



Frequently Asked Questions

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

Visit the website of the provider of the linked account you used to register for SIMS Parent (i.e. Microsoft, Google, Facebook or Twitter) 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, events and 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?

If the schools which your children attend all use the SIMS Parent App, it is possible 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 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 used by the school to access your child's account.

If you can see the Data Collection Sheet but it is locked (a padlock icon will be displayed), the system is waiting for the school to authorise and apply the changes. Once the changes have been applied, the Data Collection Sheet will become available again.

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).

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 your school directly for assistance.

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 your school directly for assistance.

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 righthand 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 directly for assistance.

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.