



# SIMS PARENT LITE APP PARENT GUIDE



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In order to support compliance with the General Data Protection Regulation (GDPR), the school will be using SIMS Parent Lite to collect, manage and handle key information about your child by obtaining accurate data securely from you.

For information about the Privacy of SIMS Parent please click here <https://www.sims-parent.co.uk/#/privacy>

The SIMS Parent Lite app provides a convenient and accessible solution for parents and carers to electronically review and request changes to the data held on them and their children via smartphone, tablet, or PC anytime, anywhere. You will be able to provide additional information on crucial details such as medical information or dietary requirements.

When a change request is submitted by you, automatic emails are sent to the school office. Administrators are able to view previous requests and details of any action taken via the audit trail within SIMS.

From time to time, we will send notifications to remind you to update your child's details, eliminating paper-based data collection and manual errors.

### **To Access SIMS Parent Lite**

Username and passwords are not issued directly by the school but are managed by the school administrators through the SIMS management system.

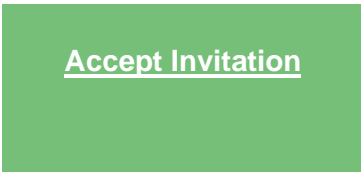
**Step 1.** You will receive an email invite from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) which should look like this:

**Please check your junk folder if the email does not appear in your inbox.**

**From:** [noreply@sims.co.uk](mailto:noreply@sims.co.uk) <[noreply@sims.co.uk](mailto:noreply@sims.co.uk)>  
**Sent:** Wednesday, September 11, 2019 8:23:24 AM  
**To:** [louisa.tompkins@psmps.co.uk](mailto:louisa.tompkins@psmps.co.uk) <[louisa.tompkins@psmps.co.uk](mailto:louisa.tompkins@psmps.co.uk)>  
**Subject:** Plympton St Maurice Primary School invites you to SIMS Parent

You're invited to start using SIMS Parent to manage your child's personal details at Plympton St Maurice Primary School. If enabled by the school, you can also view child's attendance, school reports, homework assignments and more.

Simply accept this invitation and register within 90 days.



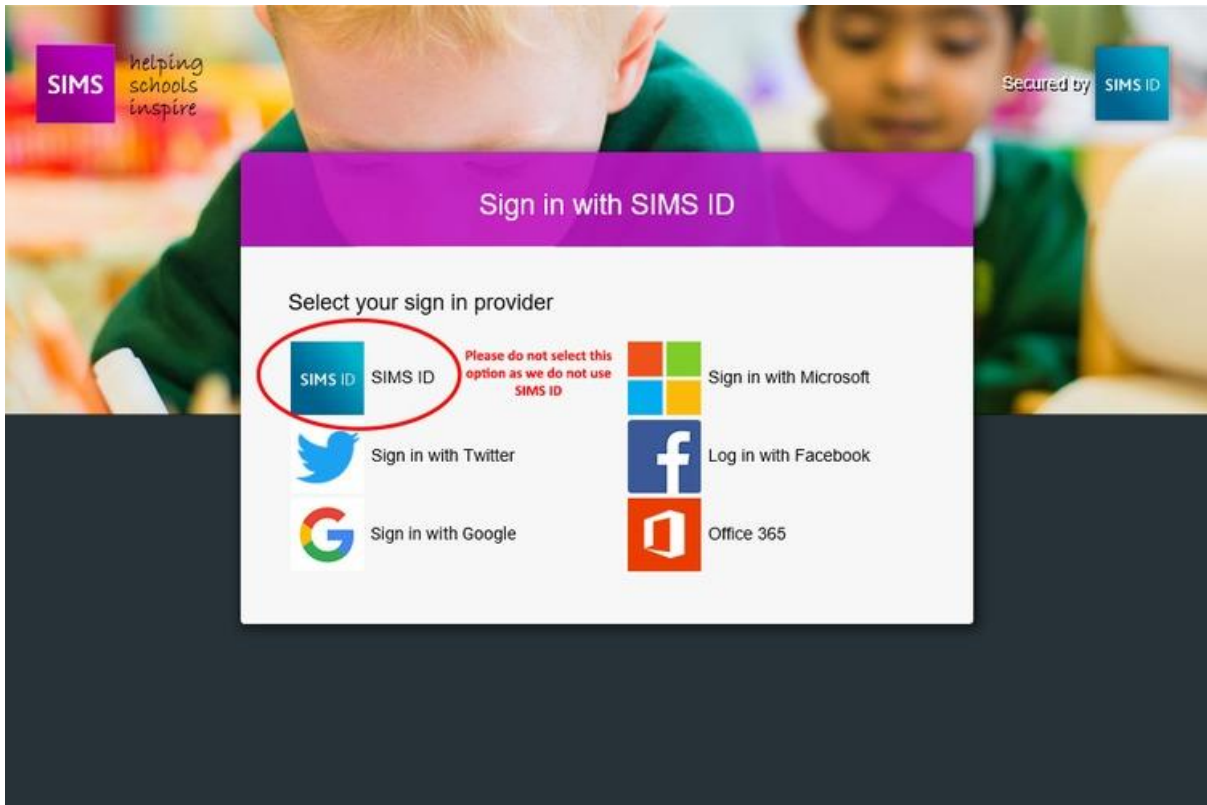
If the button above doesn't work, copy and paste the following link into your browser.  
<https://id.sims.co.uk/registration/home/soscode>  
Should you need to enter it, your personal invite code is: **W8CZR8B4GD**

**Highlight and copy the code now as you may need it during registration at step 5!**

**Step 2.** Select 'Accept Invitation'. You have 90 days to do this!

**Step 3.** Select the account type you want to register with....

Parents will need to use their existing personal Facebook, Twitter, Google or Microsoft Account credentials to log into the SIMS Parent Lite App as pictured below. (Please do not select SIMS ID).



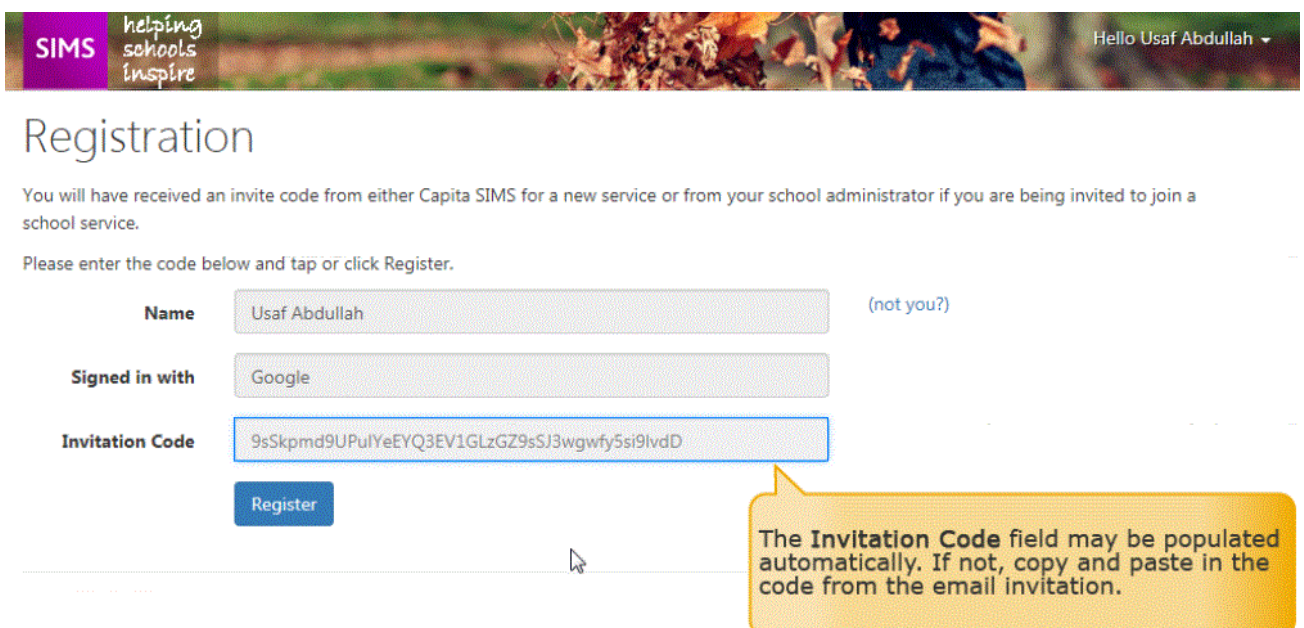
**If you do not have any of the above then please find below links to create a free Google or Microsoft Account:**

Creating a Google Account Instructions for how to set up a Google Account are available directly from Google (<https://support.google.com/accounts/answer/27441?hl=en>).

Creating a Microsoft Account Instructions for how to set up a Microsoft Account are available directly from Microsoft (<http://windows.microsoft.com/en-GB/windows-live/sign-up-create-account-how>).

**Step 4.** Log in with your preferred account using your own normal log in details.

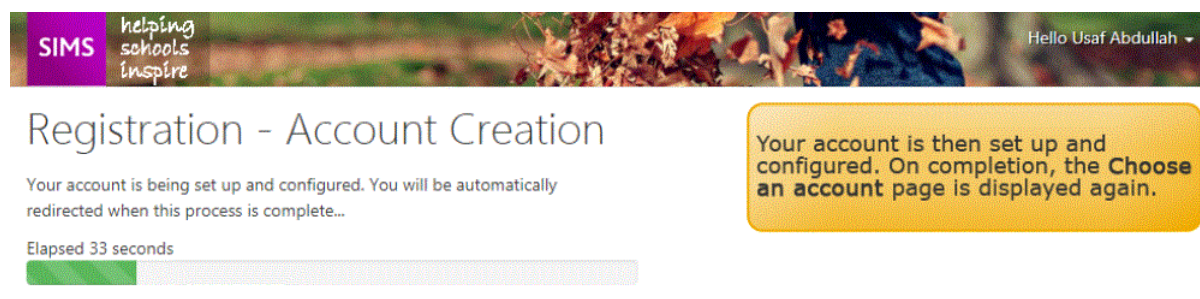
**Step 5.** Registration! The following page will appear:



The invitation code field may be populated automatically. If not, copy and paste the code from the email invitation as mentioned at step 1.

**Step 6.** Security question – please enter the date of birth of one of your children who attends Plympton St Maurice Primary School.

**Step 7.** Wait for about 30 seconds while your account is created.



**Step 8.** You are now registered to use SIMS Parent Lite which can be accessed from either [www.sims-parent.co.uk](http://www.sims-parent.co.uk) on your PC or ipad or by downloading the SIMS Parent App from Google Play Store (Android) or Apple Store. To download the app; simply go to your app store and search for SIMS Parent.

**To view and update your contacts using the app:**

**Each child will be displayed separately on the home page.**

**Select a child to view their data collection information.**

**Addresses** is the home address of the child.

**Telephone & Emails** – please do not update this as it relates to the pupil and not your emergency contacts.

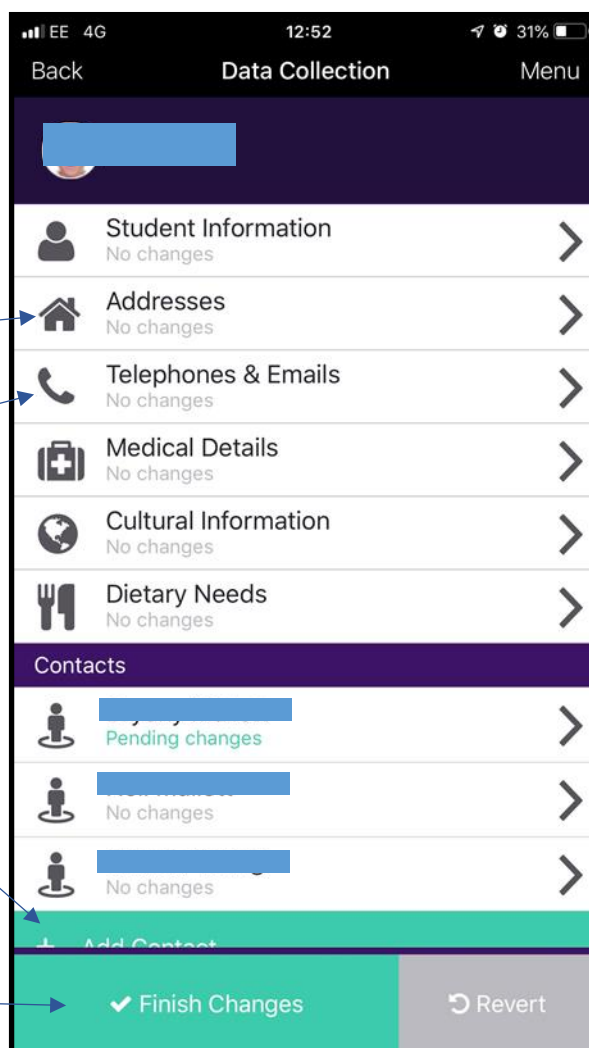
**Each contact will be listed at the bottom of the screen under 'Contacts'.**

**MAIN CONTACTS:**  
Please update contact numbers and/or addresses under this section.

If you need to add a new contact, there is a '+ Add Contact' box at the bottom of the screen.

For more information on contacts or any of the options, please read below.

**Select Finish Changes**

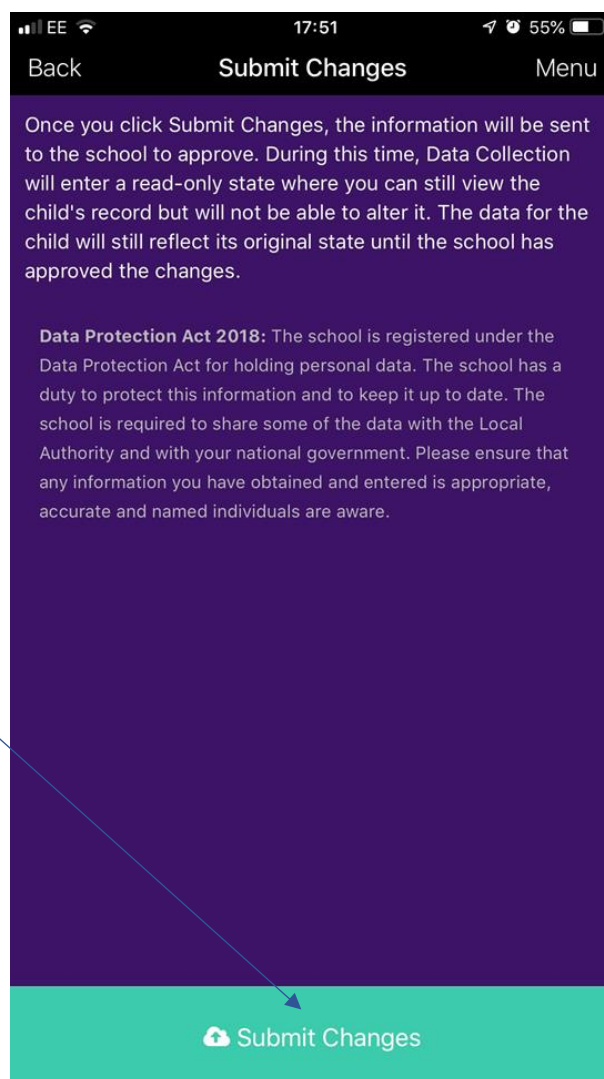


Once you have selected finished changes, press save. **Then click the 'back' button at the top left of your screen** to go back to the students 'home' page where it again says finish changes. **Select 'Finish Changes' again.**

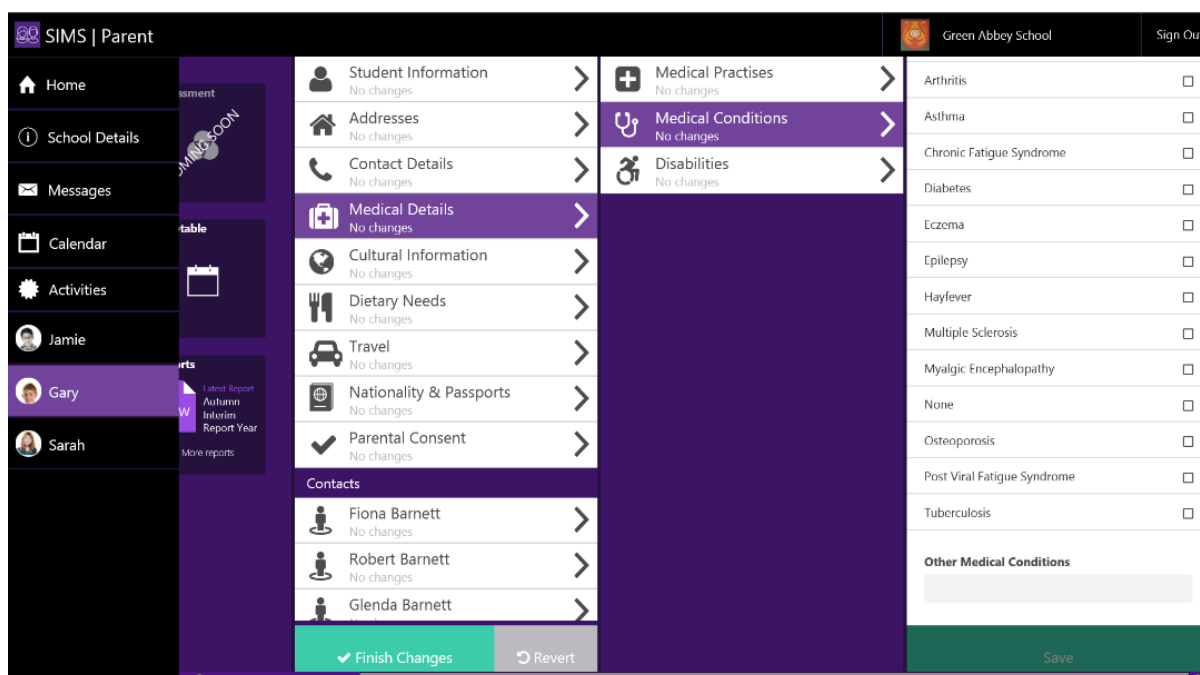
**A submit changes message will then appear.** Select the **Submit Changes button at the bottom of the screen in order to submit the changes to school.**

Once this is done no more changes can be carried out until the school has approved the changes you've submitted. It will remain in 'Read-Only' mode until then.

You will receive a message to confirm this has been done.



The 'Data Collection' section (depending on how the school has set it up) will look similar to the below picture on your PC or laptop. Parents can submit changes to the current data which the school has to confirm. Parents will then get confirmation in an email or via the Parent Lite App to say that the database has been updated.



## **Important Information about the Menu Options**

**Student Information** – this contains basic information such as your child’s name, preferred name and date of birth.

**Address** – this is your child’s home address. You can add an additional address e.g. if your child lives with both parents.

**Telephones and Emails** – this is your child’s home number. Please DO NOT add an email address for your child here.

**Medical Details** – this includes information such as medical practice, medical conditions and any disabilities. There is a drop down list of all these, but you can add a new one if you need to by completing the ‘other / additional’ information box.

**Cultural Information** – this is important information for the school census so please complete.

**Dietary Needs** – please update your child’s dietary needs here. For allergies and medical diagnosis of dietary need, please bring into school a supporting doctor’s letter or health plan, and see the school office to complete a medicines form if required. Doctor’s letter and health plans only need to be brought in once or when updated, however the Medicines Form needs to be completed for each new medication on a yearly basis.

**Nationality and Passports** – please update your child’s nationality but please DO NOT complete any passport details.

## **Contacts**

**Parental Responsibility** – Please ensure that the Parental Responsibility slider bar is set correctly. For a definition of Parental Responsibility please read the following guidelines: <https://www.gov.uk/parental-rights-responsibilities>. This is usually the mother and father, and would not normally include grandparents, neighbours, friends or other family members.

**Priority Contact** – In line with ‘Keeping Children Safe in Education - September 2020’ Where reasonably possible, schools should hold more than one emergency contact number for each pupil or student. Please check and where possible, include one Priority 1, and one Priority 2 contact. Please contact the office to let us know if this presents a problem for you.

**Other Contacts** – Where possible, the contacts should be local and accessible.

**Telephone Numbers** – Please ensure you give us the contact numbers that you are most likely to have access to. Please ensure the slider bar is checked for your primary (main) contact number as we use this to reach you if your child is unwell. **This number has to be a mobile number in order for you to continue to receive text messages from the school.**

## **Q & A**

### **• I can't find my account registration email. What should I do?**

The email will come from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) If you cannot find this email, please check your junk mail and ensure it has not been marked as SPAM. If you still have not received your account registration email, please contact Mrs Tompkins or the school office school to check whether they have your correct email address.

### **• How do I log in?**

You will have received an email invitation from your school directing you to complete the registration process for SIMS Parent. You need to register through this before you can access SIMS Parent. Please follow step 8 of the Parents Guide for information about how to log in.

### **• I can't remember my password. What should I do?**

The password is linked to your personal account provider (i.e. Microsoft, Google, Facebook or Twitter) Visit their website and follow their instructions for resetting your password.

### **• Do I need to register separately for each of my children attending this school?**

No. When you sign in to SIMS Parent, information for all of your children attending this school will be displayed in one place.

### **• If I have children who attend different schools, and if each of the schools is using SIMS Parent, can I view all of my children in one place?**

It is now possible for parents to use the same login details to register with multiple SIMS Parent schools. This will allow users to change school once inside SIMS Parent from a drop-down menu located on the school name in the top right-hand corner of the page.

### **• Why can't I access the SIMS Parent site or why does the page not load correctly?**

Ensure your internet browsers are up-to-date. If your internet browser is up-to-date and you are still experiencing problems, please contact the school office for assistance.

### **• I have signed into SIMS Parent before but I can't sign in now. What should I do?**

Ensure you are logged in with the correct account (i.e. the account you used during the SIMS Parent registration process) such as Facebook or Office 365....

To sign out of an incorrect account, visit the account provider's website (e.g. Google, Facebook, etc.) and sign out. Close the browser completely. Open a new browser window and log in to SIMS Parent, using the account details you used during the registration process.

Alternatively, try accessing SIMS Parent through a private browser window; this will ignore any other logged in accounts. This can be achieved using various browsers:

- In Internet Explorer, hold down **Ctrl + Shift** on the keyboard and press **P**.
- In Google Chrome, hold down **Ctrl + Shift** on the keyboard and press **N**.
- In Firefox, hold down **Ctrl + Shift** on the keyboard and press **P**.
- In Safari, select **Safari > Private Browsing**.

If you still cannot sign in to SIMS Parent having followed the advice in this section, please contact the school office.

- **I have signed into SIMS Parent but I can't see any data. What should I do?**

If you cannot see any data, please contact the school office.

- **Why can't I see all of my children or all of my data?**

If you have children who attend multiple schools and you wish to see them all in one account, you must register with the same sign in details. If you have used different details, please contact one of the schools and ask to be re-registered. Ensure you register with the details you use to sign into the other school. This will allow users to change school once inside SIMS Parent from a drop-down menu located on the school name in the top right-hand corner of the page.

If you have re-registered and still cannot see your data, or if your children are at the same school and you cannot see all of their data, please contact the school office.

- **Why can't I open the Data Collection Sheet for my child?**

If the Data Collection Sheet is not visible from SIMS Parent for your child, you may not meet the criteria required for submitting changes to your child's account. A registered child contact must live at the same address as the child in order to be eligible to make updates to the Data Collection Sheet.

If you can see the Data Collection Sheet but it is locked (a padlock icon will be displayed), the Data Collection Sheet has been previously submitted and is waiting for a school administrator to authorise and apply the changes. Once the changes have been applied, the Data Collection Sheet will become available again.