

SIMS PARENT LITE APP PARENT GUIDE

In order to support compliance with the General Data Protection Regulation (GDPR), the school will be using SIMS Parent Lite to collect, manage and handle key information about your child by obtaining accurate data securely from you.

For information about the Privacy of SIMS Parent please click here
<https://www.simsparent.co.uk/#/privacy>

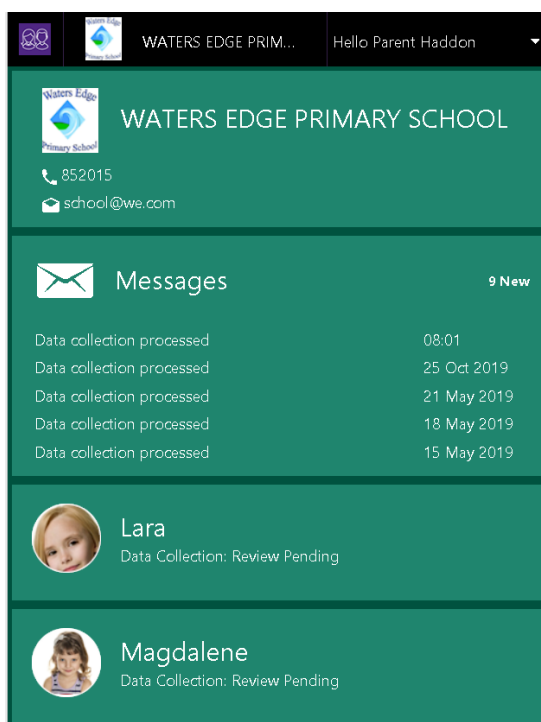
The SIMS Parent Lite app provides a convenient and accessible solution for parents and carers to electronically review and request changes to the data held on them and their children via smartphone, tablet, or PC anytime, anywhere. You will be able to provide additional information on crucial details such as medical information or dietary requirements.

When a change request is submitted by you, automatic emails are sent to the school office. Administrators are able to view previous requests and details of any action taken via the audit trail within SIMS.

From time to time, your school will send notifications to remind you to update your child's details, eliminating paper-based data collection and manual errors.

To view and update your contacts using the app:

Each child will be displayed separately on the home page along with any messages.



Select a child to view their data collection information.

Important Information about the Menu Options

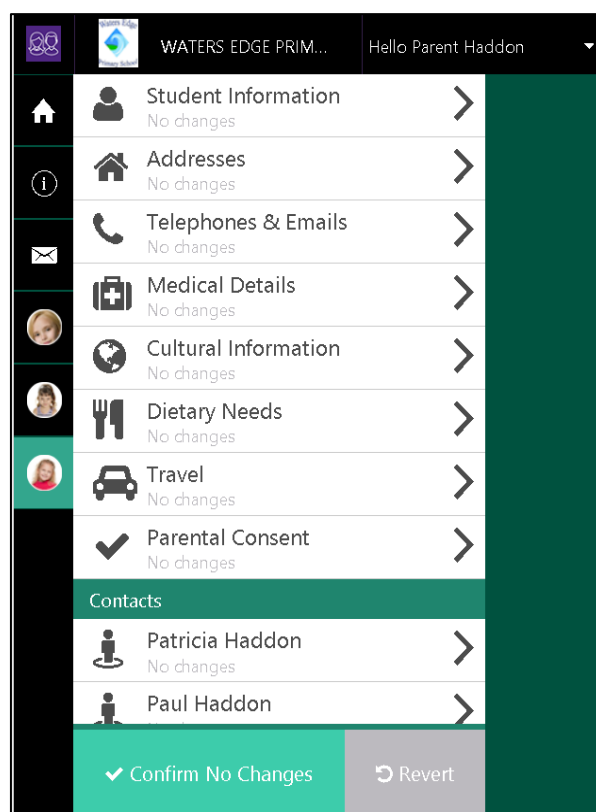
Student Information – this contains basic information such as your child’s name, preferred name and date of birth.

Address – this is your child’s home address. You can add an additional address e.g. if your child lives with both parents.

Telephones and Emails – this relates to your child not your **OWN** contact details and is not normally required.

Medical Details – this includes information such as medical practice, medical conditions and any disabilities. There is a drop-down list of all these, but you can add a new one if you need to by completing the ‘other / additional’ information box.

Cultural Information – this is important information for the school census so please complete.



Dietary Needs – please update your child’s dietary needs here.

Nationality and Passports – This should be left blank.

Contacts

Parental Responsibility – Please ensure that the Parental Responsibility slider bar is set correctly. For a definition of Parental Responsibility please read the following guidelines: <https://www.gov.uk/parental-rights-responsibilities>. This is usually the mother and father, and would not normally include grandparents, neighbours, friends or other family members.

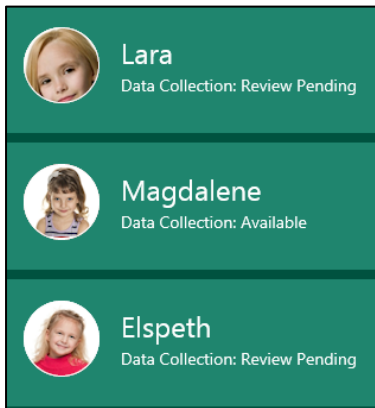
Priority Contact – In line with ‘Keeping Children Safe in Education - September 2019’ where possible, schools should hold more than one emergency contact for each pupil. Please check and where possible, include one Priority 1, and one Priority 2 contacts. Please let us know if this presents a problem for you.




Other Contacts – Where possible, the contacts should be local and accessible.

Telephone Numbers – Please ensure you give us the contact numbers that you are most likely to have access to. Please ensure the slider bar is checked for your primary (main) contact number as we use this to reach you if your child is unwell. **This number has to be a mobile number in order for you to continue to receive text messages from the school.**

Remember to Save any change you make. Select Finish and Submit Changes

Once this is done no more changes can be carried out until the school has approved the changes you’ve submitted. You will see “Review Pending”, the record will remain in ‘Read-Only’ mode until the changes have been approved by the school.



	Lara Data Collection: Review Pending
	Magdalene Data Collection: Available
	Elsbeth Data Collection: Review Pending

Once the changes have been made you will receive a message to confirm once this has been done.



 **Messages** 9 New

Data collection processed 20 Nov 2019

Parents will then get confirmation in an email or via the Parent Lite App to say that the database has been updated.

Q & A

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

The email will come from noreply@sims.co.uk If you cannot find this email, please check your junk mail and ensure it has not been marked as SPAM. If you still have not received your account registration email, please contact the school office to check whether they have your correct email address.

How do I log in?

You will have received an email invitation from your school directing you to complete the registration process for SIMS Parent. You need to register through this before you can access SIMS Parent. Please follow step 8 of the Parents Guide for information about how to log in.

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

The password is linked to your personal account provider (i.e. Microsoft, Google, Facebook or Twitter) Visit their website and follow their instructions for resetting your password.

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 of your children attending this school will be displayed in one place.

If I have children who attend different schools, and if each of the schools is using SIMS Parent, can I view all of my children in one place?

It is now possible for parents to use the same login details to register with multiple SIMS Parent schools. This will allow users to change school once inside SIMS Parent from a drop-down menu located on the school name in the top right-hand corner of the page.

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

Ensure your internet browsers are up-to-date. If your internet browser is up-to-date and you are still experiencing problems, please contact the school office for assistance.

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 (i.e. the account you used during the SIMS Parent registration process) such as Facebook or Office 365....

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

Alternatively, try accessing SIMS Parent through a private 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 + Shift** 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 the school office.

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 the school office.

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 the schools and ask to be re-registered. Ensure you register with the details you use to sign into the other school. This will allow users to change school once inside SIMS Parent 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 office.

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. A registered child contact must live at the same address as the child in order to be eligible to make updates to the Data Collection Sheet.

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.