

# **Thomas Deacon Academy**

## **Guide to SIMS Parent App**

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## 1. How do I register?

Before beginning the registration processes, you will need the following:

- Your unique registration email. We have already sent out a registration email that contains a registration link and an invitation code. This email will be sent from Capita SIMS (**noreply@sims.co.uk**). If you cannot find this email, please check your junk mail and ensure it has not been marked as SPAM.
- The date of birth of one of your children who attends the school.
- A Microsoft (including Office 365), Google, Facebook, Twitter or SIMS ID account. You can use an existing account (e.g. a Hotmail account) or create a new one online - they are free, easy to set up and you can use any valid email address and password.

(If you do not have an up to date email address or do not have an email address registered with us please phone your Year admins who can input this information and send the link to your unique registration email)

View a tutorial on the registration process:

- [SIMS Parent: Parent Registration Tutorial \(PDF version\)](#)
- [SIMS Parent: Parent Registration Tutorial \(MP4 version\)](#)

### Getting Started

1. Open the email and click the link or the website URL as instructed. A new internet browser window will open and you will be asked to log in.

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

2. Users who do not have a SIMS ID account should register with a Microsoft (including Office 365), Google, Facebook or Twitter account. Click the icon for the relevant Third Party account (Facebook and Twitter are accessible via the **Use another provider** button) and you will be directed to sign in using your existing details.

**IMPORTANT NOTE:** You will be guided through the login process. Once logged in, you will be asked if you want to authorise SIMS Parent to use your account.

3. You will now be asked for an **Invitation code**.
  - If you were able to use **click this link** in the email you received, this field will be populated automatically.
  - If you had to select the web address in the email, you will need to copy the invite code from the email and paste it into the space provided.
4. Enter the **Date of birth** of one of your children attending the school. This is for security purposes only and this information will not be used in the SIMS Parent system.

5. Click the **Register** button to continue.

## 2. Getting Started

### How do I register?

*NOTE: Users with multiple roles need to register only once. For example, users who are both a parent and a teacher should register as either a parent or a teacher but should not register as both. Once registered, all of the relevant parent and teacher information will be available.*

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.

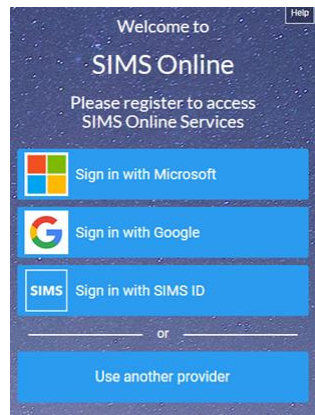
**IMPORTANT NOTE:**

*To register for SIMS Online Services products, you will need one of the following accounts: Microsoft, Office 365, Google, Facebook, Twitter or SIMS ID.*

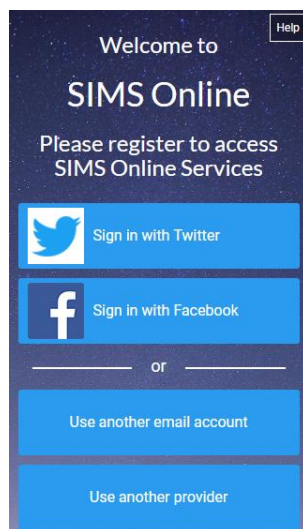
*Only users with an existing SIMS ID account can use SIMS ID to register.*

*For guidance on setting up a Third Party account, please refer to the Setting up a Microsoft or Google Account document, which is available from the Hot Topics area of My Account (<https://myaccount.capita-cs.co.uk/hot-topics/sims-parent-app-student-app/>).*

2. Follow the link in the email to be directed to the registration page.



3. Click the button for your preferred account and you will be directed to sign in.
  - Users who already have a SIMS ID account can sign in with SIMS ID.
  - Users who do not have a SIMS ID account should register with a Microsoft (including Office 365), Google, Facebook or Twitter account.
  - To use Facebook or Twitter, click the **Use another provider** button.



- The **Use another email account** button launches the **Microsoft Create account** page (<https://signup.live.com/>), where you can create a Hotmail account.
  - The **Use another provider** button returns you to the previous screen.
4. Having selected your account provider, follow the on-screen registration process.

**How do I sign in?**

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

For Parents

<https://www.sims-parent.co.uk>  
or via the SIMS Parent app\*

For Students

<https://www.sims-student.co.uk>  
or via the SIMS Student app\*







For Schools

- Product Admin Portal <https://admin.sims.co.uk>
- Parental Engagement Portal <https://www.sims-engagement.co.uk>
- Activities Portal <https://organiser.sims-activities.co.uk>

\* The apps are available for iOS and Android devices via the Play Store or iTunes.



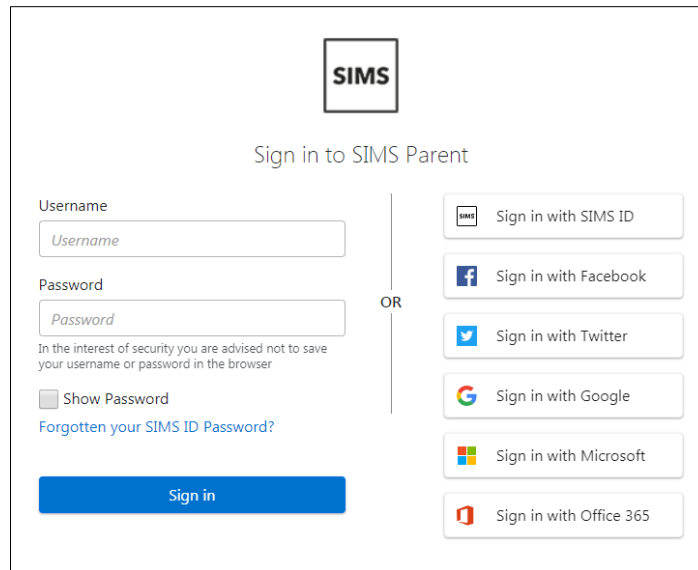
Sign in to SIMS Parent

	Sign in with SIMS ID
	Sign in with Facebook
	Sign in with Twitter
	Sign in with Google
	Sign in with Microsoft
	Sign in with Office 365

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

## 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 Microsoft, Office 365, Google, Facebook or Twitter details in the SIMS ID **Username** and Password fields, the following error will be displayed.



The screenshot shows the SIMS Parent sign-in interface. It includes a SIMS logo, the title 'Sign in to SIMS Parent', and two main sections. The left section contains a 'Username' field, a 'Password' field, a 'Show Password' checkbox, and a link for 'Forgotten your SIMS ID Password?'. A blue 'Sign in' button is positioned below these fields. The right section, separated by a vertical line and the word 'OR', features six buttons for signing in with external accounts: SIMS ID, Facebook, Twitter, Google, Microsoft, and Office 365.

- Before completing the registration process, users should be signed out from *all* accounts. Alternatively, the registration process should be carried out in a private browser window.
- If you have forgotten your password, please contact Microsoft, Office 365, Google, Facebook or Twitter and request a new password.

## Who do I contact for help?

If you have a question about your SIMS Online Services Account, please contact Natalie West ([nlw@tda.education](mailto:nlw@tda.education))

### **3. Downloading the SIMS App**

The SIMS Parent app can be downloaded for free from the Apple Store or the Play Store.

*NOTE: Before you can use the app, you will need to be invited to register for SIMS Parent by your child's school.*

1. Open the Play Store or Apple Store on your device.
2. Using the Search facility, enter SIMS Parent.
3. Select **SIMS Parent by Capita Plc** from the search results.
4. Tap **READ MORE** for more information or **INSTALL** to download the app.
5. Once the app has downloaded successfully, tap **Open** to register and start using the app.

*NOTE: Once downloaded, the SIMS Parent app is available as a shortcut on your device.*

### **4. Who to contact**

If you need to update your email address or need to provide us with a new address, please contact your son/daughter's year admins in the first instance.

**Year 7 – Mrs Raines**

**Year 8 – Mrs Nair**

**Year 9- Mrs Witten**

**Year 10 – Miss Hope**

**Year 11- Mrs King and Mrs Linton**

**Year 12- Mrs Bi**

**Year 13- Mrs Bi**

If you are having trouble with logging on, or for any questions regarding the SIMS parent app please contact Natalie West ([nlw@tda.education](mailto:nlw@tda.education))