



ParentMail FAQ

What if I don't have a smart phone? E.g. iPhone or Android	Only an internet connection is required, Sims Parent 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.
How do I register to ParentMail	There are a set of registration instructions available from the school website, social media and paper copies from Main Reception.
Why does the registration link no longer work?	The registration link is a one-time use, once you have registered you must log in via the website or the app.
I have forgotten my password	You will need to click on the 'Forgotten password link in the app or on the website. The school cannot reset this password for you.
I have changed my email address and forgotten my password, what can I do?	Phone the school and inform us of your new email address and we will create you a new account and send out a new registration email.
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 phone 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.
I have not yet received a registration email.	This can be caused by having an incorrect email address associated with yourself. Please phone the school and confirm we have the correct email address on our records.
Why can't I add money to my child account?	This issue can be resolved by calling the school and informing us of this issue. We will be able to resolve it within 24 hours.
My account has been set up, but I am no longer receiving messages from the school.	You may have clicked the unsubscribe button on the bottom of an email. You can reverse this by clicking on the same button again and re-subscribing back to our email. We can also do this for you, but we will need consent from you before we can do so.



Any further issues not discussed above then please phone the school on 0121 453 1778 and we will endeavour to get them corrected.