



**Turves Green
Boys' School**

SIMS PARENT APP
GUIDE



Matrix
Academy Trust
EDUCATION WITHOUT EXCEPTION



Turves Green
Boys' School



We are launching a new convenient way to share information with you, to help you stay up to date with your child's school life as well as support your child's development and progress. It is important that we form a strong partnership between pupils, home and school - communication is the key to this.

What is SIMS Parent App?

SIMS Parent App is an online system which you can access either as an App from a smartphone or tablet, or online via a website - anytime, anywhere. SIMS Parent App and website will allow you to monitor your child's progress in school more closely than ever before.

You can sign in with your existing email address using any of the following platforms: Facebook, Twitter, Google, Microsoft/Office 365 (so that you don't have to remember another set of usernames and passwords!). If you do not have an account with any of these providers, you can still create a Microsoft or Google account using your existing email address. Parents/carers will need to ensure that we have a current e-mail address on our school system so that you can be notified when reports are available to view.

SIMS Parent will allow us to share lots of essential information with you, such as:

- Daily attendance
- Behaviour and achievement summary
- School calendar
- School reports
- You can even view your child's Data Collection Sheet and request updates to the information e.g. address, telephone numbers etc.

SIMS Parent will be our primary method of communication with parents/carers moving forward. It is important that you register yourself to ensure you don't miss any important news!



Getting Started: Registration

Step 1: You will receive a registration email from noreply@sims.co.uk containing a unique invitation code.



Step 2: Follow the link in the email to be directed to the 'sign in' page. Please note, the invitation code in the email is unique to you and should not be used by anyone else. The invitation email will expire after 14 days if it is not used, please contact school if you require a replacement after this time period.



Step 3: Register with a Microsoft, Office 365, Google, Facebook or Twitter account. Click the icon for the relevant third-party account and you will be directed to sign in using your existing details.



Step 4: On the Registration screen, fill in your child's name, the invitation code from your email and then click the 'Register' button.



Step 5: Answer the security question (confirming the date of birth of your child) then click the 'Verify' button to complete the registration.



Step 6: Once registration has been completed successfully, you will then be able to access the information for your children at this school.

Getting started: Signing in

Once the registration process is complete there are two ways you can access your account, either as an App from a smartphone or tablet or online via the website.

Accessing the SIMS Parent website:

To access SIMS Parent online visit the website below:

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



Sign in with the third-party provider that you registered with and you will be taken to the SIMS Parent homepage. Here you can see lots of information about your child including;

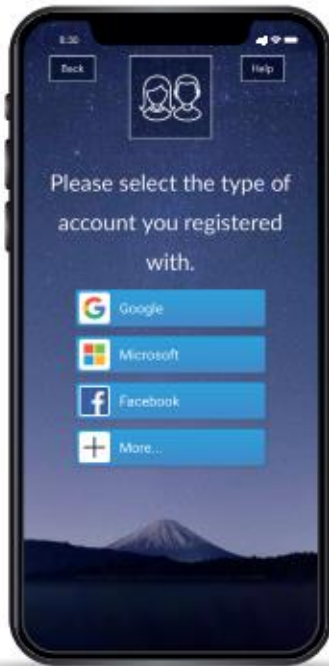
- **School contact details** - our main school telephone number and email address
- **Calendar** - this will show term dates and key events happening in school.
- **Messages** - here you'll find any messages or notifications sent to you from school regarding attendance, behaviour and more.
- **Child/children** - clicking on your child's name will provide you with more information regarding that selected child.

Downloading the SIMS Parent App:

You can download the SIMS Parent App for free from either the App Store if you're using an Apple device or the Google Play Store if you're on an android device. You should search for 'SIMS Parent', it should look like this:



Sign in with the third-party provider that you registered with and you will be taken to the SIMS Parent dashboard with all the details of your child including school contact details, calendar, messages and more.



Sign in page



Parent Dashboard

Frequently Asked Questions?

I haven't received my account registration email, what should I do?

If you can't find the email please check your junk/spam folder. If you are still unable to find it, please contact us on 0121 483 2890 or postbox@tgbs.co.uk and we can confirm that we have the correct email address for you and send you a re-invitation email.

I have forgotten my password, what can I do?

The details you use to log in to SIMS Parent are your own details from the third-party provider you chose to sign in with. We are therefore unable to help you with forgotten details. You will need to visit the third-party website of your account provider and follow their instructions for re-setting your password.

The date of birth cannot be verified when I am trying to register, what do I do?

Please ensure you are entering the correct date of birth for your child (not yourself) and it is in the correct format e.g. 01/07/2008

What if I have more than one child at the school?

If you have more than one child at our school you will still only require one login. This will allow you to access all your children's records/information in one place.

Does it matter if I use the website version or the App?

It is entirely up to you which platform you use to access SIMS Parent. Both the website and App contain identical information. The advantage of using the App is that you will receive notifications.

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

If you are unable to access the Data Collection Sheet for your child, you may not meet the criteria required to make changes to your child's account. A registered child contact must live at the same address as the child in order to be eligible to make updates to this information.

If you can see the Data Collection Sheet but it is locked (displaying a padlock symbol), a Data Collection Sheet has been submitted previously and is awaiting a school administrator to authorise and apply the changes. Once these changes have been applied, the Sheet will become available again.

Who can I contact for help?

If you haven't received an invite to use the SIMS App, please contact us at postbox@tgbs.co.uk and include 'SIMS PARENT APP' in the subject header.

