



Q. The date of birth cannot be verified when registering, what should I do?

A. Please ensure you are entering the correct date of birth and in the correct format that is being requested e.g. 03/10/2004. This is for your child who attends CHHS and not your date of birth.

Q. I am unable to sign in, what should I do?

A. If you are using office 365 at work, ensure your IT administrator has granted you permissions. If you are receiving an Unauthorised Access error message, ensure that you are logging into SIMS Parent with the account with which you registered i.e. Google, Facebook, Twitter etc. Ensure you are entering the correct username & password. This issue tends to occur when two or more users share the same computer or device. To sign out of the incorrect account, the user 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.

Q. I am not receiving my App Invite, what should I do?

Your school will send to you a registration email that contains a registration link and an invitation code. This email will be sent from Capita SIMS (noreply@sims.co.uk). If you cannot find this email, please check your junk mail and ensure it has not been marked as SPAM.