



## SIMS PARENT

The online website/app for you to view your child's information  
More information: [aylshamhigh.com/ahssimsparent](https://www.aylshamhigh.com/ahssimsparent)  
If you need help using SIMS Parent please contact us  
[simsparent@aylshamhigh.norfolk.sch.uk](mailto:simsparent@aylshamhigh.norfolk.sch.uk)

### About SIMS Parent

An essential part of our work together involves forming a strong partnership between students, 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:

- daily achievements and behaviour events;
- attendance;
- timetable;
- homework;
- termly attendance letters; and
- reports at key points across the year.

The sharing of this information is a crucial part of our home school communication and it greatly supports our work together to help your child reach their full potential.

**Throughout key points across the year, your child's school report is shared electronically with you via SIMS Parent. You will be required to log into SIMS Parent to access your child's school reports once they have been published.**

### How to activate your account?

Activation emails will be sent to you in September for your SIMS Parent account. You will receive two emails; these emails will be sent to the email address we currently hold on our system for you. You will receive an email from the SIMS Parent team at Aylsham High School explaining how to set up your account and then an automated email containing a link inviting you to set up your account from SIMS Parent. However, we cannot issue an invitation to your SIMS Parent account without holding a current email address on our system.

### If you already have your SIMS Parent account?

If you already have a child at Aylsham High School, you do not need to do anything as your year 7 child will appear on your SIMS Parent account once they start with us.

### Accessing SIMS Parent via the app or website

Once you have registered your account, you will be able to access SIMS Parent via the website or an app. This means that you can view your child's information via a smartphone, tablet or computer. The website is accessible through a link on the school's website under quicklinks or the SIMS Parent app which can be downloaded for free from either the Apple app store or the Google Play store on a smartphone or tablet. Please search for SIMS Parent to download the app.

### Parent/Carer booklet for SIMS Parent

On the school website, we have a SIMS Parent booklet to support parents/carers with using the system. This includes guidance on how to activate your account, how to access SIMS Parent and also frequently asked questions.

<https://www.aylshamhigh.com/ahssimsparent>

If you need help using SIMS Parent please contact Aylsham High School  
[simsparent@aylshamhigh.norfolk.sch.uk](mailto:simsparent@aylshamhigh.norfolk.sch.uk)

## Key information about SIMS Parent

### Process to set up your account once you receive your activation emails

You will receive an email from the SIMS Parent team at Aylsham High 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. Please follow the guidance in the SIMS Parent booklet available on the school website to assist you with activating your account.

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

### Acceptable use procedure

The SIMS Parent acceptable use procedure (AUP) is available on the SIMS Parent page of the school website under the parents & carers section. This will also be attached to the invitation email from the SIMS Parent team. Please read the AUP before activating your account as by clicking on the link in the invite email you are agreeing to the AUP.

### Devices supported

The SIMS Parent website can be accessed via any desktop PC, laptop or tablet.

The SIMS Parent mobile app can be accessed on Apple or Android devices. SIMS Parent supports Android version 6 and above and iOS version 11 and above.

### Notifications/Messages

The SIMS Parent app will provide you with notifications/messages periodically containing updates. More details about these notifications are included in our SIMS Parent booklet.

## Frequently asked questions (FAQs)

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

As the password you will use to log in to SIMS Parent is for your own personal email address, Facebook or Twitter account, 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. We can however reset your account so you can access this through a different method or email address.

### 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 emailing [office@aylshamhigh.norfolk.sch.uk](mailto:office@aylshamhigh.norfolk.sch.uk).

### 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 same information. The only difference is the layout may differ slightly. The advantage of using the app is that you will receive notifications.

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

Please contact the school to discuss this with us.

If you need help using SIMS Parent please contact Aylsham High School  
[simsparent@aylshamhigh.norfolk.sch.uk](mailto:simsparent@aylshamhigh.norfolk.sch.uk)