

SIMS Parent App

How Do I Register?

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

- Your unique registration e-mail. We will send you a registration email, to the email address held on your child's record, 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 currently attends KESH.
- You will need an email address.

IMPORTANT NOTE: Before completing the registration process, you need to be signed out from your email or the account you are using to complete your registration.

Getting Started:

- Open your unique registration email sent from Capita SIMS (noreply@sims.co.uk) and click the link or the website URL in this registration email. A new internet browser window will open and you will be asked to log in.
- 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. If you wish to access your child's reports, click yes.
- You will now be asked for an Invitation code. This code is in the email sent to you by Capita SIMS.
- Enter the Date of birth of one of your children attending the KESH. This is for security purposes only and this information will not be used in the SIMS Parent system.
- Click the Register button to continue.



The screenshot shows a web page titled "Registration - Answer Security Questions". At the top left, there is a logo for "SIMS" with the tagline "helping schools inspire". Below the title, a message states: "You are required to provide a second piece of information to confirm your identity. Please answer the following question." The question is "What is the date of birth of one of your children at the school?". There is a text input field with a cursor, and a blue "Verify" button below it. At the bottom left, the copyright notice reads "© 2017 - Capita Children's Services".

Downloading the APP:

- The SIMS Parent app can be downloaded for free from the Apple Store or the Play Store.
- Once downloaded, the SIMS Parent app is available as a shortcut on your device.

How do I navigate SIMS Parent?

When you sign in to SIMS Parent, you will see the Home page, showing a named tile for each of your children and a Messages tile. You will find your child's reports in the Messages tiles.

Click a tile showing the name and photograph of a child to view their data. Tiles are for any information your school has chosen to make available to you. Click a tile to display detailed information.

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

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 the Academy at info@keshacademy.com

What devices can I use to access SIMS Parent?

SIMS Parent Web can be accessed via any desktop PC, laptop or tablet. The SIMS Parent Mobile app can be accessed on Apple or Android devices. SIMS Parent supports Android version 6 and above and iOS version 11 and above.

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

Visit the website of your account provider (i.e. Microsoft, Google, Facebook or Twitter) and follow their instructions for resetting your password.

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?

Yes. Once inside SIMS Parent App, chose your child's school from a drop-down menu located on the school name in the top right-hand corner of the page