

# SIMS Parent Documentation – SIMS Parent for Parents Documentation Centre – Troubleshooting

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This article provides solutions to previously encountered issues in SIMS Parent. Click a link in the Table of Contents to jump to an item.

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## Getting Started with SIMS Parent

### I cannot see the SIMS Parent app in my app store

If the SIMS Parent app is not available in your app store, you can still access SIMS Parent using an internet browser. Click [here](#) for more information and refer to the section named **How do I download the app?**

### I can't find my account registration email. What should I do?

If you cannot find this 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 contact your school directly to check whether they have sent the invitation to the correct email address.

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

Visit the website of your account provider (i.e. Microsoft, Apple, Google, Facebook or Twitter) and follow their instructions for resetting your password.

## I can't access the SIMS Parent site or the page not load correctly?

Ensure your internet browsers are up-to-date. SIMS Parent is supported on Internet Explorer, Chrome, Safari and Firefox.

If your internet browser is up-to-date and you are still experiencing problems, please contact your school directly for assistance.

## 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).

To sign out of an incorrect account, visit the account provider's website (e.g. Google, Facebook, etc.) and sign out. 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.

Alternatively, try accessing SIMS Parent through a private browser window; this will ignore any other logged in accounts. This can be achieved using various browsers:

- In Internet Explorer, hold down **Ctrl + Shift** on the keyboard and press **P**.
- In Google Chrome, hold down **Ctrl + Shift** on the keyboard and press **N**.
- In Firefox, hold down **Ctrl + Shift** on the keyboard and press **P**.
- In Safari, select **Safari > Private Browsing**.

If you still cannot sign in to SIMS Parent having followed the advice in this section, please contact your school directly for assistance.

## SIMS Parent doesn't recognise the username I registered with. 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 refer to the guidance in [I have signed into SIMS Parent before but I can't sign in now. What should I do?](#)

## How do I get the SIMS Parent app to "forget" my password? Every time I log in, it does so automatically and I cannot change my account user name

To log out of SIMS Parent, click the **Sign Out** button at the top right-hand side of the page.

If you want to change which Third Party identity provider you sign in with, you will need to contact your school directly and request that they send you a new invitation to register with SIMS Parent. When you receive the invitation you can re-register using a different account.

## A user cannot sign in to SIMS Parent

Ensure that you are using the correct URLs to access SIMS Parent: <https://www.sims-parent.co.uk>.

- If you receive an Unauthorised Access error message, ensure that you are logging into SIMS Parent with the account with which you registered. This issue tends to occur when you use a shared computer or device.
- To sign out of the incorrect account, you should visit your account provider's web page (e.g. Google, Facebook, etc.) and select the 'sign out' option. Close the browser completely, open a new browser window and log into SIMS Parent using the correct account details.
- Sign out and try a different account type. If you have both a Microsoft account and a Gmail it is easy to forget which one was used to register with. Your school may be able to remind you which account type was used to sign up with.

## I need to change my email address. What should I do?

You cannot change the email address you used to register your SIMS Parent account directly from SIMS Parent.

Click [here](#) for more information and refer to the section named **How do I change my email address?**

## I have signed into SIMS Parent but I can't see any data. What should I do?

If you cannot see any data, please contact your school directly for assistance.

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Please refer to [Checking My Details](#) on the SIMS Pay Documentation Centre for guidance on enabling email notifications.

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# My Data

## Why can't I see all of my children or all of my data?

If you have children who attend multiple schools and you wish to see them all in one account, you must register with the same sign in details. If you have used different details, please contact one of the schools and ask to be re-registered. Ensure you register with the details you use to sign into the other school. This will allow users to change school once inside SIMS Parent from a drop-down menu located on the school name in the top right-hand corner of the page.

If you have re-registered and still cannot see your data, or if your children are at the same school and you cannot see all of their data, please contact the school directly for assistance.

## Why can't I open the Data Collection Sheet for my child?

If the Data Collection Sheet is not visible from SIMS Parent for your child, you may not meet the criteria required for submitting changes to your child's account. Please contact your school directly for further assistance.

If you can see the Data Collection Sheet but it is locked (a padlock icon will be displayed), the Data Collection Sheet has been previously submitted and is waiting for a school administrator to authorise and apply the changes. Once the changes have been applied, the Data Collection Sheet will become available again.

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## Where can I get more help?

If you are unable to find an answer here, please refer to [Who do I contact for support?](#) for further guidance.