



ST. MARY'S CATHOLIC HIGH SCHOOL

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مدرسة القديسة مريم الكاثوليكية الثانوية

ص.ب. ٥٢٢٣٢، دبي - الإمارات العربية المتحدة

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OUR REF :

TRN : 10025995510003

Tuesday, 4th October 2022.

To: The Parents of students in Years 1 - 13: **SIMS PARENT APP**

Dear Parents,

Greetings from Saint Mary's. Please be informed that SIMS PARENT APP is live, and you would be soon receiving SIMS Parent App invitations to the registered school email account of your child.

IT IS VERY IMPORTANT FOR ALL PARENTS TO GO THROUGH THE ATTACHED SIMS PARENT GUIDE WITH DETAILED STEPS FOR REGISTRATION OF SIMS PARENT APP.

Parents who have already registered previously for SIMS Parent APP successfully may please ignore this circular.

We would like you to take note of the followings regarding SIMS Parent App:

- IT Support will be sending the invitations to your registered child's school email account.
- Kindly note that it is very important that you are logged in to your child's school email account on the device wherein you are registering for SIMS Parent APP.
- Please register for Sims Parent App by using the school email account where you have received the invitation.
- Please check the attached Sims Parent App guide and the same is accessible on the school website: <https://www.stmarysdubai.com/parents-info/sims-learning-gateway-parents/>
- We have seen that many parents do not go through the steps mentioned in the Sims Parent App Guide, mainly the **Step 5** and **Step 6** wherein they need to select the options **Register with External Account** and **Sign in With Google** respectively. This will result in making the invitations as void and parents must wait for receiving new invitations again for registering to Sims Parent App.

We request all parents to follow the steps for smooth registration of the said app. However, while registering for SIMS Parent App. Should you have any of the below error message, please follow the steps as highlighted in **BLUE**:

Unauthorised Access, please contact the administrator to access the functionality:

Steps for registering SIMS Parent APP were not followed correctly or the registered email was not used for login. Please send an email to itsupport-smchs@smgeducation.org requesting for a new invitation.

Invalid Code / The code entered has already been claimed:

Please send an email to itsupport-smchs@smgeducation.org requesting for a new invitation.

Invitation not received:

Please send an email to itsupport-smchs@smgeducation.org requesting for a new invitation.

Too many attempts, your invite is now invalidated.

Steps for registering SIMS Parent APP were not followed correctly or the registered email was not used for login. Please send an email to itsupport-smchs@smgeducation.org requesting for new invitation.

The Google account you signed in with is not registered with SIMS Parent App.

Your browser is logged in to another email account than the registered school email account wherein you have received the invitation. Please logout from all other email accounts and try with the registered school email account.

Invalid Username / Password:

Please use the correct registered school email account and password of your child. In case you are unable to login or you have forgotten the password, you may send an email to itsupport-smchs@smgeducation.org requesting for password reset.

Internal Server Error / An unhandled exception occurred while processing the request

Please follow the steps again for registering SIMS Parent APP. In case you still have the same error, please send an email to itsupport-smchs@smgeducation.org requesting for a new invitation.

Yours sincerely



Mr. Paul Asir Joseph
(Principal)





SIMS
PARENT APP
GUIDE



LOGGING INTO SIMS PARENT APP:

New Admission: Students newly admitted to SMCHS will have to do the registration for SIMS Parent App. (Steps for registration in next slides).

Existing Students: Parents who already have SIMS Parent APP account registered previously will continue with the same. In case you are unable to access, please send email to itsupport-smchs@smgeducation.org so that we can resend the invitation for re-registering to SIMS Parent App.

For any support on SIMS Parent App, kindly send an email with student details to itsupport-smchs@smgeducation.org



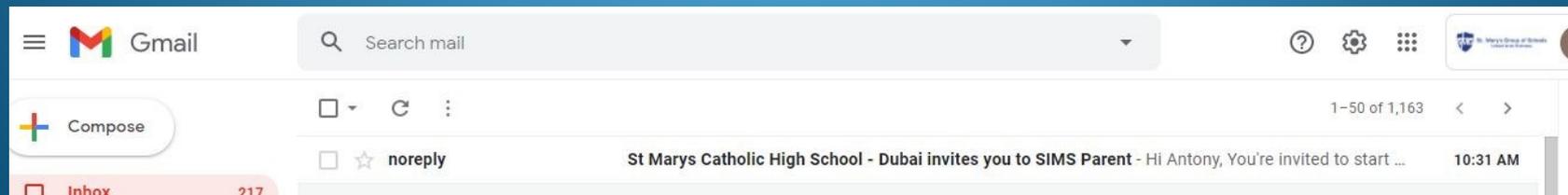
SIMS PARENT APP REGISTRATION PROCESS

SIMS PARENT APP allows schools to easily communicate with Parents. Whether it's sharing information such as:

- Important Circulars
- Attendance
- School Report Cards
- Data Collection

1. For SIMS Parent App registration, IT Support would be sending a registration email that contains a unique registration link and an invitation code to your child's school email account.

This email will be sent from Capita SIMS (noreply@sims.co.uk). If you cannot find this email, please check your junk mail and ensure it has not been marked as SPAM..



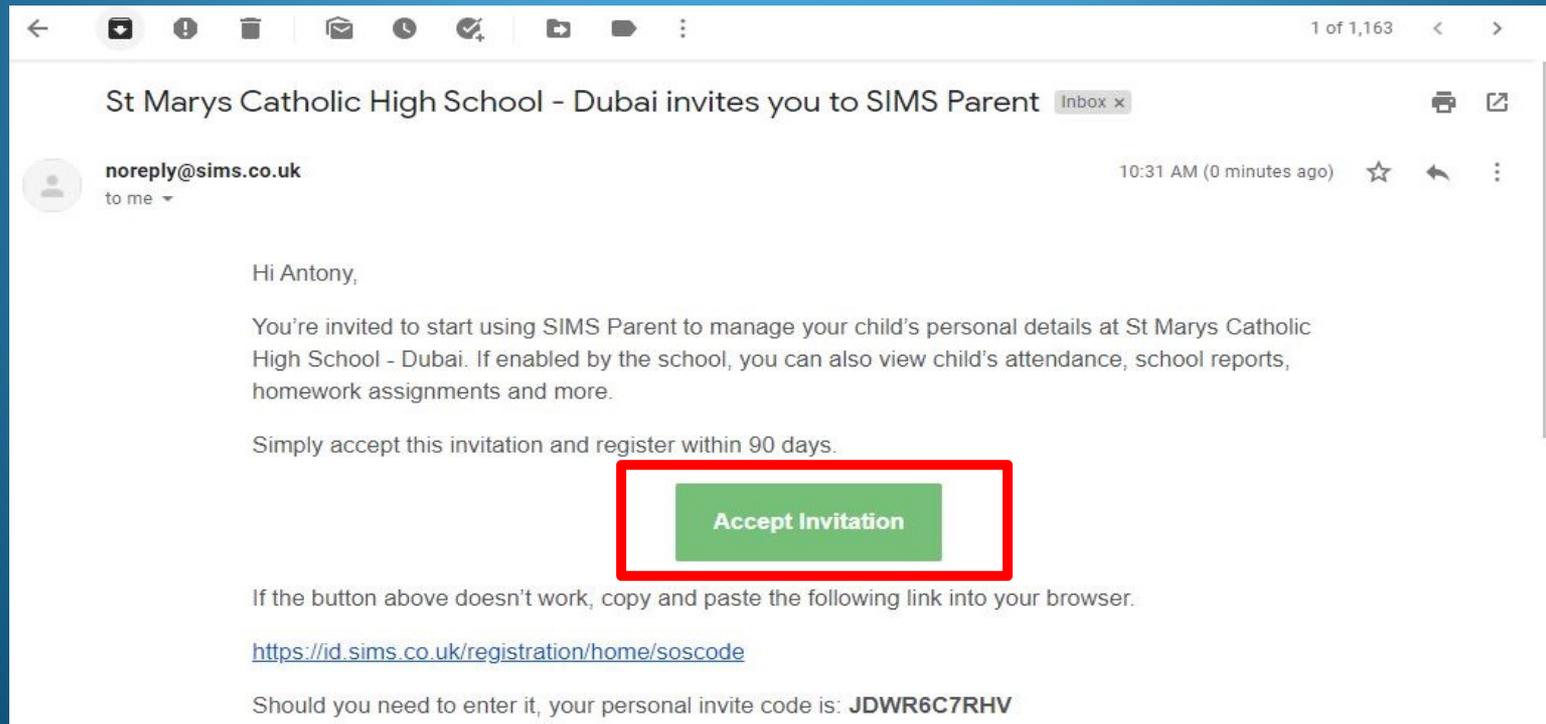


SIMS PARENT APP REGISTRATION PROCESS

2. Click “Accept Invitation” to start the registration.

If you had to select the web address in the email, you will need to copy the invite code from the email and paste it into the space provided.

Once the invitation is accepted, a new window will open & you will be asked to log in





SIMS PARENT APP REGISTRATION PROCESS

SIMS

Activate Your Account

So that we can confirm your identity, please enter your email address and personal invitation code.

Username

Invitation Code

Next

Alternatively you may complete the registration using an External Account.

Register with an External Account

Secured by SIMS ID
ESS Hosted Services: Check Service Status

3. Once you click accept Invitation, a new window “**Activate your Account**” will open up as shown on the RHS.

4. Kindly select and copy the Invitation code (Marked in red rectangle).

5. Once the invitation code is copied, please click “**Register with an External Account**” .

Note : It is very important you are logged in to the same school email account of your child wherein you have received the invitation invite.



SIMS PARENT APP REGISTRATION PROCESS

6. Select option – Sign in with Google

The screenshot shows the registration interface for SIMS products. At the top, the Capita logo is displayed. Below it, the text reads "Register your account for SIMS products". There are seven sign-in options listed in a vertical stack, each with a small icon and a button:

- Sign in to SIMS ID (SIMS icon)
- Sign in with Facebook (Facebook icon)
- Sign in with Twitter (Twitter icon)
- Sign in with Google (Google icon)** - This option is highlighted with a red rectangle.
- Sign in with Microsoft (Microsoft icon)
- Sign in with Office 365 (Office 365 icon)
- Sign in with Apple ID (Apple icon)



SIMS PARENT APP REGISTRATION PROCESS

Once you are logged in with the school email account of your child, you will see the below screen.

7. Paste the Invitation Code and Click Register.

SIMS

Registration

You will have received a new service invite code from either Capita SIMS or from your school administrator.
Please enter the code below and tap or click Register.

Name [\(not you?\)](#)

Signed in with

Invitation Code



SIMS PARENT APP REGISTRATION PROCESS

8. Enter the date of birth of your children attending the school. This is for security purposes only.

Kindly enter the date of birth in **DD/MM/YYYY** format OR the date format set in your PC/Laptop.

Click **Verify** to complete the registration process.

SIMS

Registration - Answer Security Questions

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

What is your date of birth? (dd/mm/yyyy)

Verify



SIMS PARENT APP REGISTRATION PROCESS

Once registration is completed and your account is created., you will see the SIMS Parent site screen as below.

SIMS | Parent St.Mary's Catholic High... Antony Ronald Regan

St.Mary's Catholic High School
 04 3370 252
 maryscol@emirates.net.ae
 www.stmarysdubai.com

St Mary's Catholic High School

Messages 28 New
 Weekly Attendance 20 Nov 2020
 Weekly Attendance 13 Nov 2020
 Weekly Attendance 6 Nov 2020
 Weekly Attendance 30 Oct 2020
 Weekly Attendance 23 Oct 2020

Calendar 23
 0 Today
 0 Tomorrow

Activities

SIMS Options

Antonio

Privacy Policy



SIMS PARENT APP REGISTRATION PROCESS

Click on the Student to see the menu for :

- Attendance
- Messages
- Reports

The screenshot displays the SIMS Parent app interface. On the left is a dark navigation menu with the following items: Home (house icon), School Details (info icon), Messages (envelope icon), Calendar (calendar icon), Activities (chess knight icon), SIMS Options (hamburger menu icon), and a user profile for Antonio (profile picture icon). The main content area is light blue and contains four dashboard cards: Attendance (89% this term, 1/1 this week), Assessment (star icon), Timetable (calendar icon), and Reports (document icon with 'No data available' text).

SIMS | Parent

- Home
- School Details
- Messages
- Calendar
- Activities
- SIMS Options
- Antonio

Attendance
89
% this term
1 / 1 this week

Assessment
★

Timetable
📅

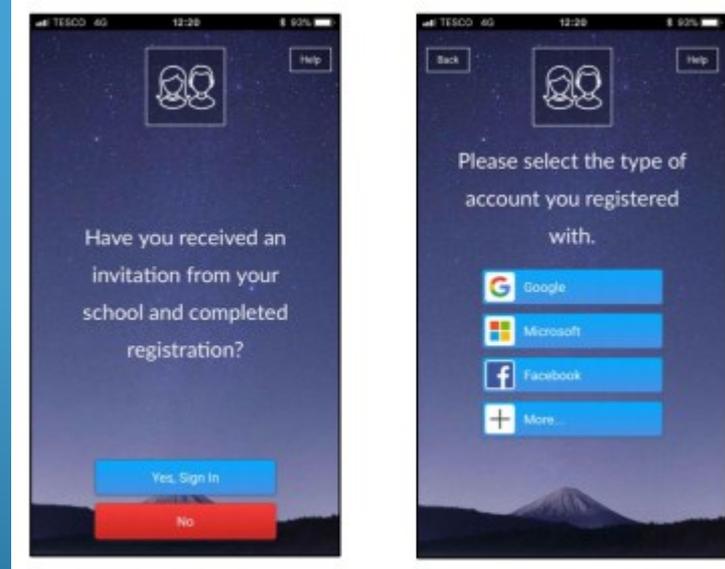
Reports
📄
No data available



DOWNLOAD SIMS PARENT APP

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

1. Open the Play Store or Apple Store on your device.
2. Using the Search facility, enter **SIMS Parent**.
3. Select SIMS Parent by Capita from the search results.
4. Tap READ MORE for more information or INSTALL to download the app.
5. Once the app has downloaded successfully, tap Open to register and start using the app.



6. If you have access to a tablet device, laptop, desktop computer you can sign in via the following website <https://www.sims-parent.co.uk>



Frequently Asked Questions (FAQ's)

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.

How do I download the app?

The SIMS Parent app can be downloaded for free from the Apple Store or the Play Store. Please refer to the guide above.

How do I log in for the first time?

Full instructions for registering a SIMS Parent account can be found in the guide above.

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 send email to School IT Support Team sims.support-smchs@smgeducation.org



Frequently Asked Questions (FAQ's)

How do I log in?

You will have received an email invitation from your school 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, an icon will be available on the device menu that will take you directly to the app.

Registration for SIMS Parent is completed via sign in with GOOGLE option and using the school email account of the child.

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

Please send email to itsupport-smchs@smgeducation.org for resetting your password.

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). Please sign out of all accounts from the browser and 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, please contact your school directly for assistance



Thank you

FOR ANY MORE QUERIES SEND EMAIL TO

itsupport-smchs@smgeducation.org