Banbridge Academy

Parent App and Portal Support Summary

To access the Parent App or Portal

1. If you have returned the Parental Access Request Form you should receive an email invitation for the Parent App, please follow the instructions in this email. You can also refer to the Setup Guide available on the school website (www.banbridgeacademy.org.uk).

2. If you have not yet returned a Parental Access Request Form, please complete and return the form to the School. The form is also available via our website.

3. Once you have returned the request form and received the email you should access the App using your chosen account details.

Problem	Action
I can't download the Parent App	SIMS Parent is accessible online at https://www.sims-parent.co.uk/. This does not require an App to be installed on a Phone or tablet and can be accessed via any web browser.
I have not received an email invitation.	If you have not yet received a registration email, please check your SPAM or JUNK folder. Contact the School and leave your details so we may check that the email address we have for you is correct and then re-issue an invitation.
I do not have any of the accounts listed (Facebook, Twitter, Google, Microsoft) .	You will need to set up an account to access and use this system.
I have followed the steps listed above, including following the guidance on the school website and I am unable to gain access.	Contact the School and leave your details so we may investigate the problem.
I have access to the app but I am unsure how to use it.	Information on the SIMS Parent App can be found at https://www.capita-sims.co.uk/products-and-services/sims-parent-app