

# JOHN OF GAUNT INFANT AND NURSERY SCHOOL



## SIMS PARENT BOOKLET

[simsparent@johngaunt.norfolk.sch.uk](mailto:simsparent@johngaunt.norfolk.sch.uk)



An essential part of our work together involves forming a strong partnership between children, home and school so that we can best support your child. A key aspect of this partnership is regular communication. We are using SIMS Parent, which is an online system, accessed either as a website via a link on the school website or a free downloaded app, as our method of communicating key information to you.

SIMS Parent is used to share with you the following information regarding your child:

- School Calendar
- Daily attendance
- Daily achievements

You can also access a data collection sheet, which allows you to request updates to the information stored i.e. address, telephone numbers or email address.

This booklet explains how to activate your SIMS Parent account, access the system and how to access the key information available through SIMS Parent. It also contains a frequently asked questions section at the end of the booklet which you may find useful.

If you have any queries regarding SIMS Parent, please contact the school by sending an email to [simsparent@johnngaunt.norfolk.sch.uk](mailto:simsparent@johnngaunt.norfolk.sch.uk).

If you only have a child/children at John of Gaunt Infant and Nursery School, then you will need to contact John of Gaunt Infant and Nursery School either by the SIMS Parent email address or via the school office. If you have children over more than one setting within the Federation then you will need to contact all of the schools individually.

John of Gaunt Infant and Nursery School – [simsparent@johnngaunt.norfolk.sch.uk](mailto:simsparent@johnngaunt.norfolk.sch.uk)

Bure Valley School – [simsparent@burevalley.norfolk.sch.uk](mailto:simsparent@burevalley.norfolk.sch.uk)

Aylsham High School – [simsparent@aylshamhigh.norfolk.sch.uk](mailto:simsparent@aylshamhigh.norfolk.sch.uk)

### **Parents' evening support sessions**

During parents' evenings there will be drop in support sessions running with Mrs Cooke, Data Manager. These sessions will cover the set up and logging in process, along with guidance to help access the key information about your child. Please visit the drop in session before or after your child's parents' evening appointment to talk to us.

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# SIMS Parent activate – quick step-by-step guide

## 1 - Email

- You will receive two emails; SIMS Parent email, automated invite.

## 2 - AUP

- You will receive an email with the Acceptable Use Procedure (AUP) attached.
- Please read the Acceptable Use Procedure (AUP).

## 3 - Click on the link

- Once you have read the AUP, please click on the link in the automated invite email to activate your SIMS Parent account. By clicking on the link you are agreeing to the AUP.

## 4 - Third party account

- Select your third party provider that you wish to use to access your SIMS Parent account, e.g. Google, Microsoft, Facebook, Twitter.

## 5 - Activate your account

- Complete the required steps to activate your account.

## 6 - Log in

- Log into your account using your selected third party account details.

## Guidance & Queries

- Please refer to this guidance booklet which shows how to use the website
- If you need further help or have a query regarding SIMS Parent please email [simsparent@johnngaunt.norfolk.sch.uk](mailto:simsparent@johnngaunt.norfolk.sch.uk)

# About SIMS Parent

SIMS Parent is an online website and app which is accessible to parents to provide them with information about their child's attendance, achievements, the school calendar and data collection sheet.

As you will appreciate, it is essential that we take great care with this process to ensure not only that the data we provide is accurate and valid but also that it is held and transferred securely. We take our responsibility under the General Data Protection Regulations very seriously and therefore we will be taking great care to ensure that access to this data is available only to those entitled.

## Step 1 – Invite email

You will receive an automated email which is your invite to join SIMS Parent. This contains a link which you will need to click in order to activate your account.

The email address **[noreply@sims.co.uk](mailto:noreply@sims.co.uk)** is used to send the automated emails. Please add **[noreply@sims.co.uk](mailto:noreply@sims.co.uk)** to your address book to ensure that emails are not sent to your junk folder.

When you initially set up your account you will register for your SIMS Parent account using your own email address and email password.

## Step 2 – Acceptable Use Procedure (AUP)

In order for parents/carers to use the SIMS Parent, they are required to agree to the SIMS Parent acceptable use procedure. A copy of the AUP is emailed to you when you register for SIMS Parent.

By clicking on the link in the invite email, you are therefore agreeing to the AUP by activating your account.

A copy of the AUP is also available on the school website under the parents section.

## Step 3 – Agreeing to the AUP, clicking on the link

You will receive an email from the SIMS Parent team at John of Gaunt Infant and Nursery School explaining how to set up your account. Further to this email, you will also be sent an automated email from SIMS Parent. The automated email does not explain how to set up your account, therefore you will need to read the email from the school in order to understand how to set this up.

You will receive an invite email from **[noreply@sims.co.uk](mailto:noreply@sims.co.uk)** which contains an invitation link attached to a unique invitation code. This unique code is also included in the email. This is a series of numbers and letters which have been attached to your account in order to allow you to activate your account.

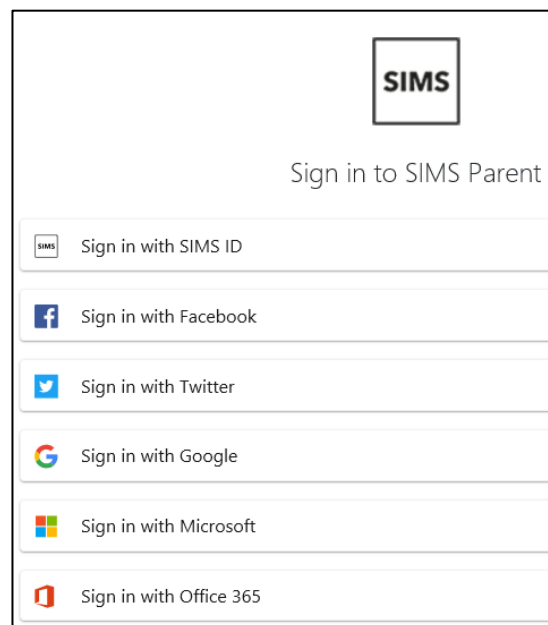
Once you have received the email from the SIMS Parent team, please check your inbox and junk/spam folder for this email.

## Steps 4 & 5 – Activating your account

To register for SIMS Parent you will need one of the following accounts:

Microsoft, Office 365, Google, Facebook, Twitter.

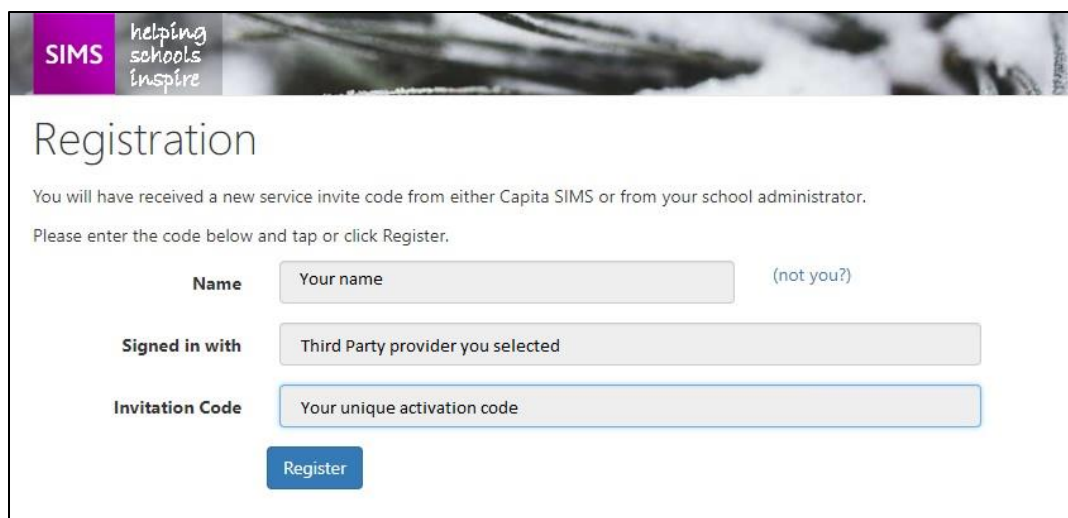
1. Please click on the link in the email which will direct you to the Sign in page.
2. Please click on one of the options which is your preferred method to log in to SIMS Parent in future. **(Please do not select SIMS ID)**
3. This will direct you to a different log in screen relevant to the Third Party account that you have selected. Once the new screen is displayed, please enter your existing account details for this provider.



Please note you will need to select Microsoft if you have any email address other than google i.e. BT Internet, Yahoo, Hotmail, iCloud.

**You may need to click on a permission button to allow your SIMS Parent account to attach to your Third Party account. Please note that SIMS Parent does not know your password or is not able to access the information stored within this account.**

Once you have entered your Third Party account details, this will direct you to the following page:



4. Please check that your details are correct.
5. Click on Register.
6. This will ask you a security question e.g. the date of birth of one of your children at John of Gaunt Infant and Nursery School? This needs to be in the following format dd/mm/yyyy
7. Enter one of your children's date of birth e.g. 01/12/2013
8. Click on Verify

This will check the system to ensure that this matches our records within our Management Information System. Should this not allow you to access your account, please contact the school office.

You have now activated your account and will be able to log in to SIMS Parent for the first time.

## Step 6 – logging in to SIMS Parent for the first time

Please log in to your account using your third party log in details to ensure that you are able to access your account.

You will then be able to log in to SIMS Parent via the website and/or app in future using the Third Party account details you have entered.

### **Please note:**

- Your account allows you to access each of your children at the Federation Schools.
- When you complete this process you will need to use the same Third Party provider/ method of logging in to SIMS Parent in future.
- As you use a Third Party account to access SIMS Parent, the school are unable to help you with your username and password. However, if you are unable to access your account entirely, please contact the school and we will assist you.
- Your activation email which you receive from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) is unique to you and should not be used by anyone else. If you require an additional login then please contact the school to request the additional account.
- The link in your activation email will expire after 3 Months if it is not used, please contact the school if you require a further activation email if your previous one has expired.

## Sharing your password

Your username and password should never be disclosed to anyone. Passwords and user names should never be shared except between those with parental responsibility.

## Queries relating to SIMS Parent

If you have any queries relating to SIMS Parent, please contact the school(s), at the following email address:

John of Gaunt Infant and Nursery School - [simsparent@johngaunt.norfolk.sch.uk](mailto:simsparent@johngaunt.norfolk.sch.uk).

Bure Valley School – [simsparent@burevalley.norfolk.sch.uk](mailto:simsparent@burevalley.norfolk.sch.uk)

Aylsham High School – [simsparent@aylshamhigh.norfolk.sch.uk](mailto:simsparent@aylshamhigh.norfolk.sch.uk)



# **How to access SIMS Parent (website)**

# Accessing SIMS Parent (website)

To access SIMS Parent, please go to the school website ([www.johngaunt.norfolk.sch.uk](http://www.johngaunt.norfolk.sch.uk)), click on the Parents/Carers menu option and then click on SIMS Parent. You will find at the top of this page a link to SIMS Parent.

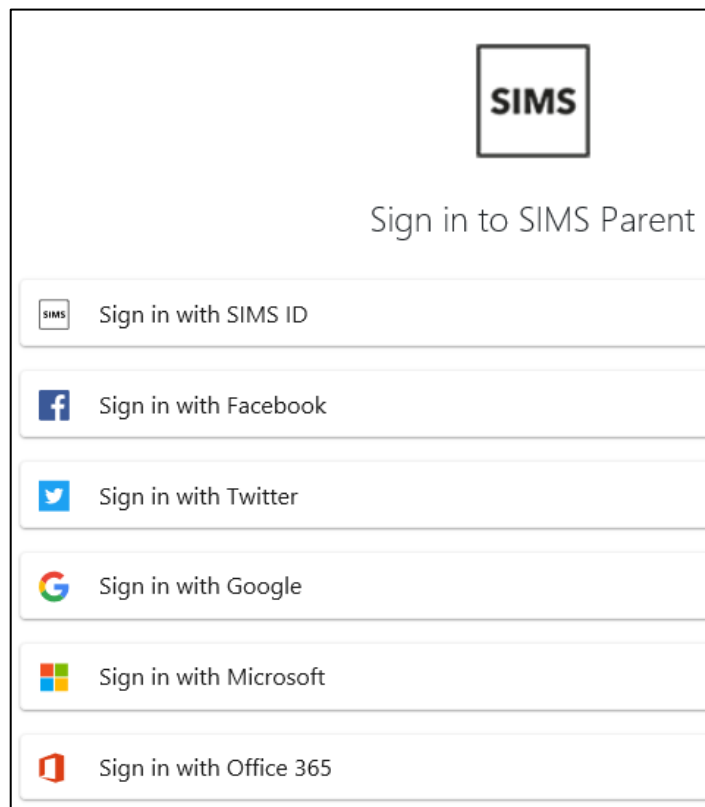
Please note, the SIMS Parent (website) can **only** be accessed via the link on the school's website.

1. Click on the icon for the relevant Third Party account that you registered with.

A new window will open.

2. Enter your third party account details.

This will take you to the SIMS Parent home page.



# How to access SIMS Parent (app)

# To download the SIMS Parent App

**Please note: the images provided of the SIMS app may differ on different devices.**

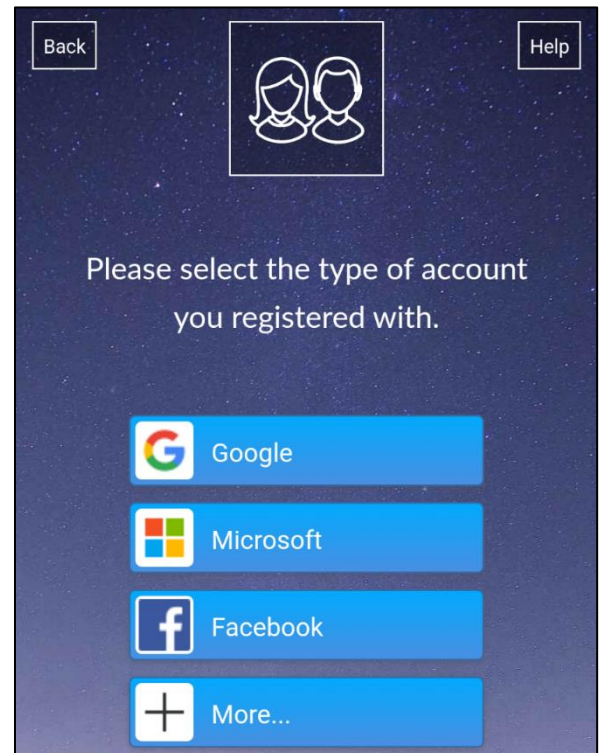
## Downloading the app

The SIMS Parent app can be downloaded for free from either the Apple app store or the Google Play store on your smartphone or tablet device (details on supported devices are included below). On the app store, search for SIMS Parent and download the app which will install the app on your device.

Once installed this will display as one of your available apps.

## To access the app for the first time

1. Click on the icon for SIMS Parent
2. This will ask you if you have received an invitation from the school and whether you have completed registration (activated your account).
3. Please click on Yes, Sign in.
4. Click on the option for the Third Party account which you activated your account with.
5. This will redirect to the Third Party log in screen.
6. Enter your Third Party account details.



# Points to note about SIMS Parent

## Devices supported

SIMS Parent app supports Android version 4.4 (kitkat) and above, and IOS version 8 and above.

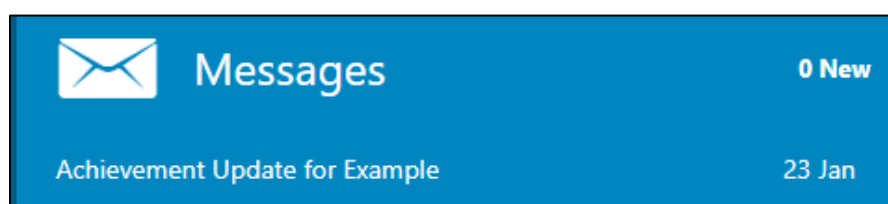
## Notifications / Messages

The SIMS Parent app will provide you with notifications / messages periodically with updates regarding your child or children at John of Gaunt Infant and Nursery School. This will show if there are any new messages and also list any previous messages.

Periodically sent notifications from SIMS Parent:

- School Calendar event reminders
- Message from John of Gaunt
- Data collection sheet changes have been approved by the school

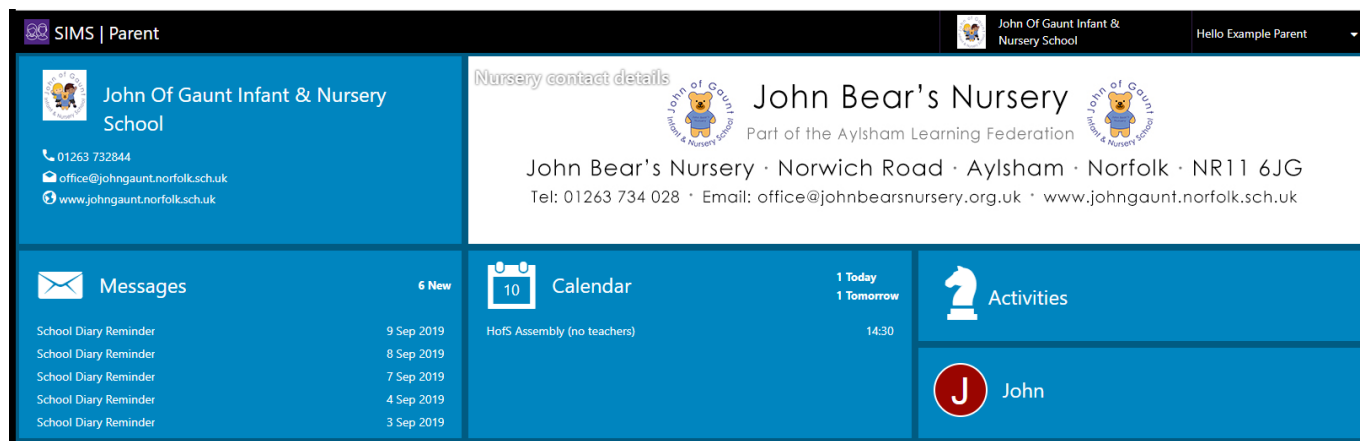
If you are using the app, you will receive a notification on your phone (notifications need to be turned on).



# **Guidance on how to access information on SIMS Parent (website/app)**

The images enclosed may differ slightly between the website and the app. The layout may also differ between different devices.

## Home page



The SIMS Parent home page provides you with the following widgets:

- **School contact details**

Provides you with the contact details of the school. If you click on the email address this will open a new email to the school in your default email client.

- **Banners – John of Gaunt Infant and Nursery School contact details.**

The banner images link to the school website when clicked.

- **Messages**

Provides you with any messages/notifications from the school regarding attendance and other messages.

- **Calendar**

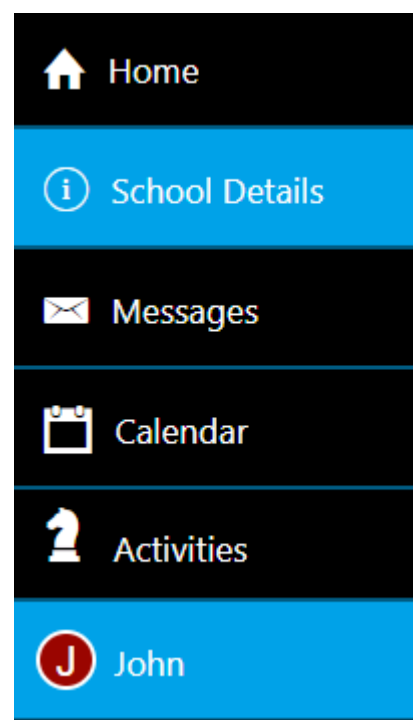
Shows term dates and key events at the school including parents' evenings, family learning days etc.

- **Child/children**

If you click on your child's name this will provide you with more information regarding the selected child.

## SIMS Parent menu

When you are on any page of the website/app the menu will display to the side. This allows to you quickly access other pages of the website.



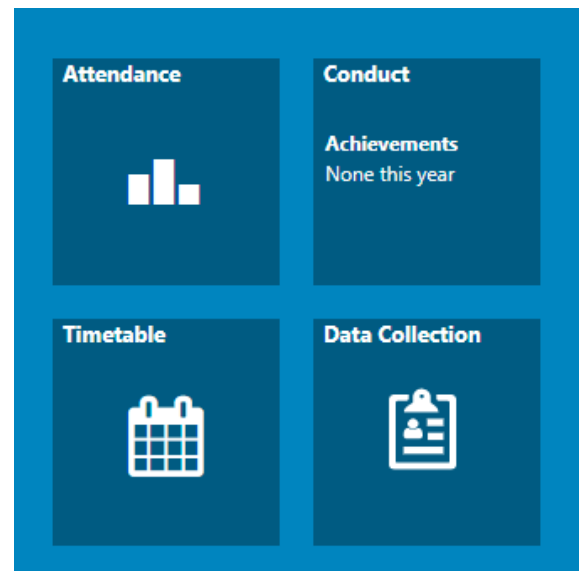
## Individual child details page

When you click on an individual child on the home page this will take you to a summary page of the information available.

The menu allows you to switch between your children if you have more than one child at the school.

Information provided:

- Attendance
- Conduct – achievements
- Data Collection



## Attendance

In school we operate an electronic registration system. Your child's attendance is calculated using the session marks for AM and PM registration.

A year to date percentage attendance e.g. 97.4% is then calculated based on the number of sessions attended out of a possible number of sessions the school has been open.

On SIMS Parent, you are able to click on the attendance button for your child to view their attendance. This shows in a diary format to show by AM and PM whether they were in school for each week.

	Mon	Tue	Wed	Thu	Fri
AM	✓	✓	—	—	—
PM	✓	✓	—	—	—

If you scroll down you can see the past weeks attendance as well as the current week.

### The attendance is displayed as:

#### Attended (tick)

This will be recorded for all children who are registered as present at AM registration and PM registration after lunch.

#### Absence (cross)

If the school does not receive a reason for absence or response to 1<sup>st</sup> day calling or absence text, the absence will be recorded as unauthorised.

### Contacting the school regarding attendance

If you have any queries or concerns about the attendance information for your child, please speak to the school office. Tel: 01263 732844

# Conduct

This section provides you with the achievements for your child. These are shown in a diary format as green text. Achievements are recorded on the system for your child.

## Achievement

This contains information of the achievement points, which have been given to your child. These include:

- Green
- Silver
- Gold





# Data Collection

## (Personal and medical information)

The data collection sheet allows you to update the school with any change in details for your child and their contacts.

For example, if you change address, you can complete the form to notify the school.

To use the data collection sheet, you will need to click on the data collection widget on your child's individual page. At the end of the process you will be required to review the changes and submit to the school for us to process your changes.

Please review the information within the data collection sheet to ensure that our records are up to date.

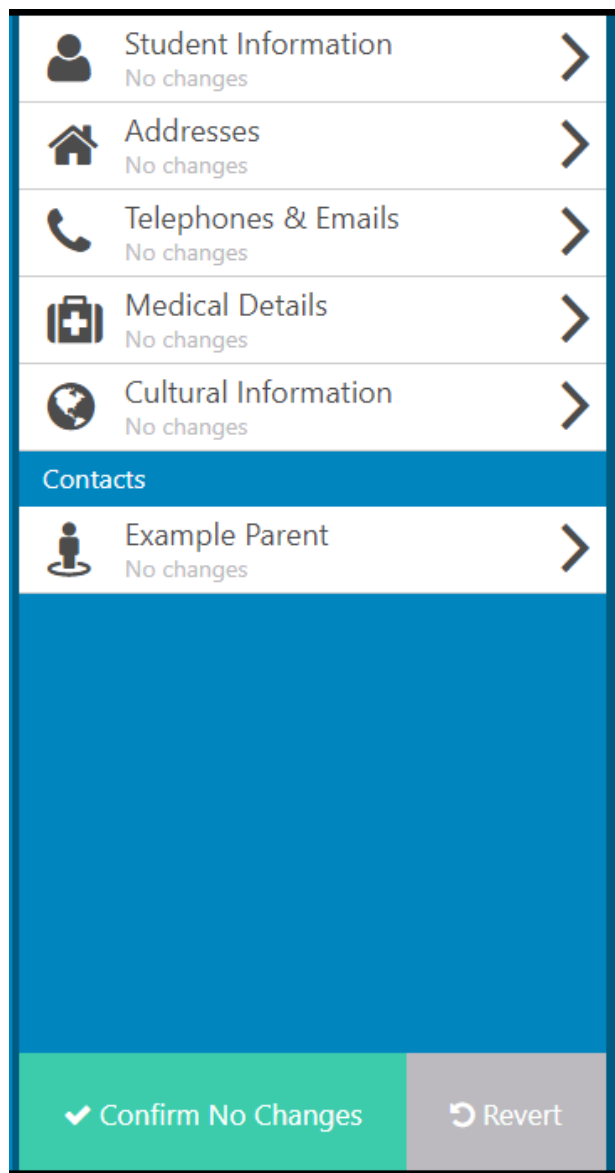
The data collection sheet does not provide you with information regarding all of the contacts within our system. It is therefore vital that you ensure that all of your child's and their contacts details are kept up to date.

### How to use the data collection sheet

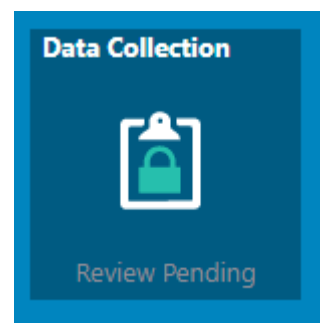
1. Please click on each of the sections that you can provide changes for.
2. Please review the information stored within our system and edit this as required.
3. When you make a change, please click on the save button for each section. This will show pending changes under the section that you have requested changes.
4. Click on finish changes when you have finished reviewing the information.
5. Click on submit changes.

This will alert the school office that there are changes submitted for your child. It will also lock down the data collection sheet widget to show as 'review pending'. Once the school has approved the changes this will update the information within our system and will also allow you to access the data collection sheet.

If you have more than one child at the school, please review each of your children and submit any changes for each child, if applicable.



The screenshot shows a mobile application interface for data collection. It features a list of sections: 'Student Information', 'Addresses', 'Telephones & Emails', 'Medical Details', and 'Cultural Information', each with a 'No changes' status and a right arrow. Below these is a 'Contacts' section with a list item 'Example Parent' also showing 'No changes' and a right arrow. At the bottom, there are two buttons: a green 'Confirm No Changes' button and a grey 'Revert' button.



## Privacy policy from Capita/SIMS Parent

The privacy policy from Capita is available from the menu in SIMS Parent app and the bottom corner on the SIMS Parent website.

## Sign out

To log out of SIMS Parent, parents should click the **Sign Out** button at the top right-hand side of the page and click the **Yes** button to confirm.

**IMPORTANT NOTE: For security purposes:** *If you are using a shared computer or device, you must also log out of your third party account in the usual way after you have logged out of SIMS Parent.*

# **SIMS Parent FAQs**

# Frequently Asked Questions (FAQs)

## **I have forgotten my password, what can I do?**

As the details you will use to log in to SIMS Parent are your own personal email address you will need to access your email provider's website and click on the forgotten password link. We therefore are unable to assist you with your forgotten login details.

## **What if I have changed my email address or other contact details?**

If any of your contact details have changed, please use the data collection sheet on SIMS Parent to update these. Alternatively, you can let us know by contacting the school office.

## **What if we require more than one account?**

We anticipate that most families will use a single login but in circumstances where more than one parent/carer has the right to access data please contact the school.

## **What if I have more than one child at the school? Will I need an account for each child?**

If you have more than one child at the school, you will only require **one login** which will allow you to access each of your children's records.

If you have a child join the school after you have received your login details, your child will appear on your existing SIMS Parent account.

## **What happens when my child leaves the school?**

When your child leaves the school, whether this is in year 2 or at another point, they will no longer appear on your SIMS Parent account. If you have only one child at the school, your account will be disabled. We therefore encourage parents/carers to save any information they would like to keep before your account is disabled or your child is removed from your account.

## **Does it matter if I use the website or the app?**

Which method you use to access SIMS Parent is entirely up to you. Both the website and the app contain the information. The only difference is the layout may differ slightly. The advantage of using the app is that you will receive notifications.

## **Who do I contact if I am having problems with my account?**

Please contact the school by emailing [simsparent@johngaunt.norfolk.sch.uk](mailto:simsparent@johngaunt.norfolk.sch.uk). Please allow up to 7 working days to receive a response. Please note, this account is not monitored during the school holidays.

## **What happens if I have no access to a computer/internet?**

Please contact the school to discuss this with us.

## **How often does SIMS Parent update with data held in SIMS?**

SIMS Parent synchronizes with the school's SIMS database at various times throughout the day as follows:

Data Type	Schedule
Achievements	Every 60 minutes
Attendance sessions	Every 30 minutes

### **What if I have a child at another school within the Federation?**

If you have children over more than one setting within the Federation then you will need to contact all of the schools individually.

John of Gaunt Infant and Nursery School – [simsparent@johngaunt.norfolk.sch.uk](mailto:simsparent@johngaunt.norfolk.sch.uk)

Bure Valley School – [simsparent@burevalley.norfolk.sch.uk](mailto:simsparent@burevalley.norfolk.sch.uk)

Aylsham High School – [simsparent@aylshamhigh.norfolk.sch.uk](mailto:simsparent@aylshamhigh.norfolk.sch.uk)

**If you need to register for SIMS Parent  
or have any queries relating to SIMS Parent,  
please let us know by emailing:**

**[simsparent@johngaunt.norfolk.sch.uk](mailto:simsparent@johngaunt.norfolk.sch.uk)**