SIMS Parent App – Troubleshooting Tips

I haven't received an invitation to register email

If you have been informed that an invitation has been sent check your junk email folder for an email from **noreply@sims.co.uk**.

I can't register using my registration email (invitation code could not be verified)

- Check whether the invite has expired. Invites are valid for 90 days

- If you have already registered, then you must sign back into SIMS Parent using the third party account you registered with

I can't sign in

- If you have an Office 365 account, ensure that you have been granted permissions by your Office 365 Administrator.

- Ensure you are using the correct URLs to access SIMS Parent and the third party account you registered with. Parent URL is https://www.sims-parent.co.uk

- If you receive an **Unauthorised Access** error message, ensure you are logging into SIMS Parent with the account with which you registered. **This issue tends to occur when two or more users share the same computer or device.**

- To sign out of the incorrect account, you should visit the 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

I have forgotten my password

You should reset your password directly with your account provider, e.g. Google, Facebook, etc.
NOTE: If you lose access to your password and all other security information, you will not be able to access your account. This is a security measure. You will need to contact the academy to be re-registered with a different account.

I have forgotten or want to change the account with which I log into SIMS Parent

You will need to contact the academy.

I can't see the information I am expecting

You need to refresh the app; the easiest way is to sign out and in again. To sign out you should visit the 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 back into SIMS Parent.

Still having problems?

Please email parentapp@thebusheyacademy.org giving as many details as possible including copies of any error messages.