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This booklet explains how to activate your SIMS Parent account and access the key information available through the system. It also contains a frequently asked questions section at the end of the booklet which you may find useful. If you have any queries regarding SIMS Parent, please contact the school by sending an email to simsparent@newlandsspring.essex.sch.uk.
1. **About SIMS Parent**
SIMS Parent is an online website and app which is accessible to parents to provide them with information about their child’s attendance and data collection sheet.

It is essential that we take great care with this process to ensure not only that the data we provide is accurate and valid but also that it is held and transferred securely. We take our responsibility under the Data Protection Act very seriously and therefore we will be taking great care to ensure that access to this data is available only to those entitled.

In order for parents/carers to use the SIMS Parent, they are required to agree to the SIMS Parent policy, which details acceptable use procedures. A copy of the policy is available on the school website.

2. **SIMS PARENT – How do I register?**
1. You will receive an automated registration email from [noreply@sims.co.uk](mailto:noreply@sims.co.uk). This contains a link, with a unique invitation code, which you will need to click in order to activate your account. By clicking on the link in the invite you are agreeing to the SIMS Parent policy. If you have not yet received a registration email, please check your SPAM folder before contacting the school.

**IMPORTANT NOTES:** To register for SIMS PARENT, you will need one of the following accounts: Microsoft, Office 365, Google, Facebook or Twitter.

2. Follow the link in the email to be directed to the **Sign in** page and click on option which is your preferred method to log in to SIMS Parent (Please do not select SIMS ID). This will direct you to a different login screen relevant to the Third Party account that you have selected. Once the new screen is displayed please enter your existing account details for this provider.

3. Once you have entered your Third Party account details, this will direct you to the following page:
4. Click on Register if your details are correct.
5. This will ask you a security question e.g. the date of birth of one of your children at the school.
6. Enter your child’s or one of your children’s date of birth. This will need to be entered in the following format dd/mm/yyyy.
7. Click Verify. When you click on Verify the system will be checked to ensure the details entered matches our records within our Management Information System. Should this not allow you to access your account, please contact the School.

Once registration has been completed successfully, you will be able to log in to SIMS Parent for the first time.

Please note:
- Your account allows you to access each of your children at Newlands Spring primary school.
- When you complete this process you will need to use the same Third Party provider / method of logging in to SIMS Parent in future.
- As you use a Third Party account to access SIMS Parent, the school are unable to help you with your username and password. However, if you are unable to access your account entirely, please contact the school and we will assist you.
- Your activation email which you receive from noreply@sims.co.uk is unique to you and should not be used by anyone else. If you require an additional login then please contact the school to request the additional account.
- The link in your activation email will expire after 14 days if it is not used, please contact the school if you require a further activation email if your previous one has expired.

3. **How do I Sign in to Parent App?**
You will be able to log into to SIMS Parent via the website and/or app using the Third Party account details entered during registration.
To access SIMS Parent via the website:
Go to https://www.sims-parent.co.uk. Click on the icon for the relevant Third Party account that you registered with and enter your account details. This will take you to the SIMS Parent home page.

To access SIMS Parent via the app: The SIMS Parent app can be downloaded for free from either the Apple app store or the Google Play store on your smartphone or tablet device. To access the app for the first time you will need to:
- Click on the icon for SIMS Parent
- This will ask you if you have received an invitation from the school and whether you have completed registration (activated your account). Please click on Yes, Sign in
- Click on the option for the Third Party account which you activated your account with and enter your account details

Please note: time images provided of the SIMS app may differ on different devices.

The SIMS Parent app will provide you periodically with notifications / messages with updates regarding your child or children at the school. These may include notifications related to SIMS Pay and Data collection sheet changes. You will
receive a notification on your phone if you are using the app and have allowed notification.

4. **Sharing your Password**
   Your username and password should never be disclosed to anyone. Passwords and usernames should never be shared except between those with parenting responsibility.

5. **Who do I contact for help?**
   If you have a question about your SIMS Parent, please email the school at simsparent@newlandsspring.essex.sch.uk

6. **Guidance on how to access information on SIMS Parent (website/app)**
   The images may differ slightly between the website and the app. The layout may differ between different devices

6.1 **Home Page**

The SIMS Parent home page provides you with the following widgets

- **School Contact details**: provides you with the contact details for the school. If you click on the email address this will open a new email to the school in your default email client.
- **Banners (Website only – Springers, Online booking and School uniform)**: The banner images link to the school website, Online bookings website and the Smarty Pants website when clicked.
- **Messages**: provides you with any messages/notifications from the school.
- **Calendar**: shows term dates and week numbers
- **Child/children**: if you click on your child’s name this will provide you with more information regarding the selected child.
6.2 **SIMS Parent Menu**
When you are on any page of the website/app the menu will display to the side. This allows you to quickly access other pages of the website.

6.3 **Individual Student Details page**
When you click on an individual child on the home page this will take you to a summary page of the information available. The menu will allow you to switch between your children if you have more than one child at the school.

Information provided:

- **Attendance**: The school operates an electronic registration system. Your child’s attendance is calculated using the session marks for AM and PM roll call. A year to date percentage attendance is calculated based on the number of sessions attended out of a possible number of sessions the school has been open.
  
  On SIMS parent you are able to click on the attendance button for your child to view their attendance. This will show in a diary format by AM and PM whether they were in school for each week. Past weeks attendance can be seen by scrolling down. The attendance is displayed as a tick for Attended and a cross for Absence.

- **Data collection**: This allows you to view and update the school with any changes in details for your child and their contacts.

- **SIMS Pay**: This allows you to see your child’s dinner money balance and to make payments.

7. **Completing a Data Collection Sheet Using the SIMS Parent Service**
The data collection sheet allows you to update the school with any changes in details for your child and their contacts. For example, if you change address, you can complete the form to notify the school.

To use the data collection sheet, click on the data collection tile on your child’s individual page. At the end of the process you will be required to review the changes and submit to the school for us to process your changes.

Please review the information within the data collection sheet to ensure that our records are up to date.
7.1 How to use the data collection sheet
1. Click on each of the sections on the data collection screen that you can provide changes for (see tables below for further information on each section).
2. Review the information stored within our system to ensure the details are recorded correctly and edit as required.
3. If you change any details, you must click on the save button for each section before moving to another section. This will show pending changes under the section that you have requested changes.
4. When you have finished reviewing the information you must click on either
   • the “Confirm no changes” button if there were no changes or
   • the “Finish Changes” if you have made any amendments and then the “Submit Changes”
This will alert the school office that there are changes submitted for your child. It will also lock down the data collection sheet widget to show as ‘review pending’.
The school will review any changes and then action as necessary; please note that this can take a few days. During this period the Data Collection will enter a read-only site where you can still view the child’s record but will be unable to submit further. The data for the child will still reflect its original state until the school has approved the changes. If we require further information from you, then we will contact you. Once the school has approved the changes this will update the information within our system and will also allow you to access the data collection sheet.
If you have more than one child at the school, please review each of your children and submit any changes for each child, if applicable.

Data collection sheet can be updated at any time throughout the year.

7.2 Student Detail and Contacts Sections

7.2.1 Student Details Section

<table>
<thead>
<tr>
<th>These details relate to the student only.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Legal Name</strong></td>
</tr>
<tr>
<td>Please ensure that the name displayed is exactly as shown on the birth/adoption certificate or any subsequent deed poll if applicable. Please note that the legal name of a student cannot be amended via SIMS Parent; this can only be edited by the school. If the name is recorded incorrectly or the name has been changed, please inform the school.</td>
</tr>
<tr>
<td><strong>Preferred Name</strong></td>
</tr>
<tr>
<td>If you would like your son to be known by a different name in school, for example, some students prefer</td>
</tr>
</tbody>
</table>
to use an abbreviated forename or be known by their middle name, this should be made clear in the Preferred Name box. Please ensure that if you do change this, you have discussed it with your child as teachers will begin to use this name.

### Addresses

There may be one or two addresses listed in this section. All pupils have a “home” address; pupils who spend time in two alternative homes will have a “home” and a “second home” address. Please check the house name (if applicable), number and the postcode of any address listed.

<table>
<thead>
<tr>
<th>Amend a current address</th>
<th>To amend an address, click on it and correct the details as required.</th>
</tr>
</thead>
<tbody>
<tr>
<td>To move address</td>
<td>Click on the “Add or Move Address” button on the right hand side. Select the address type that you are replacing and enter the address details.</td>
</tr>
<tr>
<td>To record an additional address</td>
<td>Click on the “Add or Move Address” button on the right hand side. Select the address type that you are adding and enter the address details. Please note that if the address type is already in use, the address currently on file will be replaced.</td>
</tr>
</tbody>
</table>

### Telephone & Emails

Please note that this is for the contact details of the student only (i.e. home landline number). We don't store personal mobile numbers or e-mail addresses for students.

### Medical Details

Please enter anything you deem relevant to help us care as well as we can for your child in school. Apart from the more obvious serious conditions, notification of any allergies your son may have. It is important that we have as much detail as possible regarding any medical conditions that may affect a student and it is extremely helpful to have copies of any medical letters or documentation regarding a student’s medical condition.

### Medical Practices

Medical practices are listed alphabetically. Your child’s medical practice is indicated by a tick in the box to the right. Unfortunately, the list is quite long and you will need to scroll through to find the correct one. In the unlikely event that we do not hold the details of your son’s medical practice, please contact the school directly and we will add the medical practice to the system.

### Medical Conditions

Medical conditions are listed alphabetically. Any medical conditions recorded for your child will be indicated by a tick in the box on the right. If you cannot find the applicable medical condition in the list, then you can record details via a text box at the end of the list.

### Disabilities

If your child has a disability, please click on the “Add Disability” button. An end date need not be entered for this field.

### Dietary Needs

Selected items are indicated with a tick in the box to the right. Please enter anything you deem relevant to help us care as well as we can for your child in school. It is not necessary to detail any dietary preferences here, only dietary restrictions.
All of the contacts that we have for your child are listed here. Please review the details for each contact.

**General Guidance**

We are legally required to record the details of any person with parental responsibility (PR) for a child. PR is recorded against contacts according to the guidance we receive from the Department for Education at the point a child is admitted to the school, based upon any relevant legal documentation provided to us, such as birth certificates, adoption certificates and court orders. Where a contact who is recorded as having PR has this rescinded or is deleted by a parent via SIMS Parent, this change will not be accepted unless appropriate documentation is provided to the school to evidence the change. Where PR is added to an existing or new contact submitted by a parent, this will also not be accepted unless we receive appropriate documentary evidence. We also ask for the details of at least two additional emergency contacts in case we are unable to contact those that hold parental responsibility. You are able to express the order of priority in which we call contacts. For additional contacts, please ensure that you have sought and gained the permission of the individual to share their contact details with us. We do not require addresses or email addresses for additional contacts.

**Contact Information**

<table>
<thead>
<tr>
<th>Name details</th>
<th>Please check that these are recorded correctly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority</td>
<td>This enables you to specify the order in which you would like us to call contacts where we need to get hold of someone. Those with parental responsibility should be selected first, followed by the other contacts. Where your order of priority deviates from this, please note that we will contact you to clarify the order you have selected.</td>
</tr>
</tbody>
</table>

**Addresses**

Please check the house name (if applicable), number and the postcode of any address listed.

<table>
<thead>
<tr>
<th>Amend a current address</th>
<th>To amend an address, click on it and correct the details as required.</th>
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</tr>
</tbody>
</table>

**Telephone & Emails**

**Telephones**

Please provide us with at least one telephone number per contact. Where more than one number is given for a contact, we ask that you select which one has priority using the tick box “Is Primary”. This will be the number that we dial first.

**Emails**

We do not require email addresses for contacts who do not hold PR. If you have opted in to Schoolcomms, this will be the email address to which such communications will be sent. More than one email address can be
recorded; where more than one email address is given, we ask that you select which one has priority using the tick box "Is Primary". Any email address you supply must not be shared with anyone else and must be accessible only by the contact listed; this is for data protection reasons and compliance with GDPR.

8. **Data Protection Act 2018**
The school is registered under the Data Protection Act for holding personal data. The school has a duty to protect this information and to keep it up to date. The school is required to share some of the data with the Local Authority and with your national government. The full Pupil/Parent Privacy notice for the school is available from the School website

The Privacy policy from Capita/SIMS Parent is available from the menu in the SIMS Parent app and the bottom corner of the SIMS Parent website.

9. **Sign Out**
To log out of SIMS Parent, parents should click the Sign Out button at the top right-hand side of the page and click the Yes button to confirm.

**IMPORTANT NOTE: For security purposes:** If you are using a shared computer or device, you must also log out of your third party account in the usual way after you have logged out of SIMS Parent.

10. **Frequently Asked Questions (FAQs)**
1. **I have forgotten my password, what can I do?**
   As the details you will use to log in to SIMS Parent are your own personal email address you will need to access your email provider’s website and click on the forgotten password link. We therefore are unable to assist you with your forgotten login details.

2. **What if I have changed my email address or other contact details?** If any of your contact details have changed, please use the data collection sheet on SIMS Parent to update these. Alternatively, you can let us know by emailing reception@newlandsspring.essex.sch.uk.

3. **What if we require more than one account?** We anticipate that most families will use a single login but in circumstances where more than one parent/carer has the right to access data please contact the school.

4. **What if I have more than one child at the school? Will I need an account for each child?** If you have more than one child at the school, you will only require one login which will allow you to access each of your children’s records. If you have a child join the school after you have received your login details, your child will appear on your existing SIMS Parent account.

5. **What happens when my child leaves the school?** When your child leaves the school, they will no longer appear on your SIMS Parent account. If you have only one child at the school, your account will be disabled.

6. **Does it matter if I use the website or the app?** Which method you use to access SIMS Parent is entirely up to you. Both the website and the app
contain the information. The only difference is the layout may differ slightly. The advantage of using the app is that you will receive notifications.

7. **Who do I contact if I am having problems with my account?** Please contact the school by emailing simsparent@newlandsspring.essex.sch.uk. Please allow up to 7 working days to receive a response. Please note, this account is not monitored during the school holidays.

8. **What happens if I have no access to a computer/internet?** Please contact the school to discuss this with us.

9. **How often does SIMS Parent update with data held in SIMS?** SIMS Parent synchronizes with the school's SIMS database at various times throughout the day.

If you need to register for SIMS Parent or have any queries relating to SIMS Parent, please let us know by emailing:

   simsparent@newlandsspring.essex.sch.uk