

## **SIMS InTouch – Parent App User Guide**

### **What is the SIMS Parent App?**

The SIMS Parent App is a safe and secure way for the academy to communicate with Parents.

There are various features and benefits to using the app:-

- View the academy's contact information and key dates at a glance
- Receiving notifications from the academy
- Keeping up to date of any events taking place within the academy
- Receiving newsletters
- Information on your child's progress
- Ability to directly update your child's information such as home addresses and emergency contacts etc..

### **What is the cost of the App?**

The Parent app is completely free and can be downloaded to a device via **Play Store** or **Apple Store**

### **How do I register**

To access the Parent app, you will need a SIMS online services account. You should receive a registration email from the academy containing a unique invitation code. This code is needed to set up your SIMS Online Services account. Once your SIMS Online Services account has been setup you will be able to logon to the Parent App.

If you have not yet received a registration email, please check your SPAM folder before contacting the academy. If you still have not received your account registration email, please contact the academy directly to make sure that we have your correct email address.

**IMPORTANT NOTE:** To register for SIMS Online Services products, you will need one of the following accounts: Microsoft, Office 365, Google, Facebook, Twitter, or SIMS ID.

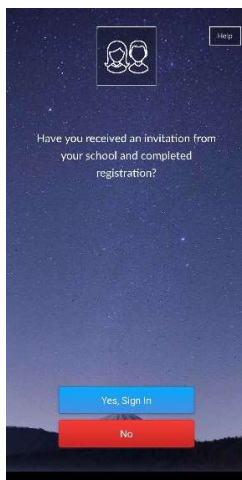
## How do I install the app?

1. Open the **Play Store** or **Apple Store** on your device.
2. Search for **SIMS Parent App**.

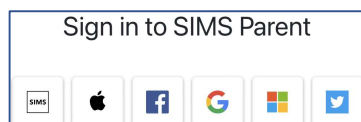


SIMS Parent

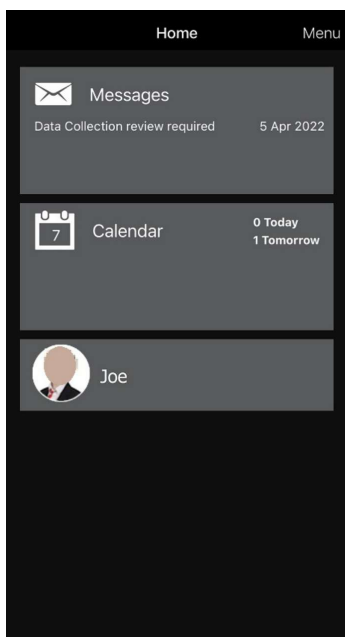
3. **INSTALL** the Parent app.
4. Once the app has downloaded and successfully installed on your device, open the app
5. You will now be presented with the below screen. If you have already created an account, click the blue **Yes, Sign In** button



6. You will now be presented with the below screen. Click the corresponding tile of your chosen registration method (e.g., SIMS, Apple, Facebook, Google etc...)



7. This should now prompt you to enter your username and password
8. You should now be logged into the app and see the below screen



Once you have access to the app, from the home screen and menu you will be able to view messages, calendars, academy details, child information and your details.

## **FAQ's**

### **I cannot remember my password. What should I do?**

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

### **Do I need to sign out of the SIMS Parent app?**

No. Once you have signed into the app, you will remain signed in for 100 days. Following this period, you will need to sign into the app again.

### **Do I need to register separately for each of my children attending this school?**

No. When you sign into the SIMS Parent App, all events and information for all of your children attending the academy will be displayed in one place.

**I have signed into SIMS Parent App, but I can't see any data. What should I do?** If you cannot see any data, please contact the school directly for assistance, email [info@ossma.co.uk](mailto:info@ossma.co.uk) or contact the academy on 01782 882200

**Document Version Control Information**

Version No.	Date	Author/Reviewer	Purpose
1.0	08/04/2022	Glen Manby/Shona Walker	First Draft
1.1	08/04/2022	Chris Plant	Reviewed and approved by Chris Plant