



# Setting up an account for SIMS Online Services

## Who should read this guide?

Anyone who receives an invitation from their school to use a SIMS Online Service such as SIMS Parent, SIMS Parent Lite, SIMS Student, Options Online, SIMS Engagement Portal, SIMS Activities Portal or Product Admin Portal.

**IMPORTANT NOTE: Please set up your account using a Microsoft (including Office 365), Google, Apple, Facebook or Twitter (not SIMS ID account)**

## Introduction

You can create an account using a Third-Party provider that you can use every time you sign in to a SIMS Online Service<sup>1</sup>. Once you have created your account, you can use it for other SIMS Online Services you are invited to by the school, although you will still need to complete the registration for the new service. Parents can see all their children at the school using this account. You will be guided through these steps:



If you want to set up an account using a Third-Party provider (Facebook, Twitter, Google, Microsoft (also Office 365) or Apple ID), please refer to **How do I create an account using a Third-Party Provider?**

*NOTE: Parents who have more than one child at a school using SIMS Online Services will only have to register once at that school. Once registered, all pupil/students at that school will be visible. Parents who have children at different schools that also use SIMS Online Services will need to register for each school and will only ever be able to view one school at a time.*

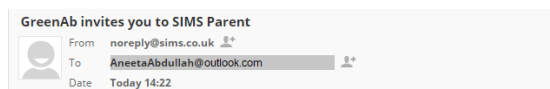
<sup>1</sup> If you forget which Third-Party account, please contact your school who can assist you.



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## How do I create an account using a Third-Party Provider?

1. To avoid accidentally registering with the wrong account (especially if you are working on a shared computer), sign out of all accounts or use a private browser window.
2. Click the **Accept Invitation** button in the invitation email from noreply@sims.co.uk. If you cannot find this email, please check your SPAM/Junk folder before contacting your school.
3. The **Activate Your Account** screen is displayed. Click the **Register with an External Account** button.
4. Select one of these Third-Party providers to register: Apple ID, Facebook, Google, Microsoft/Office 365 or Twitter.  
On clicking one of these buttons, you will be transferred to the Third Party to complete standard account authentication.
5. Sign in to your Third-Party account.



Hi Aneeta,

You're invited to start using SIMS Parent to manage your child's personal details at GreenAb. If enabled by the school, you can also view child's attendance, school reports, homework assignments and more.

Simply accept this invitation and register within 90 days.

[Accept Invitation](#)

If the button above doesn't work, copy and paste the following link into your browser.

<https://registration.sims.co.uk>

Should you need to enter it, your personal invite code is: **H83PYW7HJJ**

### Activate Your Account

So that we can confirm your identity, please enter your email address and personal invitation code.

Username

Invitation Code

[Next](#)

Alternatively you may complete the registration using an External Account.

[Register with an External Account](#)

### Register your account for SIMS products

Username

Password

☐ Show Password

[Forgot Password?](#)

[Sign in](#)

OR





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6. Click the **Yes** button to grant SIMS ID permission to access your information.  
This screen is only displayed the first time you register an email address with SIMS ID.

Microsoft  
AneetaAbdullah@outlook.com

**SIMS** Let this app access your info?  
[sts.sims.co.uk](https://sts.sims.co.uk)

**SIMS ID Live needs your permission to:**

- View your email address**  
SIMS ID Live will be able to read your primary email address.
- View your basic profile**  
SIMS ID Live will be able to see your basic profile (name, picture, user name).

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://microsoft.com/consent>. [Show details](#)

No Yes

7. The **Registration** screen appears.  
Your email address and third-party provider are displayed so you can confirm you have used the intended credentials.  
Paste **your personal invite code** from your invitation email into the **Invitation Code** field.  
Click the **Register** button.

## Registration

You will have received a new service invite code from either SIMS or from your school administrator.  
Please enter the code below and tap or click Register.

Name AneetaAbdullah@outlook.com (not you?)

Signed in with Microsoft

Invitation Code H83PYW7HJJ

Register

8. At the **Account Registration** screen, answer the security question and click the **Verify** button.  
This is for security purposes only. This information will not be used in the SIMS Online Services system.  
Your account is set up and configured. On completion, your SIMS Online Service launches.  
Please note :  
The DOB is in the format dd/mm/yyyy

## Registration - Answer Security Questions

You are required to provide a second piece of information to confirm your identity.

What is the date of birth of one of your children at the school? (dd/mm/yyyy)

12/01/2009

Verify



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## How do I sign in to my SIMS Online Service?

Once the registration process is complete, users can sign in via the following URLs.

For Parents	<a href="https://www.sims-parent.co.uk">https://www.sims-parent.co.uk</a> or via the SIMS Parent app*
For Students	<a href="https://www.sims-student.co.uk">https://www.sims-student.co.uk</a> or via the SIMS Student app*
For Options Online	<a href="https://www.sims-options.co.uk">https://www.sims-options.co.uk</a>

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

1. Click the icon for the provider that you registered with. If this does not work then please click on SIMS ID as this may have been created for you.
2. Enter your username and password, then click the **Sign in** button.

Sign in to SIMS Parent



Sign in to SIMS Parent

Username

Password

☐ Show Password [Forgot Password?](#)

OR



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## Troubleshooting: Why can't I register?

If you see **The code you have entered is not recognised** message, this means that you have either tried to register using a code belonging to another person (e.g. a parent using a child's SIMS Student invitation to try to register for SIMS Parent) or you have used an out-of-date code (e.g. you have received more than one invitation email and have not used the most recent one).

Check you have used the correct email to register.

Check you are signed in with the account.

### Registration

The code you have entered is not recognised.

You will have received a new service invite code from either SIMS or from your school administrator.  
Please enter the code below and tap or click Register.

Name  (not you?)

Signed in with

Invitation Code

## Who do I contact for help?

If you have a question about your SIMS Online Services Account, please contact your school using your school's usual communication routes (e.g. phone, email).

All SIMS Online Services have a **Help** button linked to the support portal:

- SIMS Parent users can access **Help** via the SIMS Parent for Parents Documentation Centre ([https://support.capitasoftware.com/csm?id=kb\\_article\\_view&sysparm\\_article=KB0036854](https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0036854))
- SIMS Student users can access **Help** via the SIMS Student Documentation Centre ([https://support.capitasoftware.com/csm?id=kb\\_article\\_view&sysparm\\_article=KB0036855](https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0036855))
- Options Online users can access **Help** via the Options Online Documentation Centre ([https://support.capitasoftware.com/csm?id=kb\\_article\\_view&sysparm\\_article=KB0036881](https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0036881)).

*NOTE: Your school does not have visibility of the **Feedback** items that you record on the support portal. Please do not use the **Feedback** facility to request changes to your account as your school will not receive your request.*

If you need help with a Third-Party account password, please contact your account provider (Apple ID, Facebook, Google, Microsoft (including Office 365) or Twitter).