



HURLINGHAM
SCHOOL

SIMS Parent - FAQ

Troubleshooting – Accessing the App

What devices can I use to access SIMS Parent? SIMS Parent can be accessed via any desktop PC or laptop.

The SIMS Parent app can be accessed on Apple or Android devices. SIMS Parent supports Android version 4.4 and above, and IOS version 8 and above.

How do I download the app?

The SIMS Parent app can be downloaded for free from the Apple Store or the Play Store.

How do I log in for the first time?

Full instructions for registering a SIMS Parent account can be found in a separate guide [SIMS Parent App Registration & Login Guide](#).

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

If you cannot find the account registration 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 support@hurlingham.school.

Registration emails expire after a certain time, so you may need to request a new registration email if yours has expired.

Troubleshooting - Logging In

How do I log in?

You will have received an email invitation from us directing you to complete the registration process for SIMS Parent. Parents can access the SIMS Parent website by going to <https://www.sims-parent.co.uk> or via the SIMS Parent app. Once the SIMS Parent app is downloaded onto a mobile device, a purple SIMS Parent icon will be available on the device menu that will take you directly to the app.

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

Visit the website of your account provider (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 of school age?

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. It is 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. This means only one app for all children.

Troubleshooting – Using the App

Why can't I access the SIMS Parent site? 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 your school directly 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). 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. If you still cannot sign in to SIMS Parent having followed the advice in this section, please contact support@hurlinghamsschool.co.uk.

I have signed into SIMS Parent but I can't see any data/all of my children . What should I do?

If you cannot see any data or all of your children, please contact your school directly for assistance.

Troubleshooting – Data Collection Sheets

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. Currently a registered child contact must have parental responsibility, be priority 1 or 2 without a no-contact court order in place and live at the same address as the child.

There is a padlock icon on the Data Collection Sheet area, what does this mean?

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.