



Sims Parent App



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Introduction

At St John Fisher Catholic College we use the SIMs Parent App as our system of communication that allows information to flow smoothly between home and school in the easiest way possible. The last 12 months in particular have shown how crucial good communication is between school and home and our SIMs Parent App plays a very important role in how we can do this effectively.

SIMS Parent App allows parents/carers to see “live” information such as attendance, conduct summaries, reports and timetables at the touch of a button. It also allows home to easily update their details in a secure and confidential manner. **Holding accurate contact information for parents is crucial for the safety of our learners** and in the past when a parent changes a mobile phone number it may be some time until the school is contacted regarding this. Now, with a few clicks of a button you can send through your new contact details direct to the school system for processing by our office staff.

The school can also use the app to send push notifications direct to your mobile phone, just like a text message. The difference with this is that it does not cost the school money as do text messages. This could potentially save the school thousands of pounds which can be redirected into providing resources for the teaching and learning of our students.

We hope that you enjoy using the benefits of this new system. The following pages outline how to access and use SIMS Parent App and hopefully answers any questions you may have.

For parents of learners currently in Year 6, details required to log onto the system will be sent out once your child starts in September. Unfortunately, you will not be able to log onto the account until the next academic year has started.

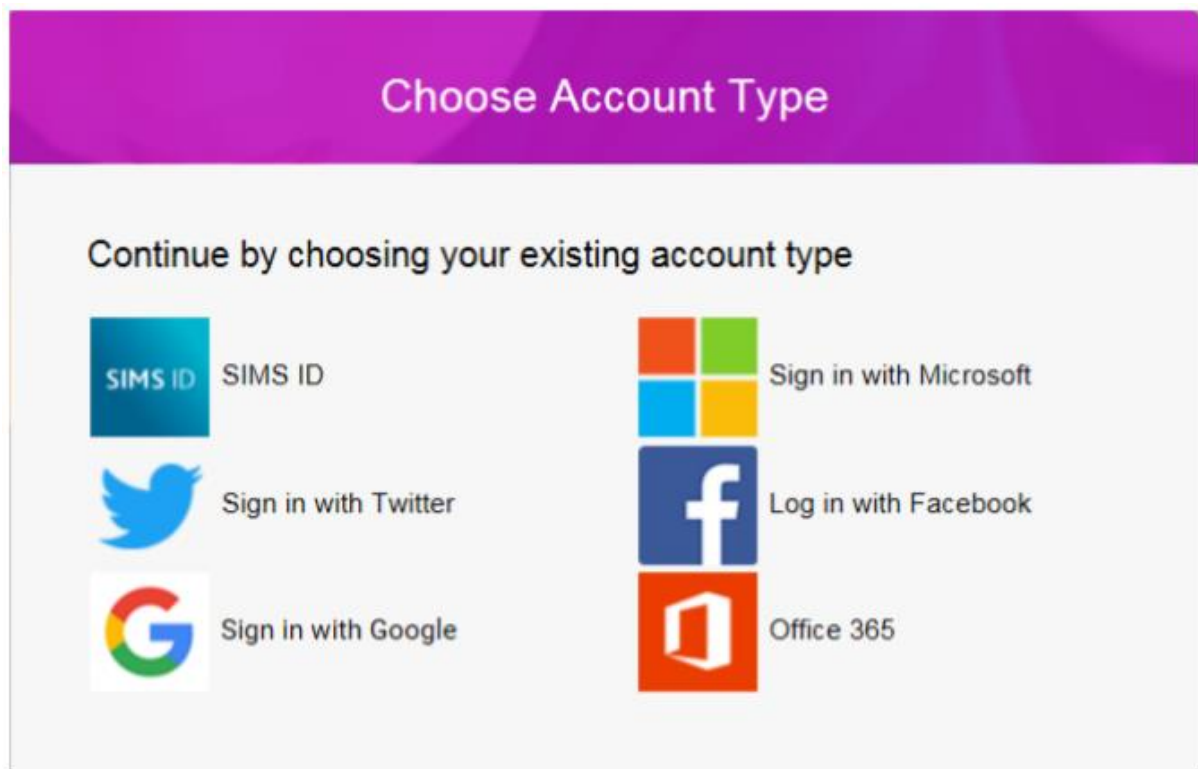
If you require any further details or have any questions please do not hesitate to contact our support team at sifparentapp@ctkcc.co.uk

Signing into the system

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

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



IMPORTANT NOTES: Parents must not attempt to register using SIMS ID. The SIMS ID option is for use by school staff only.

3. Users 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.
4. Once registration has been completed successfully, you can access your children at this school.

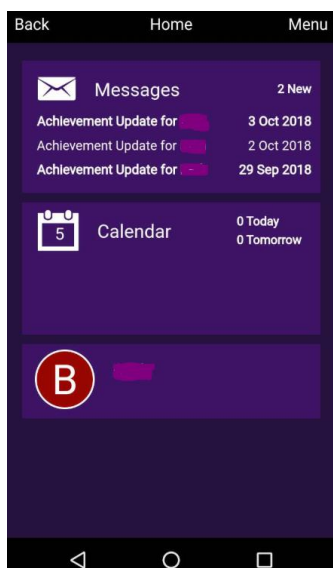
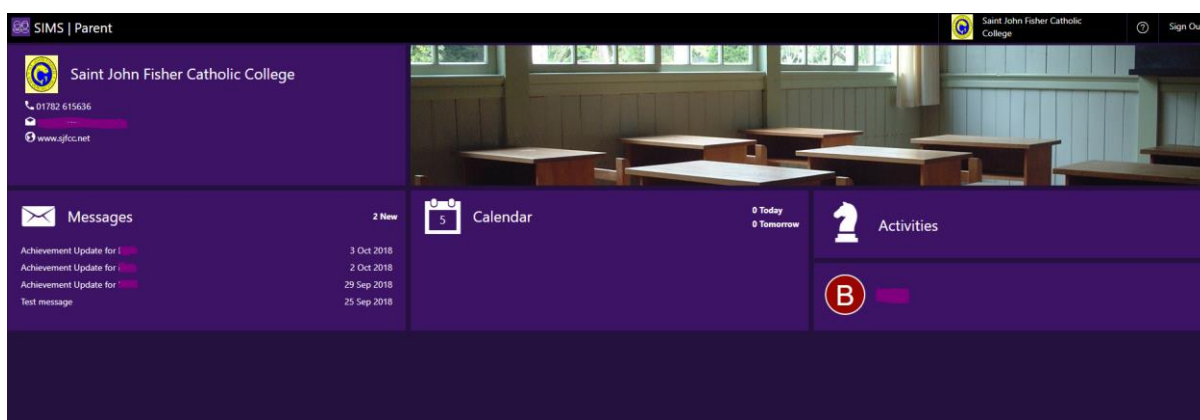
Accessing the System after the first Registration

Once you have successfully registered for the SIMS Parent App you will be able to log into the system from any internet enabled device. You can do this in one of two ways:

1. To access the SIMS Parent App from a computer, login online at www.sims-parent.co.uk You will use the account (Microsoft, Office 365, Google, Facebook or Twitter) that you used when originally registering your account. Simply choose the appropriate account from the list offered and use your usual username and password to open your page with access to your child's/children's information.
2. If you wish to use the mobile phone app rather than a PC, download the app for free from the Google Play or Apple App store - search for **SIMS Parent**. Once installed, the app will require you to use the account (Microsoft, Office 365, Google, Facebook or Twitter) that you used when originally registering your account. Simply choose the appropriate account from the list offered and use your usual username and password to open your page with access to your child's/children's information.

Navigating Your Homepage

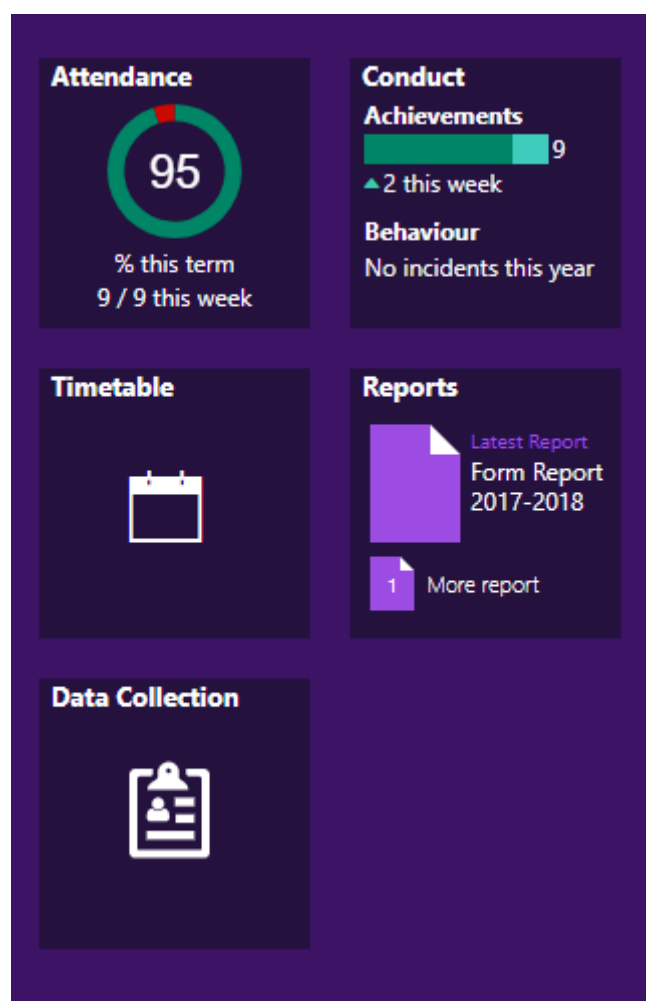
Depending on whether you have accessed the information via a PC or your mobile you will see one of the following views:



Both views have the common elements of:

- **Messages** – these may be direct messages from school – similar to text messages, alerting or informing you about particular information. Or it may be a notification that award or behavior points have been given.
- **Calendar** – gives key dates of holidays, INSET days etc
- **Student button** – A button for each child you have in school will be available for you to access by clicking on the button.

Once a child has been selected you will have access to the following areas:











Attendance: This will show the attendance figures for the term and week. Each day of the week comprises of two sessions – am and pm. You can see attendance information for each day by clicking on the attendance button.

Conduct: A summary of achievement and behaviour points issued will show on this screen. When you click on this button it will give you details of what the “point” has been issued for. We are currently working on also providing the information on which teacher issued the point – however at this point in time this information is unavailable.

Timetable – Timetable information is available for the next two weeks.

Reports – As and when reports are published they will appear in this box. To access the reports click on the reports button and then choose the report you wish to look at in more detail. The report will be opened as a pdf document. All reports from previous academic years are available within in this section.

Data Collection

	Student Information No changes	>
	Addresses No changes	>
	Telephones & Emails No changes	>
	Medical Details No changes	>
	Cultural Information No changes	>
	Dietary Needs No changes	>
	Nationality & Passports No changes	>
	Parental Consent No changes	>
Contacts		

Rather than send home an update form to be completed by parents every year, the SIMS Parent App allows parents/carers to update any contact or personal information direct from their phone or computer. This is a secure, confidential and GDPR compliant system that sends the request to change information directly into the school information system. Our staff will be automatically informed of the change and will process it accordingly, ensuring that our system has the most accurate and up to date information as possible. This will reduce the need to have pieces of paper with confidential information being passed back and forth between home and school and will ensure all information is as secure as possible.

If you ever need to change any relevant information simply click on the appropriate button from the list above, make the relevant change and then click on the button that looks like this:

✓ Finish Changes	↺ Revert
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This will automatically be sent to the school system for processing.

Frequently Asked Questions

I have forgotten my password, what can I do?

As the details you will use to log in to SIMS Parent are your own personal account details – your password will be linked to that account. We therefore are unable to change or reset your password. Please try the passwords for the account such as Facebook, Gmail etc that you think you may have used when setting up your SIMs Parent App account. If you change your account password i.e. Facebook – then you will need to use this new password for the SIMs Parent App also. If this fails – the only thing we will be able to do is reset your account. Please e mail sifparent@ctkcc.co.uk who will be able to help you with this.

What if I have changed my email address or other contact details?

If any of your contact details have changed, please use the data collection sheet on SIMS Parent to update these. Alternatively, you can let us know by emailing office-sjfcc@ctkcc.co.uk

What if we require more than one account?

We anticipate that most families will use a single login but in circumstances where more than one parent/carers has the right to access data please contact the school.

What if I have more than one child at the school? Will I need an account for each child?

If you have more than one child at the school, you will only require one login which will allow you to access each of your children's records. If you have a child join the school after you have received your login details, your child will appear on your existing SIMS Parent account. If you already have an account with a child at a different school, please ensure that the pre-existing account (i.e. Facebook, Gmail etc) you use is the same as the one for your current account. This will ensure that both children appear on the same page.

What happens when my child leaves the school?

When your child leaves the school, whether this is in year 11 or at another point in their secondary education, they will no longer appear on your SIMS Parent account. If you have only one child at the school, your account will be disabled. We therefore encourage parents/carers to save any reports or other information they would like to keep before your account is disabled or your child is removed from your account.

Does it matter if I use the website or the app?

Which method you use to access SIMS Parent is entirely up to you. Both the website and the app contain the information. The only difference is the layout may differ slightly. The advantage of using the app is that you will receive notifications.

Who do I contact if I am having problems with my account?

Please contact our support team at sifparentapp@ctkcc.co.uk. Please allow up to 3 working days to receive a response. Please note, this account is not monitored during the school holidays.

What happens if I have no access to a computer/internet?

Please contact the school to discuss this with us.

How often does SIMS Parent update with data held in SIMS?

SIMS Parent synchronizes with the school's SIMS database at the end of every day – at approximately 6:00pm. If conduct points have been awarded, you will receive your notification shortly after this time.