

# SIMS Online Services - Getting Started

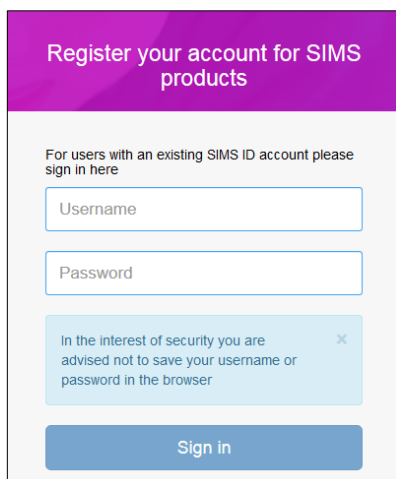
## How do I register?

### 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, Google, Facebook or Twitter.

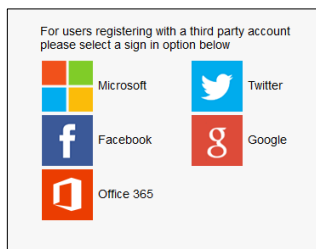
2. Follow the link in the email to be directed to the **Sign in** page.



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 labeled "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". At the bottom of the form is a blue button labeled "Sign in".

**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 registration page with the text: "For users registering with a third party account please select a sign in option below". Below this text are five icons arranged in two columns. The left column contains icons for Microsoft (four colored squares), Facebook (blue square with 'f'), and Office 365 (orange square with a white 'O'). The right column contains icons for Twitter (blue bird) and Google (red square with a white 'g'). Each icon is accompanied by its respective name.

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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's.

SIMS Parent

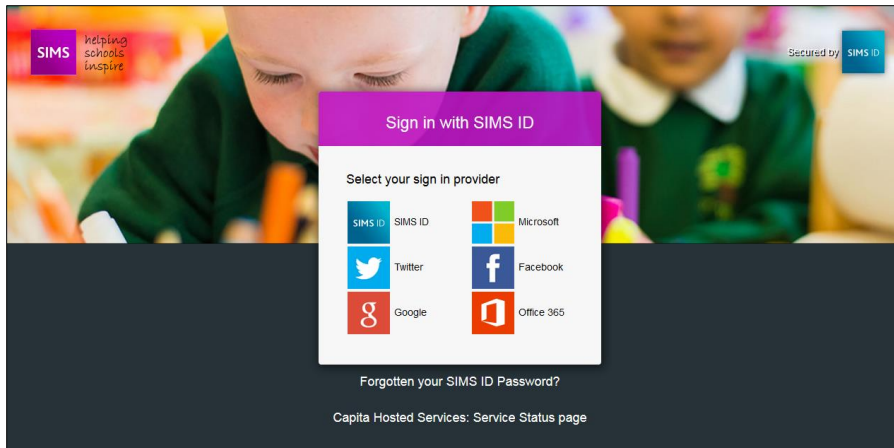
- Parent <https://www.sims-parent.co.uk>

SIMS Student

- Student <https://www.sims-student.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.

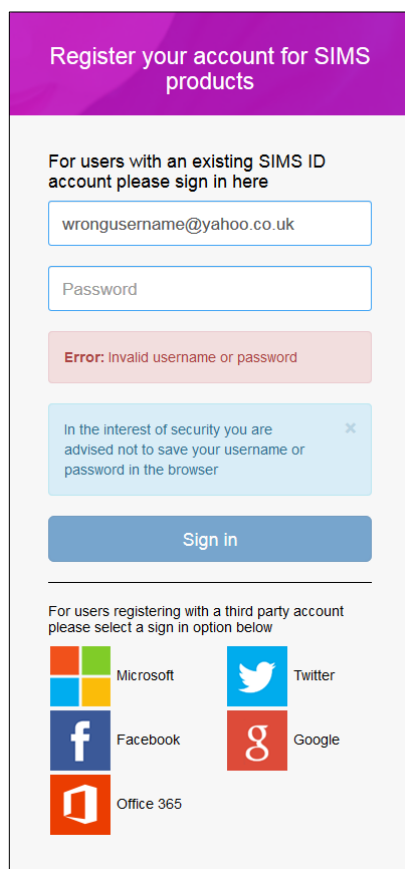


1. Click the icon for the relevant Third Party account that you registered with.  
A new window will open.
2. Enter your sign in details.

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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 the 'Register your account for SIMS products' page. It has a purple header. Below the header, it says 'For users with an existing SIMS ID account please sign in here'. There are two input fields: 'Username' (containing 'wrongusername@yahoo.co.uk') and 'Password'. Below these is a red error message box that says 'Error: Invalid username or password'. Below the error message is a blue box with the text 'In the interest of security you are advised not to save your username or password in the browser' and a close button. Below that is a blue 'Sign in' button. At the bottom, it says 'For users registering with a third party account please select a sign in option below'. There are five icons for third-party accounts: Microsoft, Facebook, Office 365, Twitter, and Google.

- 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 your child's 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.