SIMS Parent App

Frequently Asked Questions

Woodbridge use SIMS Parent App to enable parents to view their child's timetable, reports, conduct and also update contact details.

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 download the app?

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

How do I log in for the first time?

Please see the document titled 'SIMS Online Services – Getting Started.'

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 your school directly to check whether they have sent the invitation to the correct email address.

How do I log in?

You will have received an email invitation from your school directing you to complete the registration process for SIMS Parent.

Parents can access the SIMS Parent website by going to https://www.sims-parent.co.uk or via the SIMS Parent app.

Once the SIMS Parent app is downloaded onto a mobile device, an icon will be available on the device menu that will take you directly to the app.

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) 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.

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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.

If your internet browser is up-to-date and you are still experiencing problems, please contact your school directly for assistance.

I have signed into SIMS Parent before but I can't sign in now. What should I do?

Ensure you are logged in with the correct account (i.e. the account you used during the SIMS Parent registration process).

To sign out of an incorrect account, visit the account provider's website (e.g. Google, Facebook, etc.) and sign out. Close the browser completely. Open a new browser window and log in to SIMS Parent, using the account details you used during the registration process.

Alternatively, try accessing SIMS Parent through a private browser window; this will ignore any other logged in accounts. This can be achieved using various browsers:

- In Internet Explorer, hold down **Ctrl + Shift** on the keyboard and press **P**.
- In Google Chrome, hold down **Ctrl + Shift** on the keyboard and press **N**.
- In Firefox, hold down **Ctrl + Shift** on the keyboard and press **P**.
- In Safari, select **Safari > Private Browsing**.

If you still cannot sign in to SIMS Parent having followed the advice in this section, please contact your school directly for assistance.

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?

It is now possible for parents to use the same login details to register with multiple SIMS Parent schools. 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.

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.

I have signed into SIMS Parent but I can't see any data. What should I do?

If you cannot see any data, please contact your school directly for assistance.

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.