

Frequently Asked Questions (FAQs)

Setting up Parent Portal

1) How do I set up SIMS Parent Portal?

Please see 'Actions to be taken' sheet attached to your original letter from school, also available on this webpage.

2) I have not received my registration email, what should I do?

Check your spam/ junk email folder for an email from noreply@sims.co.uk. If necessary, contact the school and we will check the email address we hold and send you a re-invitation email.

3) Isn't using social media logons to link to our children's personal data unsafe?

The security of all personal data is of the utmost importance to the school. The SIMs Parent Portal only shares elements of the user's credentials but no more. User's login details are checked with the third party to ensure the credentials are correct before they are allowed access. There is no direct link into your child's data from the used account. This was explained in original letter parents/ carers should have received inviting them to join SIMS Parent Portal, where it states:

The SIMs Parent Portal does not link to the account you choose (eg: Facebook, Google, Twitter, etc...) and no data is shared between them except the email address, name and a unique identifier which are simply used to verify the user logging on to the Parent Portal is who they say they are. All school contact will still come to the address that the school holds as your primary email address, no contact will come from the Parent Portal to the account you select to initiate your account.

4) I am unable to register using the registration email (invitation code could not be verified), what should I do?

You may come across some security issues if you are trying to register at work due to your company's policies. Please register at home if this occurs.

Issues logging in to Parent Portal after registration is complete

5) I do not know which account I used to join Parent Portal, what do I do?

The school has no access to the login details you use. We can unregister any accounts that are set up for you and then send you a new invitation to join so you can set up a new registration following the instructions that are on the school website. This does not affect your child's data.

6) I have forgotten my password, what can I do?

The details you use to log in to SIMS Parent Portal are your own personal email address, so you need to reset the password for the service you use to sign in with e.g. Facebook, Google, Twitter etc. This is usually done by accessing the email provider's

website and click on the forgotten password link. The school is unable to assist you with your forgotten login details.

7) Who do I contact if I am having problems with my account?

Please contact the school at info@princehenrys.co.uk, identifying 'SIMS Parent Portal' as the subject. Please allow up to 3 working days to receive an initial response. Please note, this account may not be monitored during the school holidays.

8) What if I have changed my email address used to set up the account?

If you have deleted the account used to register (see point 3 above) you will need to notify school and we will send you a new invitation to join so you can set up a new registration following the instructions that are on the school website. This does not affect your child's data.

9) What if we require more than one account?

We anticipate that most families will use a single login, to be clear all contacts with parental responsibility will get an invite to register for SIMS Parent Portal.

10) What if I have more than one child at the school? Will I need an account for each child?

If you have more than one child at the school, you will only require one login which will allow you to access each of your children's records. If you have a child joining the school after you have received your login details, your child will appear on your existing SIMS Parent Portal account.

Data Checking

11) How do I update my child's data?

- Log on to the SIMS Parent Portal via the website link or through the APP by using your linked account log on details.
- Once logged on, you will see your parent page with the names and school photographs of all of your children who are enrolled at Prince Henry's.
- Clicking on the child will take you to that child's page where you will see the options enabled for that child (currently Timetable and Data Collection). In the future we hope to extend the range of features this portal provides to include Assessment and the year 9 options process.
- Clicking on the Data Collection link will bring up a list of data topics, such as Address, Student Information, Medical Details and Contacts. These are the topics that we ask you to check.
- Clicking on a topic will show the data that is held and clicking on the data will allow you to make changes and will produce a SAVE button which you need to click to save the changes.
- Once you have checked through all of the topics and made any necessary changes you need to click the CONFIRM button at the bottom of the page.
- Finally click the SUBMIT button at the bottom of the data protection page. This will take you back to your parent page to check any other children or you can log out and close the Parent Portal down.

12) Why does it say 'Data Collection Unavailable'?

We have applied a global filter to the SIMS Parent Portal that data can only be checked by a contact that our system says lives at the same address as the student. This is a Data protection issue to avoid the system displaying contact information to parents who have split and do not want each other to see their data. Unfortunately, this cannot be altered for individual families.

13) How come I can only see one or some of my children in the app?

If you can only see one or some of your children, then you will need to call the school and let us know which child you can see, and which is missing. We will be able to fix that issue for you.

14) The changes I have made are not there when I re-login to Parent Portal?

Changes that you make to the SIMS Parent Portal are sent to school as a data collection sheet. A member of staff in school has to authorise these changes. These are checked through weekly and should appear on the portal shortly.

15) How often does SIMS Parent Portal update with data held in SIMS?

SIMS Parent Portal synchronizes with the school's SIMS database at various times throughout the day.

Other

16) What happens when my child leaves the school?

When your child leaves the school, whether this is in year 11 or at another point in their secondary education, they will no longer appear on your SIMS Parent Portal account. If you have no other children at the school, your account will be disabled.

17) What happens if I have no access to a computer/ internet?

Please contact the school to discuss this with us.

18) What if I don't have a smart phone? E.g. iPhone or Android.

Only an internet connection is required, Sims Parent Portal does not need the app to work. The app is complimentary only. The service can be accessed from the Sims Parent website which can be found on the school's website at Parents and Carers > Parent Consultation

19) Does it matter if I use the website or the app?

Which method you use to access SIMS Parent Portal is entirely up to you. Both the website and the app contain the information. The only difference is the layout may differ slightly. The advantage of using the app is that you will receive notifications.