SIMS Online Services – Getting Started

How do I register?

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.*
   >
    > *Parents **do not** have SIMS ID to register.*

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 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.
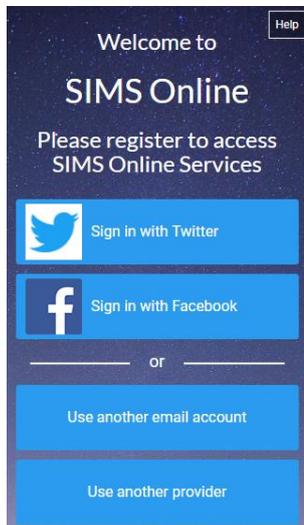
- The **Use another email account** button launches the **Microsoft Create account** page (https://signup.live.com/), where you can create a Hotmail account.
- The **Use another provider** button returns you to the previous screen.

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*

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

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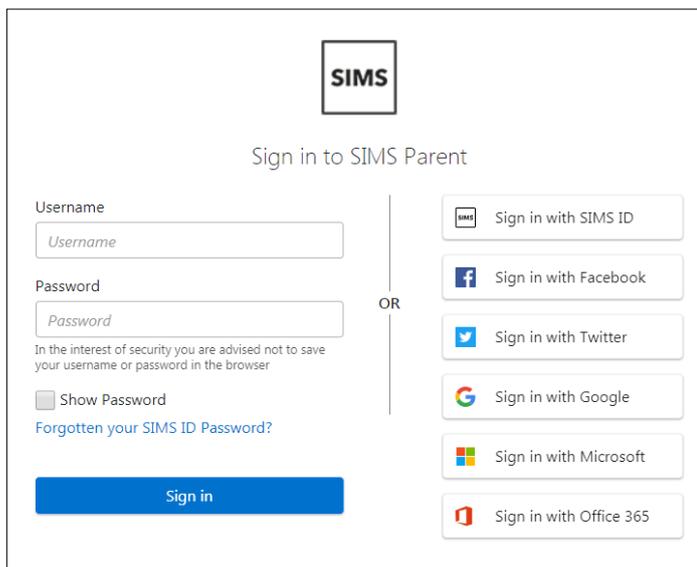
- Before completing the registration process, users should be signed out from <u>all</u> accounts. Alternatively, the registration process should be carried out in a private browser window.
- If you have forgotten your password, please contact Microsoft, Office 365, Google, Facebook or Twitter and request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

Who do I contact for help?

If you have a question about your SIMS Online Services Account, please contact your school.

Once you have signed into your SIMS Online Services product, further help is available by selecting **Help** from the menu or clicking the item in the footer.