What will SIMs Parent allow me to do?
• Read messages from the College in the Messages section. You can filter the list to display unread messages or messages for a particular category e.g., Attendance, Data Collection etc. If you have more than one child at the College you will see all your children's messages here, but you can filter for messages about an individual child. SIMS Parent Messages also support downloadable attachments, identified by the paperclip icon. • View School Information such as contact details and key dates. • Provide information to the school using the Data Collection widget.
What devices can I use to access SIMs Parent App?
SIMS Parent Web can be accessed via any desktop PC, laptop, or tablet. The SIMS Parent App can be accessed on Apple or Android devices. SIMS Parent supports Android Version 6 and above and iOS Version 11 and above.
How do I download the App?
The SIMS Parent App can be downloaded for free from the Apple Store or the Play Store. Please note before you use the App, you will need to be invited to register by the College. • Open the Play Store or Apple Store on your device. • Using the Search facility, enter SIMS Parent. • Select SIMS Parent by Capita PLC from the search results. • Tap 'read more' for more information or install to download the App. • Once the App has downloaded successfully, tap 'open' to register and start using the App. Please note – once downloaded the SIMS Parent App is available as a shortcut on your device.
How do I log in for the first time?
• You will be sent an activation email from noreply@sims.co.uk, open this email and click the link or the website URL as instructed. A new internet browser window will open, and you will be asked to log in. • Users can register with their Microsoft (including Office 365), Google, Facebook, or Twitter account. Click the icon for the relevant Third-Party account and you will be directed to sign in using your existing details. • Enter the date of birth of one of your children attending the school. This is for login security purposes only and this information will not be used in the SIMS Parent system. • Click the Register button to continue.

I can't find my account registration email. What should I do?
If you cannot find your invitation email from noreply@sims.co.uk, check your junk mail and ensure it has not been marked as junk. If you have not received your account registration email, please contact the College directly to check whether they have the correct details for you.
How do I log in?
• Parents can access the SIMS Parent website by going to https://www.simsparent.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
I can't remember my password. What should I do?
Visit the website of your account provider (i.e., Microsoft, Google, Facebook, or Twitter) and follow their instructions for resetting your password. **IMPORTANT NOTE** – please be aware that the College does not hold passwords for your account. However, if you still cannot sign into SIMS Parent having followed the advice in this section, please contact the College directly for assistance. A SIMs ID account can be set up as an alternative form of log on.
Do I need to sign out of the SIMs Parent App?
No, once you have signed into the App, you will remain signed in for 30 days. Following this period, you will need to sign into the App again.
Why can't I access the SIMS Parent site or why does the page not load correctly?
Ensure that your internet browsers are up to date. SIMS Parent is supported on Internet Explorer, Chrome, Safari and Firefox.
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). • Close the browser completely. Open a new browser window and log into SIMS Parent, using the account details you used during the registration process. • Remove and reinstall the App. • If you still cannot sign into SIMS Parent having followed the advice in this section, please contact the College directly for assistance.
If I have children who attend different schools, and if each of the schools are using SIMS Parent, can I view all of my children in one place?
Parents can use the same login details to register with multiple SIMS Parent schools. Users can change schools once inside SIMS Parent from a drop-down menu located on the school's name in the top right-hand corner of the page.

If you are still experiencing problems after having tried the above, please contact the College ICT Team on the following email address: TCCParentApp@torpoint.cornwall.sch.uk