



# All Hallows Catholic School

Weybourne Road  
Farnham  
Surrey  
GU9 9HF

Acting Headteacher : Mr Mark Baines

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.*

## What will SIMS Parent allow me to do?

SIMS Parent allows you to:

- View information relating to your child's **Attendance, Assessment, Conduct** and **Reports**.
- View your child's **Timetable** with today's timetable at the top of the panel and future timetables available by scrolling down the panel. **Timetable** information is child-specific, not integrated.
- View **School Details** such as contact details and **Key Dates**.
- Provide information required by the school using the **Data Collection** widget.

## 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.

## How do I log in for the first time?

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.
2. Users 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.*

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3. You will now be asked for an **Invitation code**.
  - o If you were able to use **click this link** in the email you received, this field will be populated automatically.
  - o 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.

## 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 the **Messages** and **Calendar** tiles. The **Messages** tile displays messages relating to all of your children at the school. The **Calendar** tile displays shared information such as term dates and child-specific dates relating to each of your children at the school.

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

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

Visit the website of your account provider (i.e. Microsoft, Google, Facebook or Twitter) NOT school and follow their instructions for resetting your password.

## Do I need to sign out of the SIMS Parent app?

No. Once you have signed in to the app, you will remain signed in for 100 days. Following this period, you will need to sign in to the app again.

## Why can't I access the SIMS Parent site or why does the page not load correctly?

Ensure your internet browsers are up-to-date. SIMS Parent is supported on Internet Explorer, Chrome, Safari and Firefox.

## Do I need to register separately for each of my children attending this school?

No. When you sign in to SIMS Parent, events and information for all of your children attending this school will be displayed in one place.

## Why can't I see the tiles for my children?

If you sign in to SIMS Parent and cannot see any of your children's name tiles, check the display name in the top right corner of the screen to discover what ID you are signed in with. Sign out and sign in again using the correct credentials.

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## Why can't I see all of my children or all of my data?

If you have children who attend multiple schools and you wish to see them all in one account, you must register with the same sign in details. If you have used different details, please contact one of the schools and ask to be re-registered. Ensure you register with the details you use to sign into the other school. This will allow users to change school once inside SIMS Parent from a drop-down menu located on the school name in the top right-hand corner of the page.

If you have re-registered and still cannot see your data, or if your children are at the same school and you cannot see all of their data, please contact the school directly for assistance.

## Why can't I open the Data Collection Sheet for my child?

If the Data Collection Sheet is not visible from SIMS Parent for your child, you may not meet the criteria required for submitting changes to your child's account. Please contact your school directly for further assistance.

## What does the padlock mean on the Data Collection widget?

The padlock indicates that data submitted by the parent/carer has not yet been incorporated into the SIMS database. The data sheet is locked and cannot be amended further until the data has been accepted into SIMS.

## How do I view my child's Timetable?

1. To view your child's Timetable, click their name tile.
2. Click the **Timetable** tile.  
The timetable expands to show today's timetable.

## How do I view my child's Assessments?

1. If your school publishes assessment data, click your child's name tile.
2. Click the **Assessment** tile.  
The tile expands to show the most current assessment data at the top.
3. Scroll down to view earlier assessment data.



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## How do I view my child's Attendance information?

1. If your school publishes attendance data, click your child's name tile.
2. Click the **Attendance** tile.  
The tile expands to show the most current week's attendance data at the top.
3. Scroll down to view past weeks' attendance data.

## How do I view my child's Conduct and Behaviour history?

1. If your school publishes conduct and behaviour data, click your child's name tile.
2. Click the **Conduct Behaviour** tile.  
The tile expands to show the most recent **Conduct** and **Behaviour** records.



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