

12 October 2020

Dear Parent/Carer,

During the summer months, Hungerhill underwent a conversion from our previous database system to SIMs (this was arranged pre-Covid). This went live in August and is now up and running throughout the school. Thank you for your patience and support during this time of change, there has been some disruption to our parental services as there has been a delay with different elements being set up.

We are now able to replace our eportal and launch our new service SIMs Parent, which can be accessed through an internet browser or the dedicated app for your mobile. Invitations for this will be sent out on Wednesday and the following services will be available:

- Student Attendance – your child’s attendance percentage will be displayed. You will also receive weekly notifications of your child’s attendance.
- Student Conduct – your child’s achievement and behaviour points will be displayed. You will also receive notifications of these.
- Messages – you will receive notifications through the message area.
- Student Reports – your child’s school report will be available to download.
- School Diary – School holiday dates will be available to view.
- Timetable – your child’s timetable will be displayed.
- Data Collection – the personal details for your child and the contact details we have recorded for them will all be available to view. You can also make amendments to these details and submit them directly our admin team (please see guidance below).

We would like to take this opportunity to ask you to fully check all the personal contact details we have for your child in the Data Collection area. The default shows no changes, so any changes you want to make will be highlighted.

- The ‘Telephones & Emails’ section are **contact details of your child** not parents or carers. In this section, you should enter a landline number if you have one and your child’s school email address.
- The Parental Consent area shows all the consent options that would normally be sent out on paper, the full explanation of these can be found on our website if you would like more information.
- The slider that asks ‘Is Primary?’ allows you to identify which number should be used for school communications such as emails or texts. Please make sure that any contact that would like to receive these communications has a telephone number and email selected as primary.

By default, only the 1st priority contact will receive any non-urgent communications from the school. If you would like any additional contacts to receive communications from the school, please contact reception so we can update your preferences.

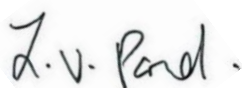
To streamline the process, we recommend that you download the SIMs Parent App in advance of your invitation code arriving if you intend to start using it. Alternatively, the web address for the site is

<https://www.sims-parent.co.uk/>

A guide created by SIMs themselves has also been attached for your information to support you registering with the service.

We hope that this will allow you to keep up-to-date with your child's progress at school and give you quicker access important information. We are hoping this will develop during the year and we can include some other functions as they are finalised in school.

Yours sincerely,




Mrs L Pond
Headteacher



Ms R Everley
Data, Timetable & Compliance Manager



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