



At TLC, parents can access reports and information via our SIMS app



SIMS PARENT APP – GUIDANCE & FAQ

What will SIMS Parent app allow me to do?

The SIMS Online Parent app is a convenient way to share information with you about your child's school life. You can access the system easily from a smartphone, tablet or PC – anytime, anywhere. What will you find in the SIMS Parent app:

- Important information such as attendance, achievement & the Secondary timetable
- School calendar, inset dates and contact details available at the click of a button
- Access to your child's school reports and grades.
- Access to the contact form to update your child's contact details, so we always have the most up to-date information in case of emergency
- If you have more than one child at school, you will have access to information for all your children, from the same app.

The information that you receive through the app will help you to stay up-to-date with your child's school life as well as support your child's development and progress.

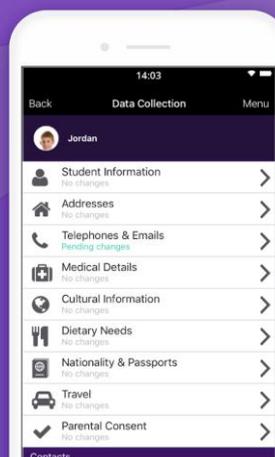
Engaging with your children's education is key to their success

With SIMS Parent see what's going on in school...

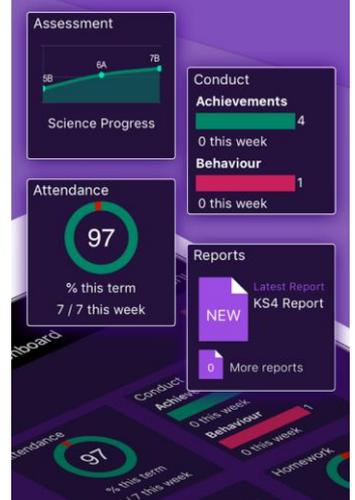


and be proactive with your children's education

Manage your emergency contact info



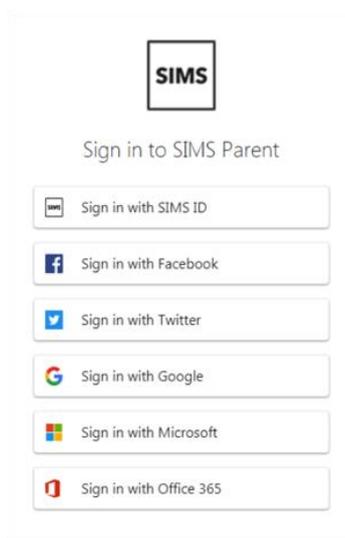
Track progress



Getting Started with the SIMS Parent App

We will send you an activation email from noreply@sims.co.uk. Please check your spam/junk mailbox if the email does not appear in your inbox. Simply 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, Office 365, Microsoft** or **create a SIMS ID account**.



Type in your **childs date of birth** following the format of **dd/mm/yyyy**. For example, 10/10/2010 and click the verify button.

IF YOU RECEIVE A TIME OUT ERROR MESSAGE, YOUR ACCOUNT HAS STILL BEEN CREATED. YOU SHOULD LOG IN ON THE APP OR AT www.sims-parent.co.uk USING THE ACCOUNT DETAILS YOU CHOSE AT ACTIVATION STAGE

1. Once you have activated your account, you will automatically be redirected to the online version. If you require the app version, you will need to download the app to your smartphone or tablet. Click below or search for SIMS Parent



[Click here](#)



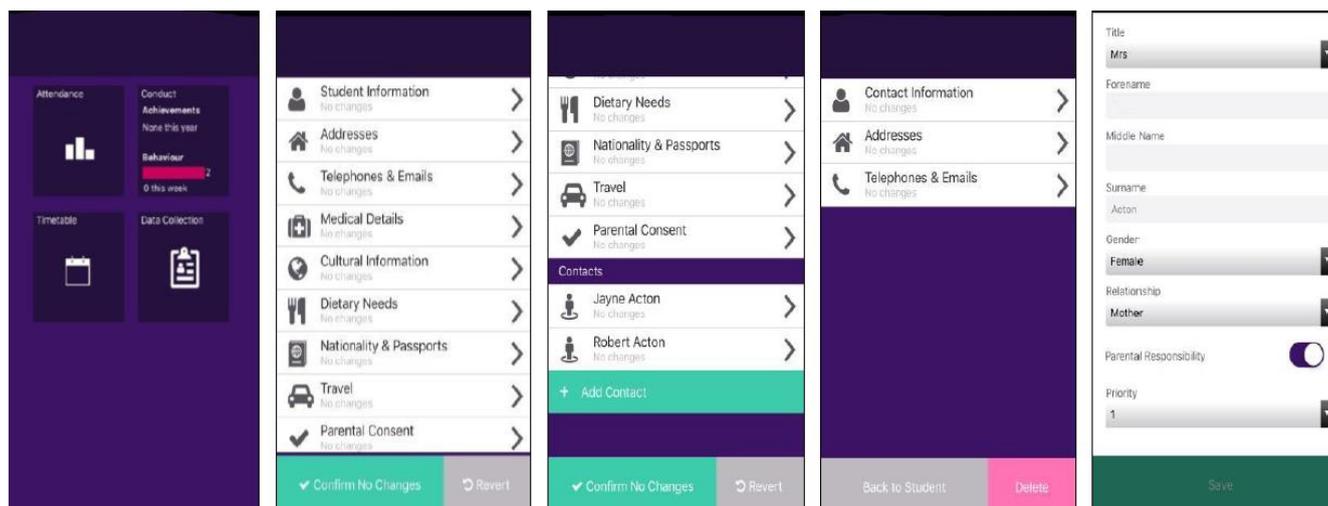
[Click here](#)

2. Once you have downloaded the app, click the 'Sign-in' tab and then click the provider that you chose at the activation stage to sign in with.
3. You can also login from a PC using www.sims-parent.co.uk

Please note that your activation email is unique to you and should not be used by anyone else. Your activation email will expire after 14 days if it is not used, please send an email to the.whe@tlccyprus.com if you require a replacement after this date.

How to use the Data Collection Sheet Feature

Data Collection Sheet View



1. Click on the title for your child
2. Select the data collection file.
3. Review each section on the data collection screen and check that the details are recorded correctly. If you change any details, you must click on the save button at the bottom of the screen before moving to another section.
4. Once you have checked all of the details, you will need to submit the data collection. You do this by clicking on either one of the buttons displayed at the bottom.
5. Once submitted, any changes will be reviewed by the school and then actioned, please note that this can take a few days, and you will be unable to submit further changes in the meantime. If we require further information from you, then we will contact you.

SIMS Parent app usage policy

[Click here](#)

SIMS Parent App FAQs

Question: I have not received my registration email, what should I do?

Answer: Check your spam/junk email folder for an email from noreply@sims.co.uk. If that fails, send an email to the.whe@tlccyprus.com for a re-invitation email.

Question: I am unable to register using the registration email (invitation code could not be verified), what should I do?

Answer: You may come across some security issues if you are trying to register at work due to your company's policies. Please register at home if this occurs. If you receive a time out error message, your account has still been created and you should log in using the account details you chose at account activation stage i.e. Facebook, Twitter, Google, Microsoft etc. Check if your invitation has expired as invitations expire after 14 days from the date of the email. If you are unable to open the link when using the 'click here', please copy and paste the link into your browser. You will also have to copy the invitation code from the email when prompted.

Question: The date of birth cannot be verified when registering, what should I do?

Answer: Please ensure you are entering the correct date of birth and in the correct format that is being requested e.g. 10/10/2010. This is for your child who attends TLC Private School and not your date of birth.

Question: I am unable to sign in, what should I do?

Answer: If you are using office 365 at work, ensure your IT administrator has granted you permissions. If you are receiving an Unauthorised Access error message, ensure that you are logging into SIMS Parent with the account with which you registered i.e. Google, Facebook, Twitter etc. Ensure you are entering the correct username & password. This issue tends to occur when two or more users share the same computer or device. To sign out of the incorrect account, the user should visit the account provider's web page (e.g. Google, Facebook, etc.) and select the 'sign out' option. Close the browser completely, open a new browser window and log into SIMS Parent using the correct account details.

Question: I have forgotten my login details for SIMS Parent, what should I do?

Answer: You should reset your password directly with the account provider, e.g. Google, Facebook, Twitter etc. Then sign using these new details.

Question: Do I need to sign out of the SIMS Parent App?

Answer: No, once you have signed in to the App, you will remain signed in for 30 days. Following this period, you will need to sign into the App again.

Question: Do I need to register separately for each of my children attending this school?

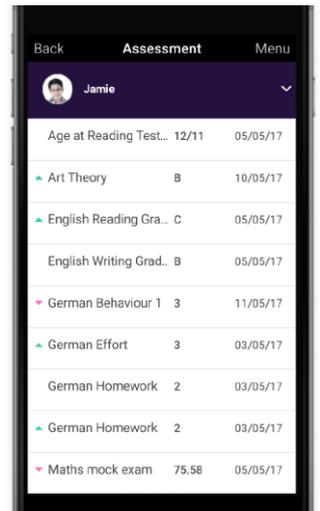
Answer: No, when you sign in to SIMS Parent, information for all your children attending this school will be displayed in one place. If this is not the case, please contact your school directly for assistance.

How do I?



How do I view my childs Timetable?

- To view your child's timetable, click their name title
- Click the Timetable tile
- The timetable expands to show today's timetable



How do I view my childs Assessment?

- Click on your child's name title
- Click on the Assessment tile
- This tile shows you the most current assessment data at the top.
- Scroll down to view earlier assessment data.



How do I view my childs Report?

- Click on your child's name title
- Click on the Report tile
- This tile shows you the reports available in PDF format.
- Click on the PDF

How do I view my childs Attendance?

- Click on your child's name title
- Click on the Attendance tile
- This tile shows you the most current week's attendance data at the top.
- Scroll down to view past weeks' attendance data.

