

## Parent App installation and access guide

The SIMS Parent App, 'Parent App', is a mobile device App/website that enables you to view your child's attendance, achievement and behaviour in real time. To gain access to the Parent App, please read the policy for the system at <https://connected.nestonhigh.com/parent> and submit the form at the same link.

**Before you begin**, access to the Parent App system is secured by third party login authentication system.

You will need **one** of the following accounts before continuing:

- A Microsoft account (inc. Hotmail, Outlook, Live, Office 365)
- A Google Account (inc. Gmail, Google Mail)
- A Facebook account
- A Twitter account

Decide which one you are going to 'link' to the Sims Parent App, and ensure you know **both the username and password** for your selection.

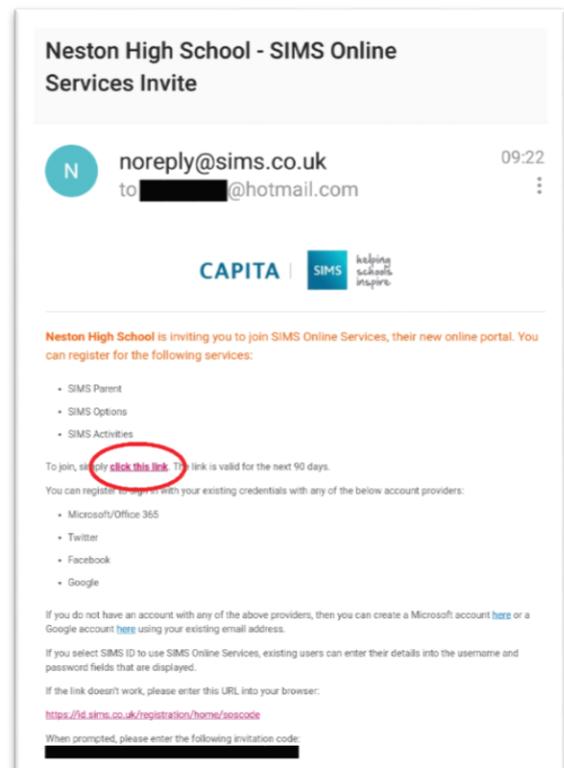
**If you do not have any of these accounts, you will need to sign-up for one before you can use the Parent App.**

1. Once you have filled out the form to request access to the Parent App system (see link at the top of this guide), we will send you an activation email to the email address you have supplied to us on the request form.

Simply click on the link/tap in the email from your tablet, PC or smartphone to activate your account.

(The email will be from [noreply@sims.co.uk](mailto:noreply@sims.co.uk) - please check your SPAM or Junk folder if you cannot find it).

**Please note: The email you supplied MUST be the one we already hold on file for you.** Also, your activation email will expire after 14 days if it is not used, please contact 'admin@nestonhigh.com' if you require a replacement after this date.

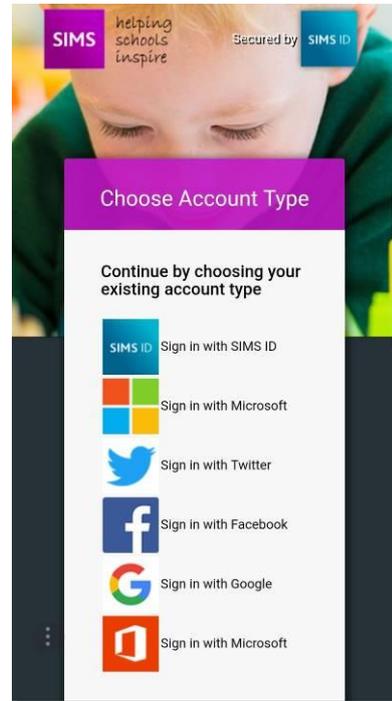


2.  
Now select which type of existing account you would like to 'link' the Neston High School Parent App to.

This will be your authentication method for the Parent App.

**Ignore the "Sims ID" option, do not click/tap this.**

**Please note: Your selection will then be used in the future to authenticate to the Parent App each time you use it, so remember which one you choose!**



3.  
You will then be presented with a login page for your selected account type.

This will look different for each selection.

**You should login to the account using your existing username and password for the service.**

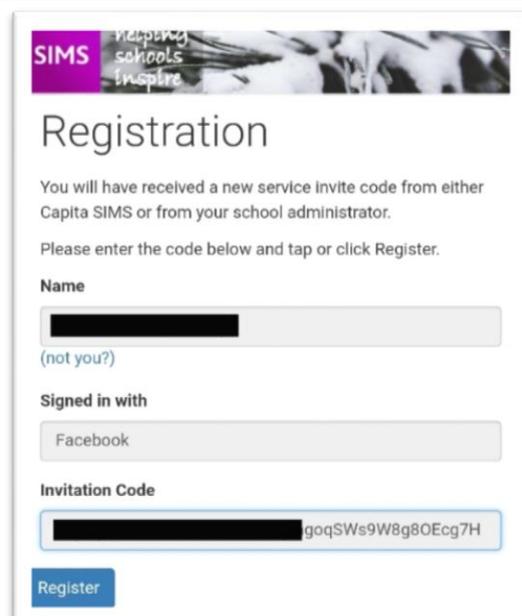
You will then be asked to "allow / approve / accept / permit / continue" your account to be used to authenticate you with the Parent App. Please choose an affirmative answer to this.

The screen for this will look different based on your selection above.

4.  
Once you have authenticate with your chosen account type, and accepted, you will see the following screen.

Your details will already be filled in.

Click/tap "Register".



5.  
You will then be asked a security question.

You must the Date of Birth of 1 (one) of your children that attend Neston High School.

Answer the security question, and click/tap “Verify”

This will then process your registration, and can take up to 1 minute.



## Registration – Answer Security Questions

You are required to provide a second piece of information to confirm your identity.

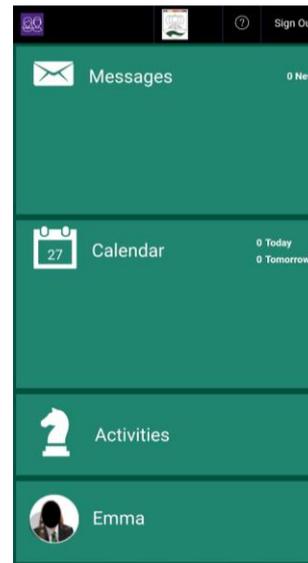
What is the date of birth of one of your children at the school? (dd/mm/yyyy)

Verify

6.  
You will now be logged in to the web-version of the Parent App.

Please now click/tap “Sign Out” at the top right.

Got an error?? See below....

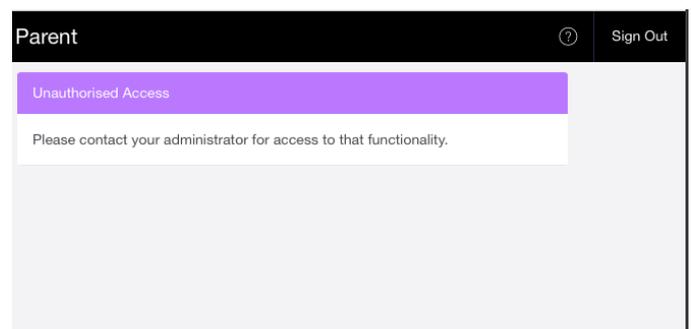


7.  
Sometimes even though your account was created successfully, you may get an error message saying “Unauthorised access”.

**If you get this message**, please click/tap “Sign Out” in the top right corner.

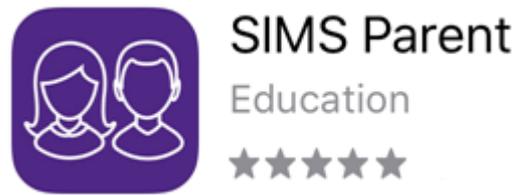
Then type in the address bar [www.sims-parent.co.uk](http://www.sims-parent.co.uk)

Now try and login to the app again, selecting the authentication method you chose in step 2.



6.  
If you are accessing the App from a mobile device, we recommend you download the official Sims Parent App from your devices app store (Google Play / Apple Apps Store)

Simply search for “Sims Parent” and install the App as you would any other app from your app store.



7.  
Once installed, open the app and choose the account type you chose to authenticate with (your selection in step 2).

Authenticate, and then you're done!



8.  
If you have used a PC/Laptop to register for the service and want to login again on that device (or indeed you want to access the App from these devices after signing up on a mobile/tablet) you need to visiting the following address:

[www.sims-parent.co.uk](http://www.sims-parent.co.uk)

Or follow the link from our website.



**That's is. You're ready to go!**

If you experience any issues please log this on the school website and someone will be in touch

[www.nestonhigh.com](http://www.nestonhigh.com)

-> Parents

-> Parent App

-> “I am having trouble with the Parent App”