SIMS Parent App – how to get started

Introduction

We will send you an activation email from noreply@sims.co.uk to the email address you have registered with Ballakermeen. If you can't find the email in your inbox, please check your spam/junk messages.

Make sure you have downloaded the app then click on the link from your tablet, PC or smartphone and follow the activation process to create your account. You can login using your username & password for your normal Facebook, Twitter, Google, Microsoft or Office 365 accounts. If you do not have an account you can use, go to the 'I do not have an account that can be used!' section in trouble shooting. Please make a note of which third party you used to register as this is needed to log back into the app at a later date.

Your activation email will expire in 14 days and is unique to you. If you require an additional login or a replacement email then please contact the school via bhsenquiries@sch.im

NOTE: We have had some parents who have encountered security issues when trying to register at work. It is less problematic if you register for the app at home.

STEP 1: Downloading the app

Go to the Google Play Store or the Apple App Store and search for SIMS Parent. Download and install the app.
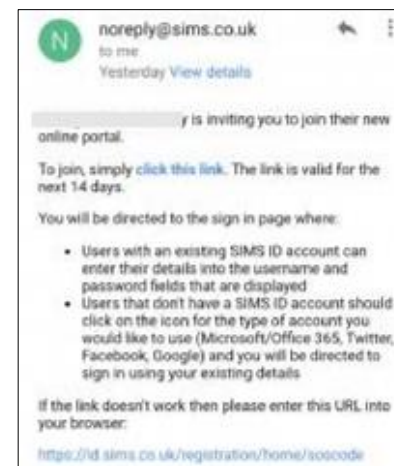
STEP 2: Clicking the link in the email

Open your invitation email that was sent to you from noreply@sims.co.uk.

Please check your spam/junk mailbox if the email does not appear in your inbox.

Click on the link in the email or enter the URL that is provided into a browser.

STEP 3: Choosing an account to register with

Choose a third party login that you already have an account with/use for verification.

NOTE: The SIMS ID option can't be used.

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STEP 4: Checking your details

Check your name etc. and click on
the register button.

STEP 5: Answering the security question

Type in your child's date of birth
in the following format:

dd/mm/yyyy
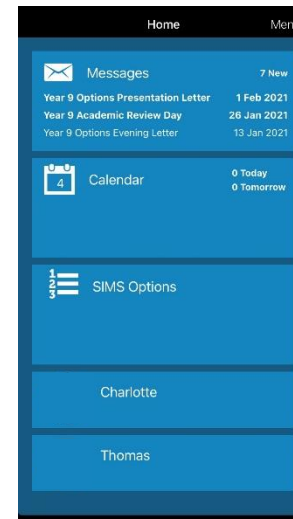
e.g. 16/07/1999

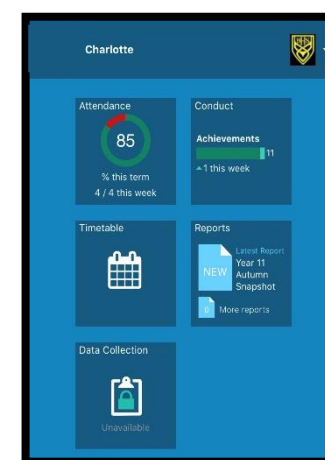**(with forward slashes)**

Click Verify.

STEP 6: The app

You will now be logged into Parent App.

Home screen:

Dashboard:

Troubleshooting

What devices can I use to access SIMS Parent App?
SIMS Parent App can be accessed via any desktop PC or laptop via
https://www.sims-parent.co.uk or through an app available to
download for free from the Android and Apple app store.

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Troubleshooting (continued)

I do not have an account such as Facebook that can be used!
If you do not already have an account with one of the third party providers, please create one and return to the sign in screen. This account is used for verification so you can log into SIMS Parent App.

Can I use a shared email address?
No. Each SIMS Parent App login is individual and each parent will need a separate login via a separate email account.

There are so many options at registration, can I use SIMS ID?
No. Unfortunately the SIMS ID option is not available for parents/carers. Parents/carers should register using one of the remaining options.

I have not received my registration email, what should I do?
Check your spam/junk email folder for an email from noreply@sims.co.uk If that fails, contact bhsenquiries@sch.im for a re-invitation email.

I am unable to sign in, what should I do?
If you are receiving an unauthorised access error message, ensure you are logging into SIMS Parent with the account with which you registered i.e. Google, Facebook, and Twitter etc. You will never have a specific user name and password for Parent App, it will always be the third party login that you already use.

I have signed into SIMS Parent App but can't see all my children?
Please contact your school directly for assistance via bhsenquiries@sch.im

The date of birth cannot be verified when registering, what should I do?
Please ensure you are entering the correct date of birth and in the correct format as requested e.g. 03/10/2004 including the forward slashes. This is for the child that attends Ballakermeen and not your date of birth.

Should I stay logged into the app?
The app works best when it is left logged in! This ensures you get notifications of messages that are sent. You should check messages regularly in case you missed a notification.

I am not seeing any message notifications from the app, what should I do?
In your settings look for notifications. Find SIMS Parent and make sure you allow notifications from the app.

I have logged out of the app, what should I do?
Click back on SIMS Parent on your phone. Chose the third party that you used during registration e.g. Facebook to sign back in. This is used instead of a username and password.