

Dear Parents and Carers,

SIMs Parent App – Easy way to view and update your child’s information

Sims Parent app is a convenient way for you to update information about your child. You can access the system from a smartphone, tablet or PC – anytime, anywhere.

How will we achieve this?

In order to support compliance with the General Data Protection Regulation (GDPR), the school will be using SIMS Parent 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 use the following link [SIMS Parent Privacy Notice](#)

The SIMS Parent app provides a convenient and accessible solution for parents and carers to electronically review and request changes to the data school has and 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 who can then accept the changes and update your child’s records. This should eliminate any issues with contact details being out of date or incorrect. **It is important that any changes to address, telephone contacts, medical/dietary information and consent are actioned this way.**

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.

On the SIMS Parent app, you will be able to:

- Update your contact details, so we always have the most up-to-date information in case of emergency
- Update Medical Details, Dietary Needs and Parental Consent
- Access information for your children, if you have more than one child at the school, from the same app.

Getting started with the SIMS Parent app

1. If you have already registered, log in with your username and password associated with that account.
2. If you have not registered:

How do I download the SIMS Parent app?

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

- Open the Play Store or Apple Store on your device. Using the Search facility, enter SIMS Parent.
- Select SIMS Parent by Capita Plc from the search results.
- Tap INSTALL to download the app. Once the app has downloaded successfully, tap Open to register and start using the app.

Please allow any notifications, if prompted to do so.

What do I need to register for the SIMS Parent app?

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

- Your unique registration email. Your school will send to you 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/junk. Alternatively, you can register at [Home Page - Registration \(sims.co.uk\)](https://sims.co.uk) using the invitation code you have received.
- The date of birth of one of your children who attends the school.
- Either a Microsoft (including Office 365), Google, Facebook or Twitter account. You can use an existing account (e.g. a Hotmail account) or create a new one online - they are free and easy to set up and you can use any valid email address and password

How do I register for the SIMS Parent app?

Open your unique registration email and click the link as instructed. A new internet window will open and you will be asked to log in.

User should register with either a Microsoft (including 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 (**i.e. your username and password for that existing account**).

IMPORTANT NOTE: Before completing the registration process, you should be signed out from the chosen account you are planning on using to register with e.g. Facebook. Alternatively, the registration process should be carried out in a private browser window.

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.

You will now be asked for an invitation code. If you were able to click the 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.

Enter the Date of Birth of one of your children attending the school (not your date of birth). This is for security purposes only and this information will not be used in the SIMS Parent system. Click the Register button to continue.

