

Setting up an account for SIMS Online Services

IMPORTANT NOTE: We have made this document available in Microsoft® Word format to enable you to edit the information supplied herein. We cannot be held responsible for any changes, errors or omissions resulting from the subsequent editing of this supplied document.

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: The sole exception is the Administrator responsible for registering the school during setup of the SIMS Online Service who should refer to the SIMS Parent and SIMS Parent Lite Setup Guide (https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0035954).

Introduction

You can create an account using SIMS ID or a Third-Party provider that you can use every time you sign in to a SIMS Online Service¹. 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. School staff can see all their SIMS Online Services using this account.

Whether you choose SIMS ID or opt to use a Third-Party provider, you will be guided through these steps:



To set up an account using SIMS ID, please refer to **How do I create an account using SIMS ID?**

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?**

These examples use SIMS Parent, but it is the same process for other SIMS Online Services.

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

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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.

How do I create an account using SIMS ID?

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. The **Invitation Code** field is already filled with the unique code from your email. Enter your email address as **Username** and click the **Next** button.
4. At the **Account Registration** screen, answer the security question and click the **Next** button. This is for security purposes only. This information will not be used in the SIMS Online Services system.

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: XVG9BTMRXT

Activate Your Account

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

Username

AdeleAbimbola@myexampledomain.co.uk

Invitation Code

XVG9BTMRXT

Next

Alternatively you may complete the registration using an External Account.

Register with an External Account

Account Registration

So that we can confirm your identity, please answer your security question below.

What is the date of birth of one of your children at the school?

14/05/2008

Next

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- At the **Create a Strong Password** screen, create a password for the new account you are creating and click the **Next** button.

Create a Strong Password

At least one capital letter ✓

At least one number ✓

At least one special character ✓

At least 8 characters ✓

Password

Confirm Password

Show Password

Next

- Once your account has been registered, you need to validate it. Check your email for an email from SIMS ID Registration.

Account Registration

Your account has been successfully created. Please read the email we have sent to your email address and follow the instructions to validate your account.

Remember to check in your SPAM folder

NOTE: At this point your account is created. You can return to your product and log in using the details you have submitted.

We advise all customers to validate their account as shown in the next step to enable email-based password recovery.

- Click the **Verify My Email** button in the SIMS ID Registration email.

Dear Adele Abimbola,

Please click the link below to verify your email address and log in to your SIMS ID account.

Verify My Email

- Click the **Sign In** button on the screen confirming your email address has been validated.

Account Registration

We have validated your email address, thank you.

Sign In

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9. At the **Register your account for SIMS Products** screen, enter your newly created username (i.e. your email address) and password, then click the **Sign in** button.

Register your account for SIMS products


Username
AdeleAbimbola@myexampledomain.co.uk

Password
••••••••

Show Password [Forgot Password?](#)

Sign in

OR



10. The first time you use your SIMS ID account, you will be prompted to **Set Security Questions**. Answer all three security questions, then click the **Save and Continue** button to launch your SIMS Online Service.

Set Security Questions

Please select one question from each dropdown below and set your answer against each question.

All three questions/answers are mandatory. Your answer must be between 4 to 100 characters long.

Question 1
What is the name of your first school?
FirstSchool

Question 2
What is the name of your secondary school?
SecondSchool

Question 3
What is the name of your first teacher?
Teacher

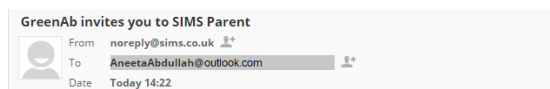
Your password
••••••••

Save and Continue

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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?](#)

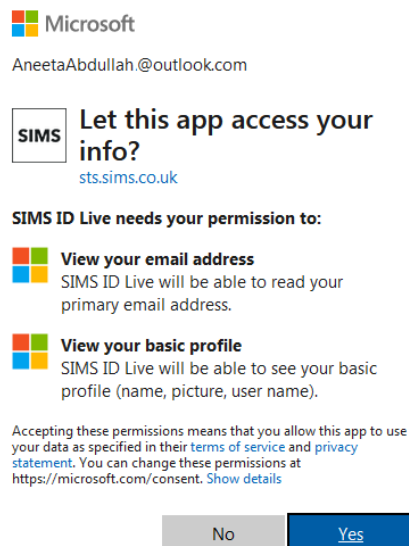
[Sign in](#)

OR

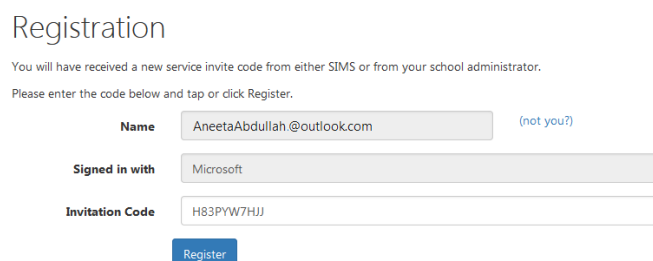


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6. Click the **Yes** button to grant SIMS ID permission to access your information.
This screen is only displayed the first time you register an email address with SIMS ID.



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.



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.

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)

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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

<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*

For Options Online

<https://www.sims-options.co.uk>

For Schools

- Product Admin Portal <https://admin.sims.co.uk>
- Parental Engagement Portal <https://www.sims-engagement.co.uk>
- Activities Portal <https://organiser.sims-activities.co.uk>

* 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.
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)
- SIMS Student users can access **Help** via the SIMS Student Documentation Centre (https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0036855)
- School staff users can access **Help** via the SIMS Parent for Schools Documentation Centre (https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0036841)
- Options Online users can access **Help** via the Options Online Documentation Centre (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).