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- Fast Response Times and High First Time Resolution Rates - we take ownership of your queries
  
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- Remote Assistance as Standard - to speed diagnosis and show you how to resolve the issue

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**Getting Ready for the SIMS Parent Lite App**

The SIMS Parent Lite app, included within your SIMS annual entitlement fee, is an easy to use, secure tool for collecting pupil and parent data. It is included as part of your SIMS product offering.

This service is available on iOS, Android and a browser. SIMS Parent Lite provides a convenient and accessible solution for parents to electronically review and request changes to the data held on them and their children.

Schools have the ability to send notifications to parents, reminding them to update their details, reducing manual data entry and eliminates paper based data collection.

**Benefits:**

- Saves school administration time
- Support GDPR data accuracy
- Safe data transfer
- Can be accessed via an app on IOS and android or through a standard web browser

**House Keeping**

Before going ahead and rolling out the app in your school here are a few tips to help introduce SIMS Parent Lite.

Schools will need to ensure that:

1. Parents have parental responsibility with priority one or two for the child (See circle 1, below)
2. They review existing court orders associated with the child to determine whether they should receive the app. If this box is ticked the parent will not receive the invite.
3. The Parents email address is entered into SIMS under panel 5 Contact Information. The parent will need a valid email address recorded in SIMS since SIMS Parent Lite will utilise their primary email address (not the pupil/student's) to issue the invitation. Please note if a parent does not have a valid email address they cannot use the service. (See circle 2 below)
4. The pupil/student's date of birth needs to be correctly recorded in SIMS since the parent will be prompted to provide this information when activating their account.

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phone: 01392 385300
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www.scomis.org

At the heart of everything we do is joined up thinking.

Scomis, Great Moor House, Bittern Road, Sowton, Exeter, EX2 7NL.
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Customising SIMS Parent Lite

It is possible to change the colour scheme and images for SIMS Parent Lite.

1. From the Product Admin page, select SIMS Parent > Customisations.

2. On the Theme tab, it is possible to change the colour of the website.
   - Click a colour to preview it on the visual display.
   - Click the Save button.

3. On the Banners tab, it is possible to upload three images that will be displayed on the SIMS Parent Homepage on a rotation. These images can have a caption and a hyperlink.
   1. On Banner 1, click the Browse button and select an image from your computer to upload.
   2. In the Caption field, enter the wording that will be displayed in the top left-hand corner of the image on the SIMS Parent Homepage.
   3. Enter a URL if you would like to make it possible for users to click the image to be directed to another site, e.g. http://www.capita-sims.co.uk.

4. Repeat as necessary and click Save to complete the process.

NOTE: Colour themes and images update when the website is refreshed or the next time the app is opened.
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**Managing the Data Collection sheets**

The Data Collection sheet can be enabled for use with SIMS Parent Lite. Once enabled, it can be customised to suit the school. Information regarding permissions can be found in the FAQs.

1. From the Product Admin page, select SIMS Parent > Settings > Data Collection.
2. Click Yes to Enable Data Collection.
3. **NOTE:** If the Data Collection Sheet is disabled, data will be deleted after 24 hours.
4. Click Yes to enable Contact Can See Only Self. A contact will only be able to see their own contact details and those of the student whilst in the Data Collection Sheet.
5. Click Yes to enable Contact Must Live At Same Address to restrict visibility to contacts who live at the same address as the student. If No is selected, this does not apply.
6. Select the information that should be available in the Data Collection Sheet for contacts to check and update.
7. Changes made to the Data Collection Sheet are previewed in the visual display.
   - Click the pen icon to select the Administrator(s) who should receive a notification when a Data Collection Sheet is submitted.
Choose who receives notifications of returned Data Collection sheets
When a Data Collection sheet has been updated and submitted by a parent, a notification is displayed in the SLG Alerts widget on the Administrator’s SIMS Home Page (if the widget is displayed). The data collection notification (SLG Alerts widget) provides quick access to Data Collection Sheets (DCSs). The submitted Data Collection Sheet will be unavailable for that student until the Administrator has accepted any changes.

It is also possible to email a notification to the Administrator(s) when a Data Collection sheet is submitted.

How to enable to widget on the SIMS homepage if it is not already set up
On the homepage click configure on the top right hand corner which will open the ‘configure homepage’ panel.

Within the grid panel make sure you have a free space, if not, we need to add a spare grid by clicking ‘additional panels’ to increase the number. Then press the green tick.

On the panel screen, section B, click and hold SLG alerts and drag onto the empty grid white box.
Then click ok and it should appear on the homepage.
Inviting users
NOTE: Users require a valid Google, Microsoft, Office 365, Facebook or Twitter account.

In order for a parent to access the SIMS Parent Lite App, the school must send out an invite containing a web link and security code. Administrators can invite administrators or parents by selecting Manage Users.

1. Select the type of user you want to invite. The invite process varies depending on the option selected. Follow the on-screen instructions to continue.

2. Select the relevant user(s) then click the Invite <user type> button. NOTE: For security reasons, invites have an expiry date of 14 days.

Users will receive an email that invites them to become users.

Managing the Invites
Once invites have been sent out, you can monitor when invites are pending, expired or accepted by changing the relevant view.

Select Manage Users | Reinvite Users | Parents View.

This view shows invitations that have been sent out for parents but who have not yet signed in or those where the invitation has expired. The invite code will expire if it is not used within 14 days and a new code must then be sent out. As an Administrator you can click Reveal to show the generated invite code.

If necessary, click Reinvite Parents to generate and email a new code to the selected person.
Next Steps

- **Make a plan for getting set up and on-board**
  To help schools raise awareness, there are useful resources to get you started. These include a template letter, which explains the app and what parents need to do to get on board, and a school poster, which highlights the key features and directs parents to places they can access the app.

- **Detailed step by step instructions can be found in Set up and parent access in the document ‘SIMS Parent Lite- School Administration’**

- **These resources can all be found on www.scomis.org/publications/brochures**

- **Start with a group of active and engaged parents**
  It’s entirely up to you as a school what kind of approach you take to getting your parents active with the app – this could be a steady drip feed of access or you could go for more of a ‘big bang’ approach and get everyone live in one go. We recommend starting with an active and engaged segment of your parents to create a staggered roll out and promote a champion user base. This could be a particular group, such as parents involved in the PTA committee, or you could focus on a particular year group or class. Once you’ve identified the group that you want to get started with, giving them the heads up that they’re going to receive an invitation to join SIMS Parent Lite will encourage parent uptake from the outset and in turn lead to your champion group spreading the positives of the app, which will encourage others to get involved.
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**The SIMS Parent App - The full app solution**

SIMS Parent App, the full version of the SIMS Parent Lite app, is a complete solution for providing parents with insight into the child’s daily school life. The full app gives schools the ability to give parents an understanding of attendance, school reports and conduct along with homework and timetables.

For further information about the SIMS Parent Lite app or SIMS Parent app, please contact the Service Desk on 01392 385300 or speak to your Account Manager.