attendance, , reports, and timetables at the touch of a button. It also allows 'home' to easily update personal details in a secure and confidential manner. For example, a change of mobile phone number can be actioned with a few clicks of a button by parents / carers sending through the new contact details directly to the school system for processing by our office staff via SIMS Parent App.

The school can also use the app to send push notifications directly parents' / carers' mobile phone, just like a text message at no extra cost to the school money.

We trust that you will enjoy using the benefits of this system.

The following pages outline how to access and use SIMS Parent App and hopefully answers any questions you may have.

If you require any further details or have any questions please contact IT support on 01702 588852 or email slgsupport@shsg.org.

Signing into the system

Please note that to register for SIMS Online Services products, you will need one of the following accounts: Microsoft, Office 365, Google, Facebook, Twitter.

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 / Junk folder before contacting school.

2. Follow the link in the email to be directed to the Sign in page.
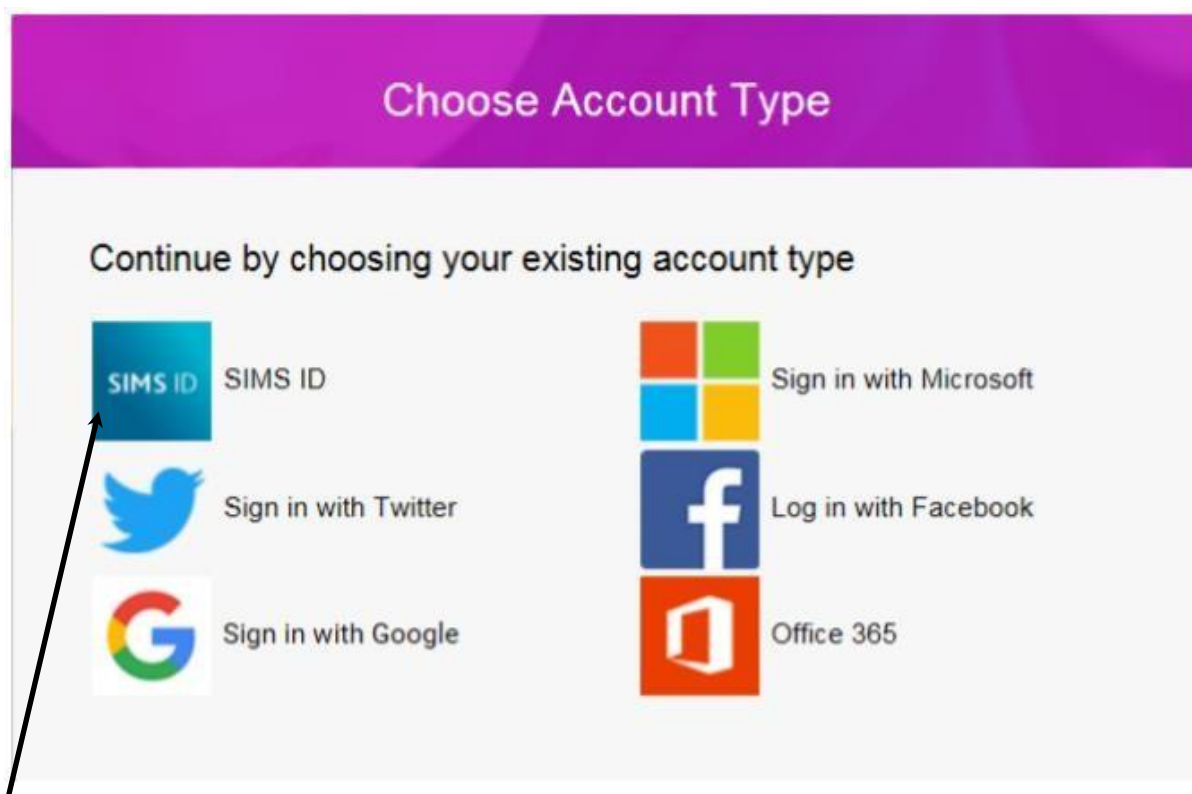
Parents must not attempt to register using SIMS ID. The SIMS ID option is for use by school staff only.

3. Click the icon for the relevant Third-Party account (Microsoft, Office 365, Google. Facebook or Twitter) and you will be directed to sign in using your existing details.

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

Accessing the System after the first Registration

Once you have successfully registered for the SIMS Parent App you will be able to log into the system from any internet enabled device. You can do this in one of two ways:

1. To access the SIMS Parent App from a computer, login online at www.simsparent.co.uk You will use the account (Microsoft, Office 365, Google, Facebook or Twitter) that you used when originally registering your account. Simply choose the appropriate account from the list offered and use your usual username and password to open your page with access to your child's/children's information.

2. If you wish to use the mobile phone app rather than a PC, download the app for free from the Google Play or Apple App store - search for **SIMS Parent.** Once installed, the app will require you to use the account (Microsoft, Office 365, Google, Facebook, or Twitter) that you used when originally registering your account. Simply choose the appropriate account from the list offered and use your usual username and password to open your page with access to your child's/children's information.

Navigating Your Homepage

Depending on whether you have accessed the information via a PC or your mobile you will see one of the following views:

Both views have the following common elements:

- Messages-these may be direct messages from school- such as text messages, alerting or informing you about particular information or it may be a notification that award, or behaviour points have been given.
- Calendar- gives key dates of holidays, INSET days etc.
- SIMs Options- used in Year 9 to select GCSE options.
- Student button- a button for each child you have in school will be available for you to access by clicking on the button.

Once a child has been selected you will have access to the following areas:

Attendance: This will show the attendance figures for the term and week. Each day of the week comprises of two sessions – am and pm. You can see attendance information for each day by clicking on the attendance button.

**Timetable** – Timetable information is available for the next two weeks.

Reports – As and when reports are published they will appear in this box. To access the reports, click on the reports button and then choose the report you wish to look at in more detail. The report will be opened as a pdf document.

Data Collection
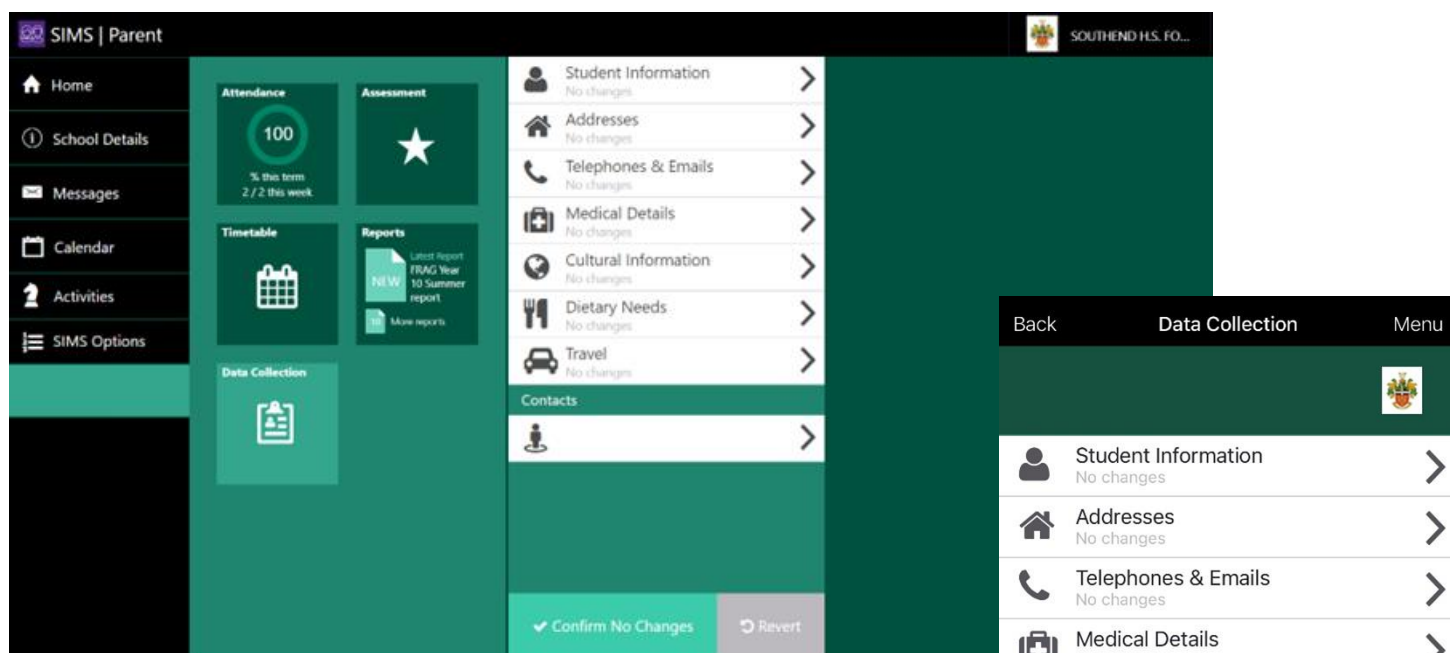
Rather than send home an update form to be completed by parents every year, the SIMS Parent App allows parents/carers to update any contact or personal information direct from their phone or computer. This is a secure, confidential and GDPR compliant system that sends the request to change information directly into the school information system. Our staff will be automatically informed of the change and will process it accordingly, ensuring that our system has the most accurate and up to date information as possible. This will reduce the need to have pieces of paper containing confidential information being passed back and forth between home and school and will ensure all information is as secure as possible.

If you ever need to change any relevant information simply click on the appropriate button from the list above, make the relevant change and then click on the button that looks like this:
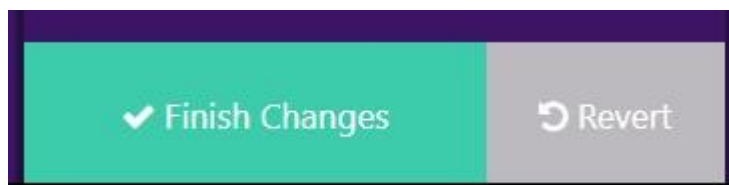
This will be sent automatically to the school system for processing.

Frequently Asked Questions

I have forgotten my password, what can I do?

As the details you will use to log in to SIMS Parent are your own personal email address you will need to access your email provider's website and click on the forgotten password link. We therefore are unable to assist you with your forgotten login details.

What if I have changed my email address or other contact details?

If any of your contact details have changed, please use the data collection sheet on SIMS Parent to update these. Alternatively, you can let us know by emailing office@shsg.org

What if we require more than one account?

We anticipate that most families will use a single login but in circumstances where more than one parent/carer has the right to access data please contact the school.

What if I have more than one child at the school? Will I need an account for each child?

If you have more than one child at the school, you will only require one login which will allow you to access each of your children's records. If you have a child join the school after you have received your login details, your child will appear on your existing SIMS Parent account.

What happens when my child leaves the school?

When your child leaves the school, whether this is in Year 11, Year 13 or at another point in their secondary education, they will no longer appear on your SIMS Parent account and your account will be disabled unless you have any further children at this school.   We therefore encourage parents/carers to save any reports or other information they would like to keep before your account is disabled or your child is removed from your account.

Does it matter if I use the website or the app?

Which method you use to access SIMS Parent is entirely up to you. Both the website and the app contain the information. The only difference is the layout may differ slightly. The advantage of using the app is that you will receive notifications.

Who do I contact if I am having problems with my account?

Please contact the ICT support on 01702 588852 or email slgsupport@shsg.org. Allow up to 3 working days to receive a response. Please note, this account is not monitored during the school holidays.

What happens if I have no access to a computer/internet?

Please contact the school to discuss this with us.

How often does SIMS Parent update with data held in SIMS?

SIMS Parent synchronizes with the school's SIMS database overnight. If conduct points have been awarded, you will receive your notification shortly after this time.