Guide for Parents – Getting the Parent App

Normally if your e-mail address is on record on our system (i.e. if you receive e-mail from the school) then you will receive an "invite" from capita@sims.co.uk and you can use this to sign up to the Parent App and get updates and school reports.

You need a third party account (i.e. **username** and **password**) to hand. Then you can complete the two stages, registering and logging on to the app. There are two stages so that you can use a number of devices should you wish e.g. your phone for convenience and the web site to print. The best third party accounts seem to be Google (aka Gmail), Microsoft (top one, aka Hotmail/Live) and Facebook.

To recap, you need to register (page 1 of this guide). Then choose a page depending on how you would like to view the app. Page 2 is for iOS (iPhones, iPads), page 3 is for Android (all other phones inc Samsung), page 4 is for your computer (PC or Mac). Capita make SIMS, the Management Information System which Northern Ireland schools use to keep pupil data.

Registering

1. The school will instigate an e-mail from **noreply@sims.co.uk** – Click on "click this link" to get started.
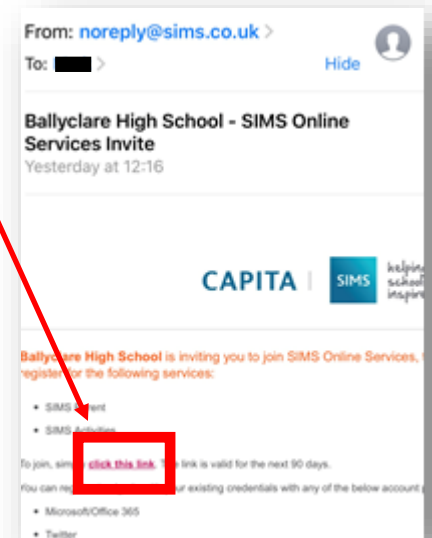
2. Sign up with a pre-existing account. To do this click on something that you already have an account for. This guide uses Google/Gmail. Unfortunately, SIMS and Twitter don't seem to be working.
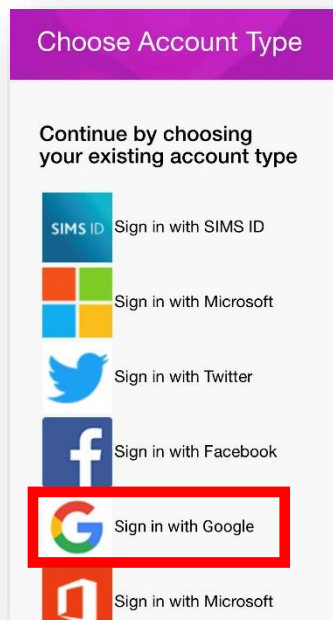
3. Enter your username and password.

4. The registration screen should appear with a very long code already inserted. Click Register. (The code is also in the e-mail if needed.)
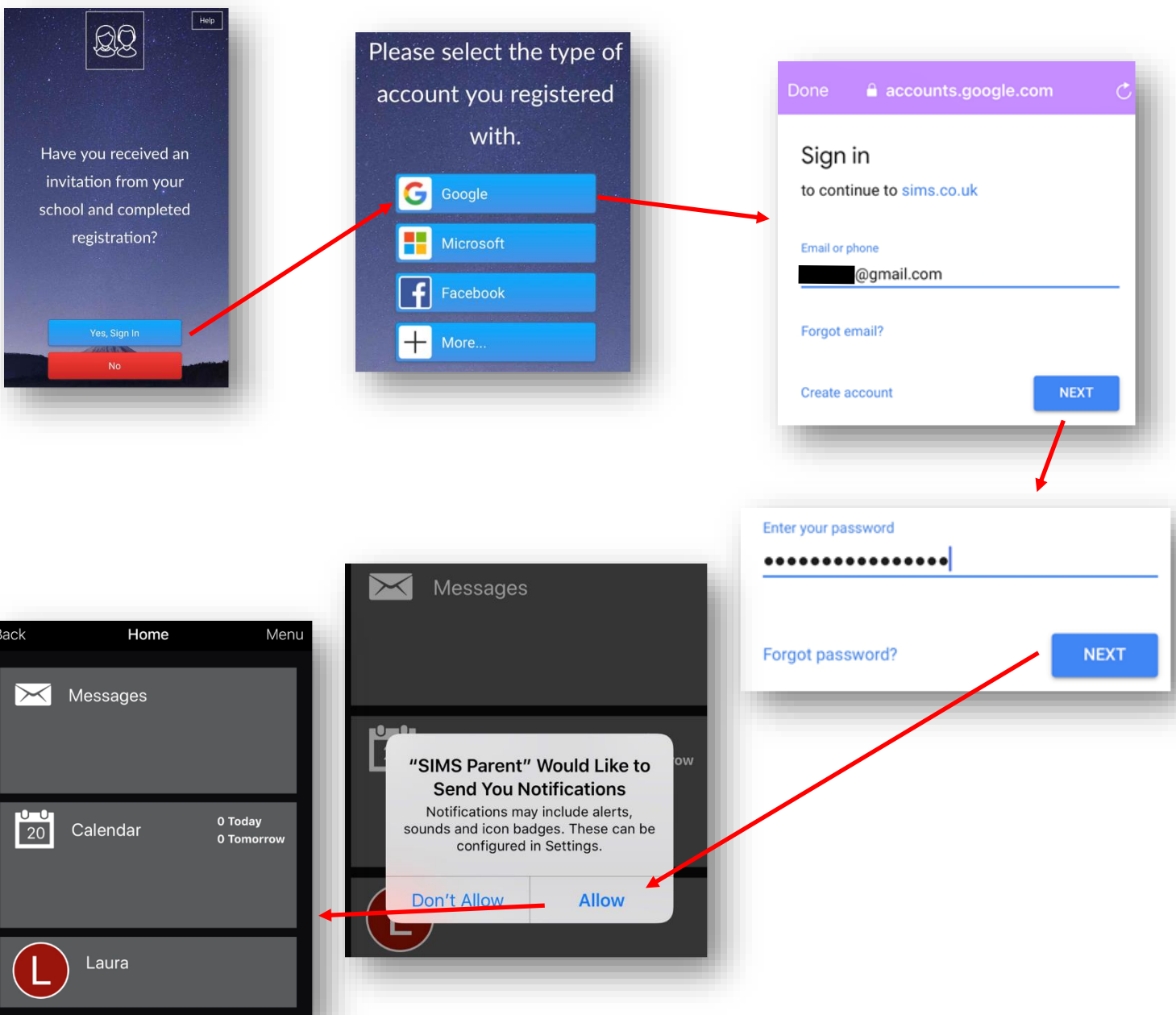

5. You will need to type in the birthday of any one of your children at the school in the format shown, then you should be registered/ logged in. Make sure you use the slashes.

Signing in to iOS (iPhone/iPad app)

a. Open the App Store, search for and install the SIMS Parent App.
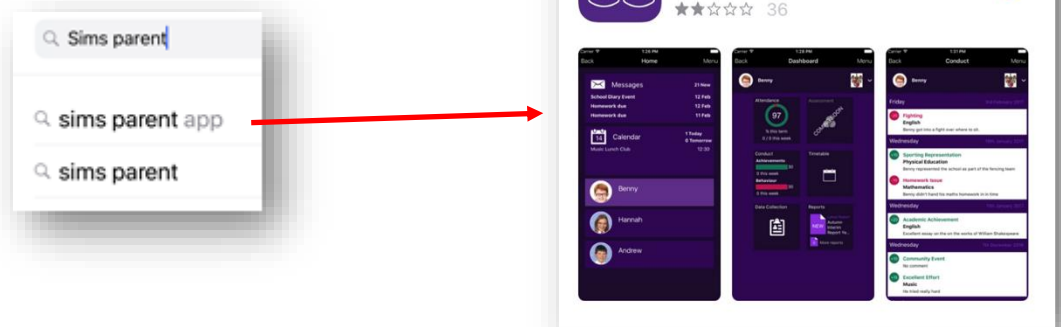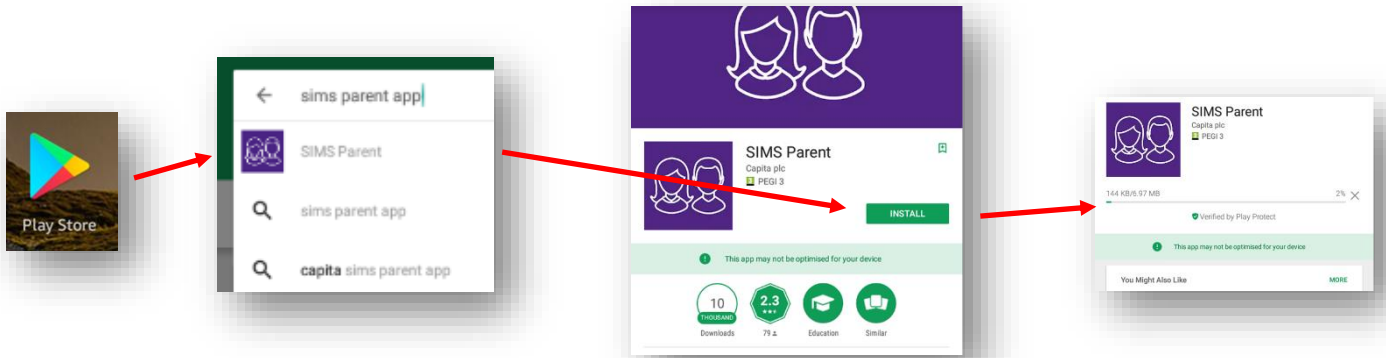

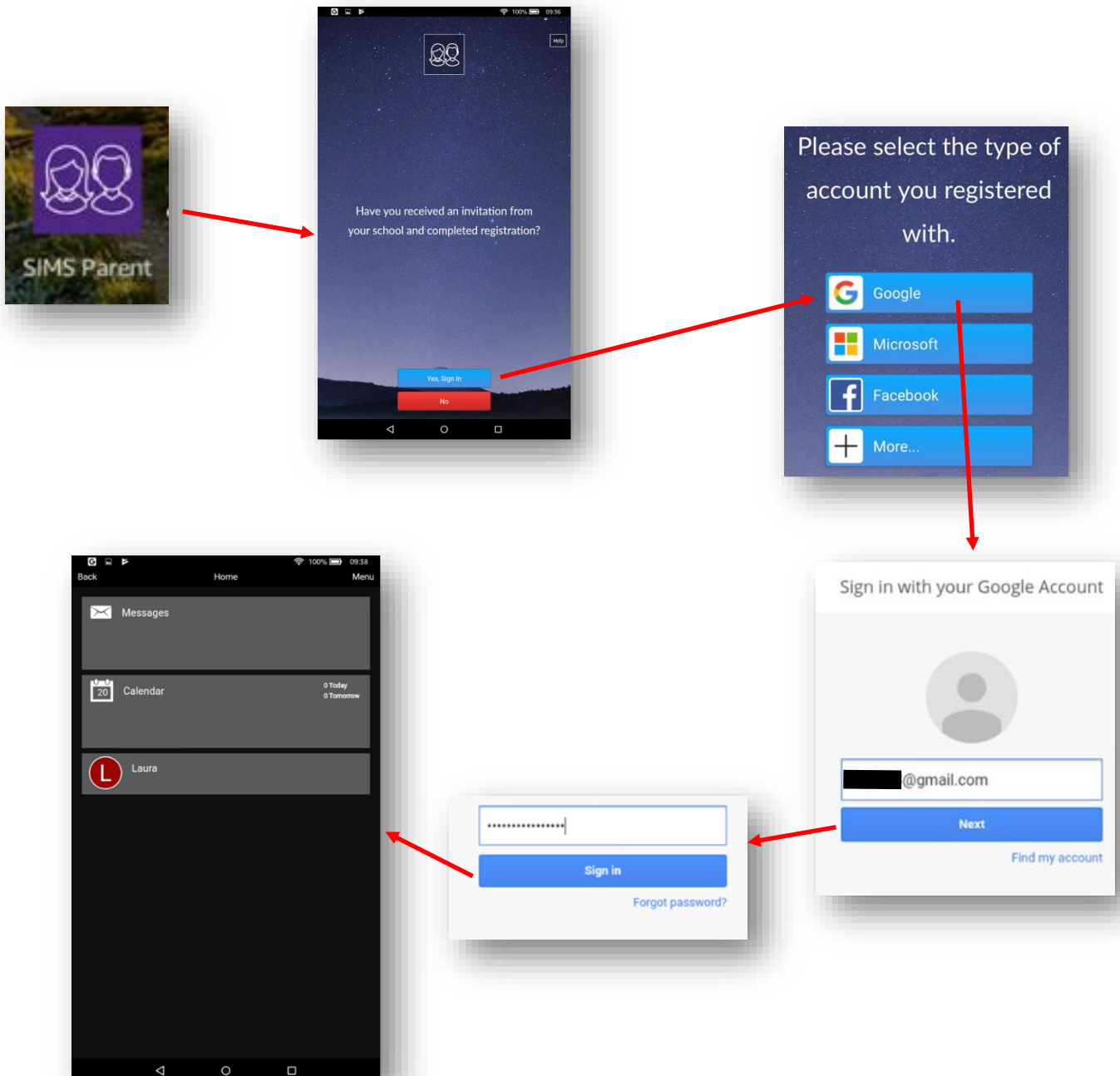b. Open the app and sign in using the same account as before. This is similar to when you were registering.

Signing in to Android e.g Samsung

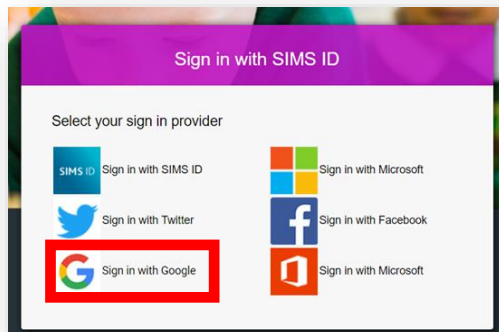i.   Open the Play Store, search for and install the SIMS Parent App.

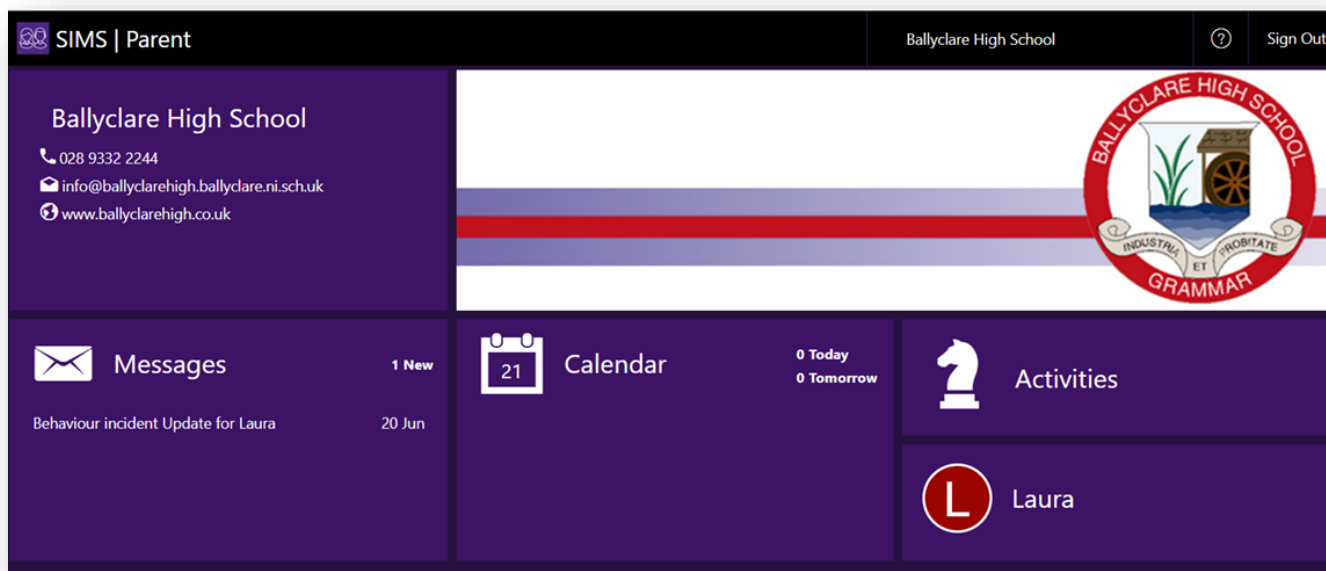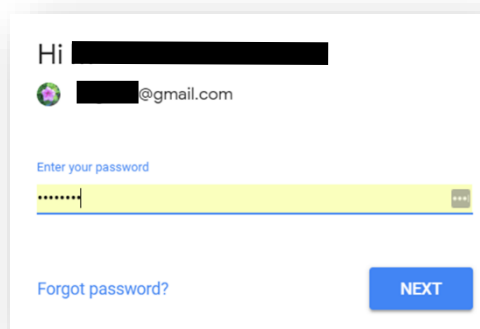ii.   Open the app and sign in with the same account you used for registering.

Signing in on your computer (PC or Mac)

I.   Open your browser and go to **www.sims-parent.co.uk** . You can also type "sims parent" into a search engine like Google.

II. Sign in with the same account that you used for registering earlier.

III. Type in your username/password.

Troubleshooting

- If everythig has been working fine and it just stops you may want to try closing the app and signing in again **using the same account e.g. Google**. Try these in the following order:
  1. Restart the app:
     - On Apple iPhone X or later, or on an iPad with iOS 12, swipe up swipe up about an inch from the bottom until you see all of your open applications, ordered by how recently they were used. Swipe up to close. Then try opening the app again as normal.
     - On an iPhone with a button, double-click the button (quickly) and swipe the parent app up. Try opening the app again as normal.
     - On Android (inc Samsung) click on the square or the 'two right angles' at the bottom and swipe the parent app over to the side to close. Then open as normal.
  2. Restart the phone:
     - On Apple iPhone X or later hold down the power button and the volume up button, then 'slide to power off'. After it has shut down hold the power button to turn it on again.
     - On an iPhone with the power button at the top hold it down for a few seconds and 'slide to power off'. After it has shut down hold the power button to turn it on again.
     - On Android, hold down the power button, then say OK to shut down. Use the power button to turn it on again.
  3. Delete and re-install the app:
     - On iOS, hold down your finger on the purple icon with the two children until all the apps start 'wiggling'. Press the 'x' to uninistall the app. Go to the App Store and download it again – search for 'SIMS Parent App'.
     - On Android, hold your finger down on the purple icon until a tick appears over the top. Click 'Uninstall' at the top right. Go to the Play store and download the SIMS Parent App again.
- If you need a need a new invitation email info@ballyclarehigh.ballyclare.ni.sch.uk