**Guidance Notes**

An email invitation will be sent next week containing the instructions on how to confirm your registration. A link and code will be included in this email. The email will be sent from Capita SIMS (noreply@sims.co.uk). If you cannot find the email, please check your junk mail and ensure it has not been marked as SPAM.

Click the link within the email invitation. A new browser window will open.

1. Under **Sign In With Account** select the appropriate platform you wish to use for sign in. This will depend upon the type of account that you have chosen to use.
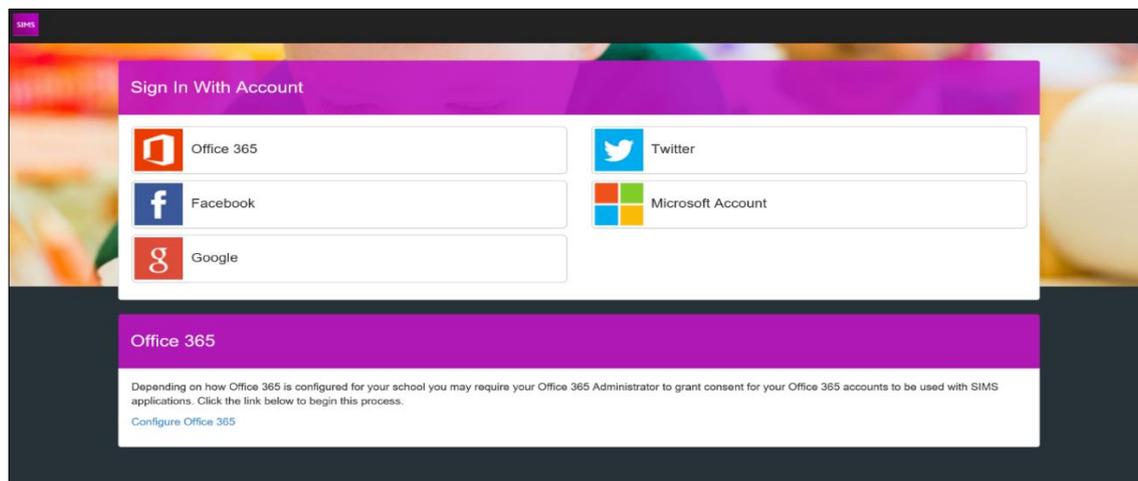
2. Enter your email address and then click **Next** or **Continue**.
3. Enter the associated password with this email address and click **Next** or **Continue**.
4. Enter the **Invitation code** supplied by the school, the **Date of Birth** of your child, and click **Register**

To download the App

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

NOTE: Before you can use the app, you will need to have completed the registration process above for SIMS Parent

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 Plc** 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.

NOTE: Once downloaded, the SIMS Parent app is available as a shortcut on your device.

Updating via the APP

Student Details

STUDENT INFORMATION	
Legal Name	Please ensure that the name displayed is <u>exactly as shown</u> on the birth/adoption certificate or any subsequent deed poll if applicable. **Please note that the legal name of a student cannot be amended via SIMS Parent; this can only be edited by the school. If the name is recorded incorrectly or the name has been changed, please contact the school providing all necessary supporting documentation.**
ADDRESSES	
There may be one or two addresses listed in this section. All pupils have a "home" address; pupils who spend time in two alternative homes will have a "home" and a "second home" address. Please check the house name (if applicable), number and the postcode of any address listed.	
Amend a current address	To amend an address, click on it and correct the details as required.
To move address	Click on the "Add or Move Address" button on the right-hand side. Select the address type that you are replacing and enter the address details.
To record an additional address	Click on the "Add or Move Address" button on the right-hand side. Select the address type that you are adding and enter the address details. Please note that if the address type is already in use, the address currently on file will be replaced.
MEDICAL DETAILS	
Please enter anything you deem relevant to help us care as well as we can for your child in school. Apart from the more obvious serious conditions, notification of any allergies your child may have. It is important that we have as much detail as possible regarding any medical conditions that may affect a pupil. Our medical administration officers will be in touch should we need to have a care plan for your child.	
Medical Practices	Medical practices are listed alphabetically. The current registered practice is listed at the top of the screen and is displayed with a tick. Should you need to change the practice, untick the "Registered Practice" at the top and then select the correct one from the list. In the unlikely event that we do not hold the details of your child's medical practice, please contact the school directly and we will add the medical practice to the system.
Medical Conditions	Medical conditions are listed alphabetically. Any medical conditions recorded for your child will be indicated by a tick in the box on the right. If you cannot find the applicable medical condition in the list, then you can record details via a text box at the end of the list.

Contacts

General Guidance
We are legally required to record the details of any person with parental responsibility (PR) for a child. PR is recorded against contacts according to the guidance we receive from the Department for Education at the point a child is admitted to the school, based upon any relevant legal documentation provided to us, such as birth certificates, adoption certificates and court orders. Where a contact who is recorded as having PR has this rescinded via SIMS Parent or is deleted by a parent via SIMS Parent, this change will not be accepted unless appropriate documentation is provided to the school to evidence the change. Where PR is added to an existing or new contact submitted by a parent, this will also not be accepted unless we receive appropriate documentary evidence. Where contact details of a non-resident parent are altered, please note that we are required to check that the new details are correct. We also ask for the details of at least two additional emergency contacts in case we are unable to contact those that hold parental responsibility. You can express the order of priority in which we call contacts. For additional contacts, please ensure that you have <u>sought and gained the permission</u> of the individual to share their contact details with us. Also, please remove any contacts that are no longer applicable.

CONTACT INFORMATION	
Name details	Please check that these are recorded correctly.
Priority	This enables you to specify the order in which you would like us to call contacts where we need to get hold of someone. Normally, those with parental responsibility should be selected first, followed by the other contacts. Where your order of priority deviates from this, please note that we may contact you to clarify the order you have selected.
ADDRESSES	
Please check the house name (if applicable), number and the postcode of any address listed.	
Amend a current address	To amend an address, click on it and correct the details as required.
To move address	Click on the "Add or Move Address" button on the right hand side. Select the address type that you are replacing and enter the address details.
To record an additional address	Click on the "Add or Move Address" button on the right hand side. Select the address type that you are adding and enter the address details. Please note that if the address type is already in use, the address currently on file will be replaced. Additional addresses may include a temporary residence elsewhere (for example while the main home is being renovated or parents/carers are away) or where the student resides with both parents for different days of the week. If an additional address is submitted, the school will contact you to clarify the circumstances.
TELEPHONES & EMAILS	
Telephones	Please provide us with at least one telephone number per contact. Where more than one number is given for a contact, we ask that you select which one has priority using the tick box "Is Primary". This will be the number that we dial first.
Emails	We do not require email addresses for contacts who do not hold PR.

Once you have checked all of the details, you will need to submit the data collection. You do this by clicking on either one of the buttons displayed at the bottom. **This must be completed even if there are no changes.**

✔ Confirm No Changes   ✔ Finish Changes
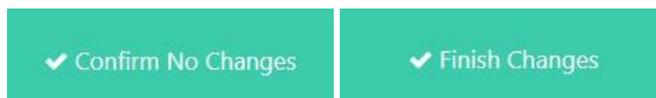
Once submitted, any changes will be reviewed and then actioned as necessary; please note that this can take a few days, and you will be unable to submit further changes in the meantime. If we require further information from you, then we will contact you.