



# Setting up an account for SIMS Parent



## How do I create an account using a Third-Party Provider?

Signing up for SIMS Parent

### PLEASE NOTE

Before you begin the registration process, you will need the following:

1. A unique registration email. This will be sent from Malone College/Capita SIMS and will contain a registration link and invitation code. It may be necessary to check your junk/spam mailbox to insure your email provider hasn't marked it as spam.
2. The date of birth of one of your children who attend Malone College (this is just for verification purposes)
3. A Microsoft, Google, Facebook or Twitter account. You can use an existing account, for example a hotmail account, or create a new one online - they are free and easy to set up.



# Setting up an account for SIMS Parent



## How do I create an account using a Third-Party Provider?

1. To avoid accidentally registering with the wrong account (especially if you are working on a shared computer), sign out of all accounts or use a private browser window.

2. Copy your personal invite code

Click the **Accept Invitation** button in the invitation email from noreply@sims.co.uk. If you cannot find this email, please check your SPAM/Junk folder before contacting your school.



Hi Aneeta,  
You're invited to start using SIMS Parent to manage your child's personal details at GreenAb. If enabled by the school, you can also view child's attendance, school reports, homework assignments and more.  
Simply accept this invitation and register within 90 days.

**Accept Invitation**

If the button above doesn't work, copy and paste the following link into your browser:  
<https://registration.sims.co.uk>

Should you need to enter it, your personal invite code is: **H83PYW7HJJ**

3. The **Activate Your Account** screen is displayed

Paste the code you copied in the previous step

Click the **Register with an External Account** button.

### 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**

4. Select one of these Third-Party providers to register: Apple ID, Facebook, Google, Microsoft/Office 365 or Twitter.

On clicking one of these buttons, you will be transferred to the Third Party to complete standard account authentication.

### Register your account for SIMS products

Username

Password

Show Password [Forgot Password?](#)

**Sign in**



5. Sign in to your Third-Party account.



# Setting up an account for SIMS Online Services



- 6. Click the **Yes** button to grant SIMS ID permission to access your information. This screen is only displayed the first time you register an email address with SIMS ID.

Microsoft  
AneetaAbdullah@outlook.com

**SIMS** Let this app access your info?  
sts.sims.co.uk

**SIMS ID Live needs your permission to:**

- View your email address**  
SIMS ID Live will be able to read your primary email address.
- View your basic profile**  
SIMS ID Live will be able to see your basic profile (name, picture, user name).

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://microsoft.com/consent>. [Show details](#)

No Yes

- 7. The **Registration** screen appears. Your name or email address and third-party provider are displayed so you can confirm you have used the intended credentials. Paste **your personal invite code** (you copied earlier or) from your invitation email into the **Invitation Code** field. Click the **Register** button.

### Registration

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

Name: AneetaAbdullah@outlook.com (not you?)

Signed in with: Microsoft

Invitation Code: H83PYW7HJJ

Register

- 8. At the **Account Registration** screen, answer the security question and click the **Verify** button. If it asks for your date of birth, you should enter the date of birth of (one of) your child(ren) at the school. This is for security purposes only. This information will not be used in the SIMS Online Services system. Your account is set up and configured. On completion, your SIMS Online Service launches.

### 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)

12/01/2009

Verify



# Setting up an account for SIMS Online Services



## How do I sign in to my SIMS Online Service?

Once the registration process is complete, users can sign in via the following URL

<https://www.sims-parent.co.uk>

or via the SIMS Parent app\*

\* The apps are available for iOS and Android devices via the Play Store or the App Store.

Using the SIMS Parent App: Once downloaded onto your device, you will need to log in with your chosen 3rd party provider details.



# Setting up an account for SIMS Online Services



## Troubleshooting: Why can't I register?

If you see **The code you have entered is not recognised** message, this means that you have either tried to register using a code belonging to another person (e.g. a parent using a child's SIMS Student invitation to try to register for SIMS Parent) or you have used an out-of-date code (e.g. you have received more than one invitation email and have not used the most recent one).  
Check you have used the correct email to register.  
Check you are signed in with the account.

### Registration

The code you have entered is not recognised.

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

Name  (not you?)

Signed in with

Invitation Code

## Who do I contact for help?

If you have a question about your SIMS Online Services Account, please contact us using the following communication routes:

phone: 028 9038 1988

email: [info@malonecollege.org.uk](mailto:info@malonecollege.org.uk)

All SIMS Online Services (e.g. <https://www.sims-parent.co.uk>) have a **Help** button linked to the support portal.

- SIMS Parent users can also access **Help** via the SIMS Parent for Parents Documentation Centre ([https://support.capitasoftware.com/csm?id=kb\\_article\\_view&sysparm\\_article=KB0036854](https://support.capitasoftware.com/csm?id=kb_article_view&sysparm_article=KB0036854))

*NOTE: Malone College does not have visibility of the **Feedback** items that you record on the support portal. Please do not use the **Feedback** facility to request changes to your account as Malone College will not receive your request.*

If you need help with a Third-Party account password, please contact your account provider (Apple ID, Facebook, Google, Microsoft (including Office 365) or Twitter).