



# BALLYMENA ACADEMY



## About SIMS Parent

An essential part of our work together involves forming a strong partnership between pupils, home and school so that we can best support your child. A key aspect of this partnership is regular communication. Last year, we introduced SIMS Parent, an online system, accessed either through an app on your mobile device or via a website. This is now one of our methods of communicating key information to you.

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

- academic reports - these will no longer be posted;
- school calendar and key dates;
- whole school messages;
- pupil timetables;
- pupil attendance.

SIMS Parent also allows you to inform school about changes in your contact details.

## How to access SIMS Parent

Once you have been invited to join, please use the **Guide for Parents** document to enable you to access SIMS Parent, through the relevant app or website.

## **How to get help with your SIMS Parent?**

Please refer to the FAQ below for some help regarding common questions. If you have any further questions or technical difficulties, please email the school - [simsparent@ballymenaacademy.org.uk](mailto:simsparent@ballymenaacademy.org.uk).

## **Acceptable Use Policy**

In order to use SIMS Parent, all parents/guardians must agree to the [Acceptable Use Policy \(AUP\)](#). **Please ensure that you read the AUP before activating your account as, by clicking on the link in the email, you are agreeing to the AUP.**

## **How to register for your SIMS Parent account**

If you do not receive an invitation to join, please email [simsparent@ballymenaacademy.org.uk](mailto:simsparent@ballymenaacademy.org.uk) naming the pupils for whom you are requesting access.

When registering with SIMS Parent, you will need to use an existing account, e.g. Google or Microsoft. [Further information is available in the 'Guide for Parents' document.] If you need to create such an account, please click on one of the links below:

<https://support.google.com/accounts/answer/27441>

<https://support.microsoft.com/en-gb/help/4026324/microsoft-account-how-to-create>

After registering, you may access SIMS Parent on your computer or you may download the 'free' app either on the App Store or the Google Play Store.

## **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 include 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.

### **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/guardian has the right to access data, please contact the school via:

**[simsparent@ballymenaacademy.org.uk](mailto:simsparent@ballymenaacademy.org.uk)**.

### **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, 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/guardians to save any reports or other 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?**

NO. Whatever method you choose to use to access SIMS Parent is entirely up to you. Both the website and the app contain the same information. The only difference will be in the layout. 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@ballymenaacademy.org.uk](mailto:simsparent@ballymenaacademy.org.uk)**. We will get back to you as soon as possible.

### **The software keeps logging me out?**

SIMS Capita is the company in charge of SIMS Parent App and as such there are some aspects beyond our control as the software is not bespoke to Ballymena Academy. All we can suggest is to re-enter your details when requested.