



# Frequently Asked Questions SIMS Parent



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**THE  
HESSLE  
ACADEMY**

## Getting Started:

### What will SIMS Parent allow me to do?

SIMS Parent allows you to:

- Read messages from your child(ren)'s school in the Messages section. You may receive many type of messages but you can filter the list to display unread messages or messages for a particular category eg. Attendance, Data Collection etc. If you have more than one child at a school, you will see all your children's messages here but you can filter for messages about an individual child. SIMS Parent Messages also support downloadable attachments, identified by the paperclip icon.
- View information relating to your child(ren)'s Attendance, Assessment, Conduct and Reports. This information is child specific, not integrated.
- View your child(ren)'s timetable with today's timetable at the top of the panel and future timetables available by scrolling down the panel. Timetable information is child specific and not integrated.
- View School Information such as contact details and key dates.
- Provide information to the school using the Data Collection widget.

### 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 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. Please note before you use the App, you will need to be invited to register by your child(ren)'s school.

- Open the Play Store or Apple Store on your device
- Using the Search facility, enter SIMS Parent
- Select SIMS Parent by Capita PLC from the search results
- Tap 'read more' for more information or install to download the App
- Once the App has downloaded successfully, tap 'open' to register and start using the App. Please note – once downloaded the SIMS Parent App is available as a shortcut on your device.

*\*Please see Appendix 1 at the back of this document.*

#### How do I log in for the first time?

- Open the activation email and click the link or the website URL as instructed. A new internet browser window will open and you will be asked to log in. The email will have been received from [noreply@sims.co.uk](mailto:noreply@sims.co.uk)
- Users who do not have a SIMS ID Account should register with Microsoft (including Office 365), Google, Facebook or Twitter account. Click the icon for the relevant Third Party account (Facebook and Twitter are accessible via the 'Use Another Provider' button) and you will be directed to sign in using your existing details.

**IMPORTANT NOTE** – you will be guided through the login process. Once logged in, you will be asked if you want to authorise SIMS Parent to use your account.

- If you do not wish to use an existing account you can create a free Microsoft or Google email account for the login process. Please remember to inform your school about the new email address so they can amend their records and re-issue any invitations.
- Enter the date of birth of one of your children attending the school. This is for login security purposes only and this information will not be used in the SIMS Parent system.
- Click the Register button to continue.

#### I can't find my account registration email. What should I do?

If you cannot find your invitation email from [noreply@sims.co.uk](mailto:noreply@sims.co.uk), check your junk mail and ensure it has not been marked as junk. If you have not received your account registration email, please contact your school directly to check whether they have a correct email address for you.

#### How do I log in?

- 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
- Registration for SIMS Parent is completed by selecting the account provider you wish to register and sign in with.

#### How do I navigate SIMS Parent?

When you sign in to SIMS Parent you will see the Home Page (*please see Appendix 1 at the back of this document*) 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.

Check 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. Check a tile to display detailed information.

I can't remember my password. What should I do?

Visit the website of your account provider (ie Microsoft, Google, Facebook or Twitter) and follow their instructions for resetting your password.

**IMPORTANT NOTE** – please be aware that your child(ren)'s school does not hold passwords for your account.

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 30 days. Following this period, you will need to sign in to the App again.

Why can't I access the SIMS Parent site or why does the page not load correctly?

Ensure that 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.

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 (ie the account you used during the SIMS Parent registration process).

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

Alternatively, try accessing SIMS Parent through a private (incognito) 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+Shif 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 are using SIMS Parent, can I view all of my children in one place?

It is now possible to parents to use the same login details to register with multiple SIMS Parent schools. Users are able to change schools 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, information for all your children attending this school will be displayed in one place. If this is not the case, please contact your school directly for assistance.

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 hand corner of the screen and discover what ID you are signed in with. Sign out and sign in again using the correct credentials.

## My Data:

Why can't I see all of my children or all of my data?

If you have children who attend multiple schools and you wish to see them all in one account, you must register with the same sign in details. If you have used different details, please contact one of your schools and ask to be re-registered. Ensure you register with the details you use to sign into the other school. This will enable users to change school once inside SIMS Parents from a drop down menu located on the school name in the top right hand corner of the page.

If you have re-registered and still cannot see your data, or if your children are at the same school and you cannot see all of their data, please contact the school directly for assistance.

Why can't I open the Data Collection Sheet for my child?

If the Data Collection Sheet is not visible from SIMS Parent for your child, you may not meet the criteria required for submitting changes to your child's account. Please contact your school directly for further assistance.

If you can see the Data Collection Sheet but it is locked (a padlock icon will be displayed), the Data Collection Sheet has been previously submitted and is waiting for a school administrator to authorise and apply the changes. Once the changes have been applied, the Data Collection Sheet will become available again. *\*Please see Appendix 2 at the back of this document.*

### How does Capita SIMS process my data?

Please information at the back of this booklet with regards the SIMS Parent Privacy Notice for Individuals.

### What does the padlock mean on the Data Collection Sheet?

The padlock indicates that data submitted by the parent/carer has not yet been incorporated into the SIMS database. The data sheet is locked and cannot be amended further until the data has been accepted by the school into SIMS.

## Timetable:

### How do I view my child's Timetable?

- To view your child's Timetable, click their name tile
- Click the Timetable tile
- The timetable expands to show today's timetable

*\*Please see Appendix 6 at the back of this document.*

## Assessment, Attendance and Behaviour Information:

### How do I view my child's Assessments (Reports)?

- Click on your child's name tile
- Click the Assessment tile
- The tile expands to show the most current assessment data at the top
- Scroll down to view earlier assessment data

*\*Please see Appendix 3 at the back of this document.*

### How do I view my child's Attendance Information?

- Click on your child's name tile
- Click the Attendance tile
- The tile expands to show the most current week's attendance data at the top
- Scroll down to view past week's attendance data

*\*Please see Appendix 4 at the back of this document.*

### How do I view my child's Conduct and Behaviour history?

- Click on your child's name tile
- Click the Conduct Behaviour tile
- The tile expands to show the most recent Conduct and Behaviour records

*\*Please see Appendix 5 at the back of this document.*

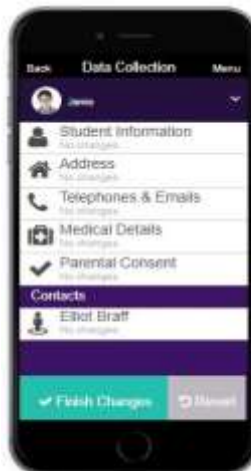
Appendix 1  
(Desktop, PC, Laptop, Tablet)



Appendix 1  
(Apple or Android Device)



Appendix 2



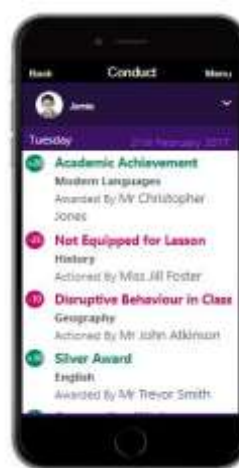
Appendix 3



Appendix 4



Appendix 5



Appendix 6





Junk / Spam  
Safe Senders List  
Hints, Tips & Advice



Email is treated as spam if the recipient mailbox believes the email to be unsolicited, irrelevant, or sent in bulk to a mailing list of people where recipient mailboxes have marked the emails as Spam, if the mailbox is dormant, or if the recipient's email is invalid.

## **What Mailboxes do to decide if emails should be treated as spam?**

To stop you receiving unwanted emails, and to help protect you against malicious emails many mailbox providers deploy the following methods to filter out messages:

- Spam protection – sends spam emails directly to the spam folder and can block them in future
- Filters – automatically sort incoming messages to different folder
- Block addresses – stop email from email addresses or domains that you select
- Safe sender – for email addresses or domains that you select
- Image blocking – prevents spammers from knowing you opened their email and protects you from looking at images you don't want to see
- Word of mouth – if recipients tell a mailbox provider an email is spam, this will impact the sender's reputation and can cause future emails from the domain entering spam filters

From time to time spam filters put legitimate email into your spam folder, which may be because other users have marked similar emails as spam. If you seem to be missing emails or you haven't got an email you were expecting, check the Spam folder first. And make sure the sender email address is included as a safe sender.

## **How can we avoid being treated as Spam?**

The nature of how email is used within schools means emails are generally sent in large volumes over a very short spaces of time (e.g. the schools closed/ here's this week's newsletter).

From time to time this can cause issues with mailboxes treating the email as spam. Depending on the policies of the mailbox filtering and users' preferences this can do 1 of 2 things; Send the email to Junk or directly delete the email.

Where issues are reported to us that emails have not reached parents, we will escalate this to the respective mailbox provider (e.g. Microsoft, Google, BT etc.). However, there is only so much we can do to resolve the solution. Instead the resolution often requires the cooperation from the affected recipient parent as we do not hold a customer relationship with the mailbox provider.

### **Hints and Tips on reducing Spam**

There are several ways schools can reduce the chances of emails being flagged as spam:

Make sure parents are aware of the school's email address to avoid the email being flagged as spam.

Ensure that mailing lists do not contain inactive or dormant addresses. This will increase bounce rates and can damage your deliverability as continuing to send emails to inactive or dormant address will eventual flag your emails as spam.

- An 'active listening' campaign can be a great way to identify if your mailing list is up to date by seeing if parents responds to the email. If parents don't respond you may have an out of date email.
- Paying attention to the contents of the email can also be key. The subject line and the body of the email can be the difference between an email being flagged as spam or not.
- School emails will be sent by Intouch.
- Please add our school Intouch address ([8114053@capital-intouch.co.uk](mailto:8114053@capital-intouch.co.uk)) as an approved sender. Please do not respond to this email as the account is not monitored. To contact the school, please use [hsoffice@hessleacademy.com](mailto:hsoffice@hessleacademy.com) for all enquiries.
- Please check spam/junk folders for any school emails you may have missed – if they are in the spam/junk folder, please mark them as safe.

## Adding InTouch as a Safe Sender

To stop emails from SIMS InTouch being categorised as spam you can manually add your school SIMS Intouch email to your mailbox "safe senders" list.

Below details how to add an email to your safe sender list from the most common mailboxes:



Outlook/ Hotmail

- At the top of the page, select Settings > Mail.
  - Select Mail > Accounts > Block or allow.
  - To add an entry to Safe Senders and Recipients, enter the email address or domain that you want to mark as safe in the Enter a sender or domain here text box. ...
- 



BT Email

- From the Settings tab, select the "Safe senders" folder and click on the Add button
  - Add the email address you want to mark as safe and click Save
  - After a confirmation message the email address will be added to your list of safe senders
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## Apple Mail

- Open the email from the sender you would like to add to the safe list.
- Click on the sender's email address at the top of the email
- A list of options will appear on a drop down
- Click on "Add to Address Book"
- Your sender will be automatically added to your Apple Mail safe senders list.



## Gmail

- Select Actions from the toolbar at the top of the screen.
- Select Junk E-mail.
- Select Junk E-mail Options...
- Click the Safe Sender tab.
- Click Add.
- Type in the email address you wish to add to your safe sender list.
- Click OK.



## Yahoo! Mail

- Click on the address book icon under the Yahoo! mail logo. (When you mouse crosses it, it will say Contacts.)
  - Click New contact.
  - Provide a suitable name and type (or copy and paste) the email address:
  - Click Save.
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