

SIMS Parent

Troubleshooting Guide

SIMS Parent is saying 'Invalid username or password'

Ensure the information you are inputting is correct. This error message will only show if the username and/or password is incorrect. SIMS Parent recommends that you make a note of which email address or external provider you have set up an account with, and to set your password to something memorable.

SIMS Parent has logged me out

After a period of inactivity, SIMS Parent will automatically log you out. We recommend that you check the app regularly both to keep you informed of your child's progress and also to ensure you stay logged in.

It is important that you remember your log in credentials for SIMS Parent as you will need to use these to log back in.

I am having issues with the App

You can access SIMS Parent via internet browser on your phone, tablet or laptop. Head to www.sims-parent.co.uk. This may work better for you than the application (which can be downloaded from the App Store or Google Play Store).

I have forgotten my username and/or password

Send an email to info@cowesec.org letting us know that you have forgotten your username and/or password. We can check the system for you and reset the password if necessary.

Please note if you have used an external provider to access SIMS Parent, we will be unable to reset the password for you.

We can check the system to see which external provider you have used, but the password will be the same as the one you use to access that platform.

For example, if you selected Facebook as an external provider, you will need to use your Facebook password.

I am getting an error message that is not 'invalid username or password'

Please take a screenshot of the error message and email to info@cowesec.org who will investigate this further for you to find a resolution.

