



# Setting up an account for SIMS Online Services

## How do I create an account using a Third-Party Provider?

1. To avoid accidentally registering with the wrong account (especially if you are working on a shared computer), sign out of all accounts or use a private browser window.

2. **Please note:** It is worthwhile taking note of the personal invite code at the bottom of the email as this will be required at a later point.

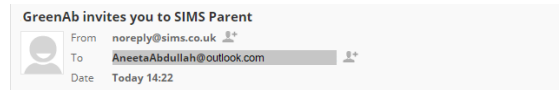
3. Click the **Accept Invitation** button in the invitation email from noreply@sims.co.uk. If you cannot find this email, please check your SPAM/Junk folder before contacting your school.

4. The **Activate Your Account** screen is displayed. Click the Register with an External Account button.

5. Select one of these Third-Party providers to register: Apple ID, Facebook, Google, Microsoft/Office 365 or Twitter.

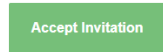
On clicking one of these buttons, you will be transferred to the Third Party to complete standard account authentication.

6. Sign in to your Third-Party account.



Hi Aneeta,  
You're invited to start using SIMS Parent to manage your child's personal details at GreenAb. If enabled by the school, you can also view child's attendance, school reports, homework assignments and more.

Simply accept this invitation and register within 90 days.



If the button above doesn't work, copy and paste the following link into your browser.

<https://registration.sims.co.uk>

Should you need to enter it, your personal invite code is: **H83PYW7HJJ**

### Activate Your Account

So that we can confirm your identity, please enter your email address and personal invitation code.

Alternatively you may complete the registration using an External Account.

**Register with an External Account**

Do not complete this section

### Register your account for SIMS products

Do not complete username and password here

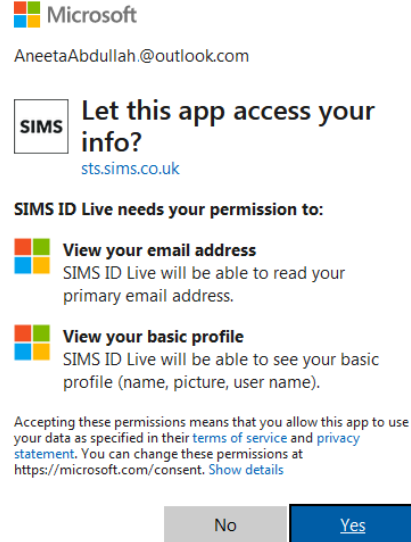




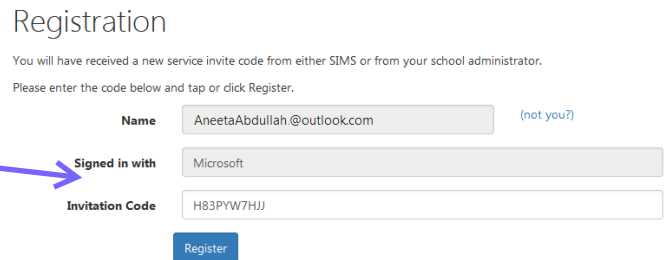
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7. Click the **Yes** button to grant SIMS ID permission to access your information. This screen is only displayed the first time you register an email address with SIMS ID.

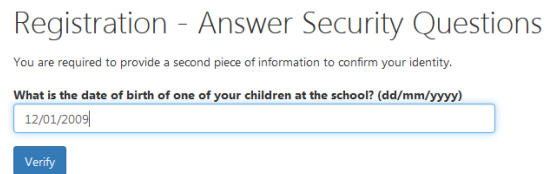
The example to the right is for the Microsoft login option and is not indicative of the other options available.



8. The **Registration** screen appears. Your email address and third-party provider are displayed so you can confirm you have used the intended credentials. Paste **your personal invite code** from your invitation email (the code from step 2) into the **Invitation Code** field. Click the **Register** button.



9. At the **Account Registration** screen, answer the security question and click the **Verify** button. This is for security purposes only. This information will not be used in the SIMS Online Services system. Your account is set up and configured. On completion, your SIMS Online Service launches.





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## How do I sign in to my SIMS Online Service?

Once the registration process is complete, users can sign in via the following URLs.

For Parents  <https://www.sims-parent.co.uk>  
or via the SIMS Parent app\*

\* The apps are available for iOS and Android devices via the Play Store or iTunes.

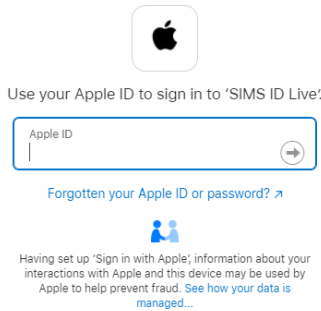
1. Click the icon for the provider that you registered with.

Sign in to SIMS Parent

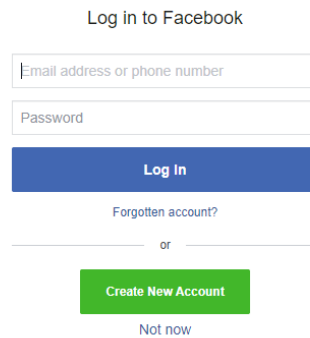


2. Enter your username and password, then click the **Sign in** button.

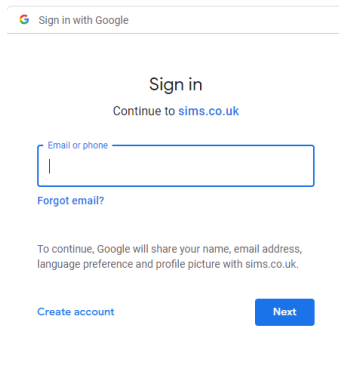
### Apple Sign In



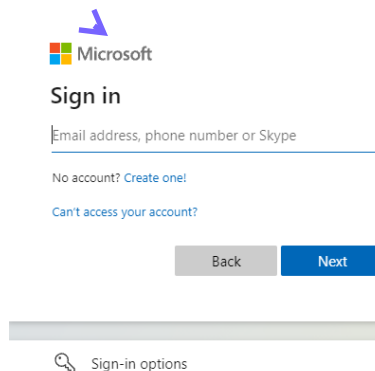
### Facebook Sign In



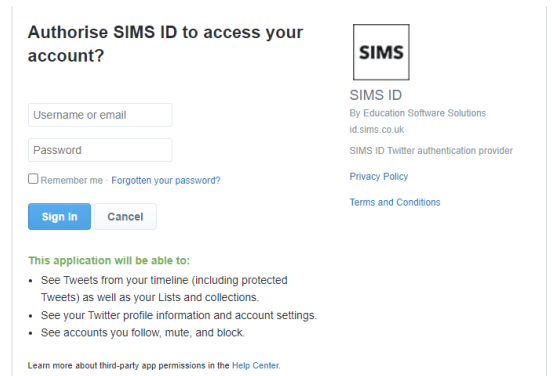
### Google Sign In



### Microsoft Sign In



### Twitter Sign In





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## Troubleshooting: Why can't I register?

If you see **The code you have entered is not recognised** message, this means that you have either tried to register using a code belonging to another person (e.g. a parent using a child's SIMS Student invitation to try to register for SIMS Parent) or you have used an out-of-date code (e.g. you have received more than one invitation email and have not used the most recent one).

Check you have used the correct email to register.  
Check you are signed in with the account.

### Registration

The code you have entered is not recognised.

You will have received a new service invite code from either SIMS or from your school administrator.  
Please enter the code below and tap or click Register.

Name  (not you?)

Signed in with

Invitation Code

## Who do I contact for help?

If you have a question about your SIMS Online Services Account, please contact your school using your school's usual communication routes (e.g. phone, email).

All SIMS Online Services have a **Help** button linked to the support portal:

- SIMS Parent users can access **Help** via the SIMS Parent for Parents Documentation Centre ([https://support.capitasoftware.com/csm?id=kb\\_article\\_view&sysparm\\_article=KB0036854](https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0036854))
- School staff users can access **Help** via the SIMS Parent for Schools Documentation Centre ([https://support.capitasoftware.com/csm?id=kb\\_article\\_view&sysparm\\_article=KB0036841](https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0036841))

*NOTE: Your school does not have visibility of the **Feedback** items that you record on the support portal. Please do not use the **Feedback** facility to request changes to your account as your school will not receive your request.*

**If you need help with a Third-Party account password, please contact your account provider (Apple ID, Facebook, Google, Microsoft (including Office 365) or Twitter).**