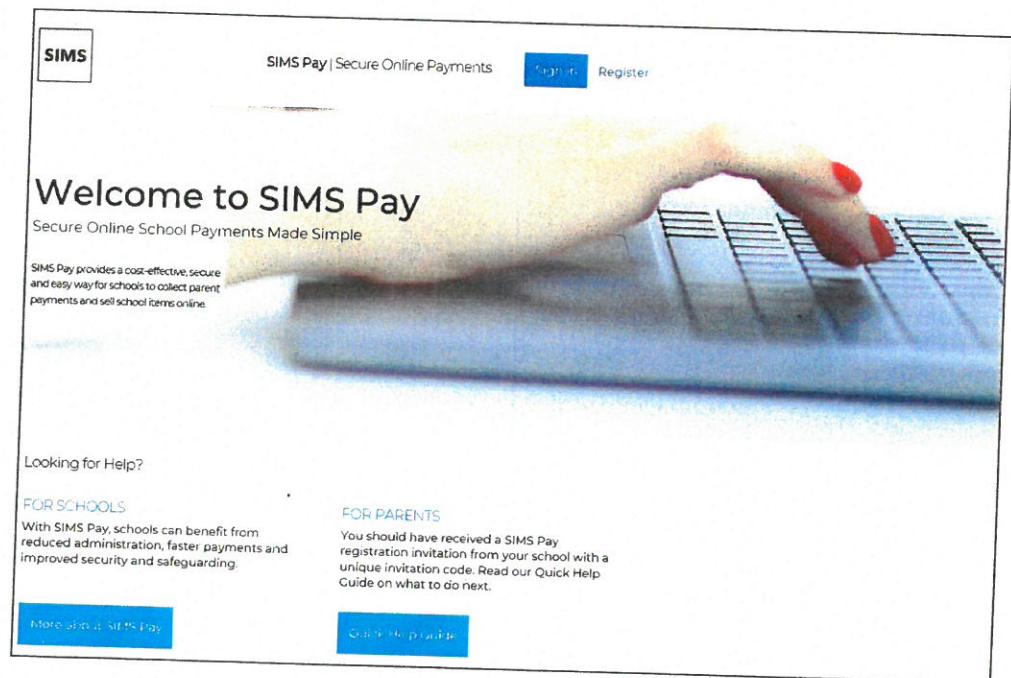


Registering your Account

The registration process for the following customers is the same:

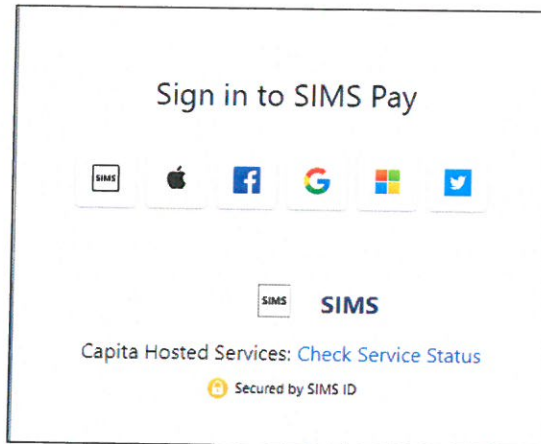
- the parent/guardian of a child(ren) at the school,
- a school employee who may also be the parent/guardian of a child(ren) at the school,
- an administrator of SIMS Pay who is a school employee and who may also be the parent/guardian of a child(ren) at the school.

1. Navigate to the URL for the SIMS Pay website given in the invitation.



01 | Getting Started with SIMS Pay

2. Click the **Register** button on the right-hand side of the screen to display the **Sign in to SIMS Pay** page.



NOTE: If you see the **Account Welcome** page instead of the **Sign in** page, review the guidance (please see Account Welcome Page on page 13).

NOTE: To register a SIMS Pay account, you will need an account with one of our supported identity providers: SIMS ID, Apple ID, Microsoft, Google, Facebook or Twitter. It is possible to use an existing account to register, or you can create a new one.

3. Click the icon for your preferred account provider to be directed to sign in. The precise steps will vary depending on which account provider you select, but typically you will be asked to sign in to your account and satisfy account security. If this is the first time you have registered this account with SIMS Online Services, you will see the **SIMS ID permissions requested** page (please see *SIMS ID Permissions* on page 12).

The **Registration - Welcome** page is displayed, showing your name (as recorded by the account) and the identity provider you selected. This is helpful if you share a computer with other users.

4. Check that the name and account are what you expected to see.
 - If the details are correct, enter the **Invitation Code** from your invitation, then click the **Continue** button.
 - If the account details are incorrect, click the **Sign Out** button, then sign in again with the correct account.
5. One of three pages is displayed:
 - The SIMS ID **Registration** page. This is the standard registration sequence for new users of SIMS ID (please see *Registration* on page 7).
 - The **Confirm Details** page. You will see this page if you have previously registered for another SIMS Online Service with these credentials (please see *Confirming Account Details in SIMS Pay* on page 9).
 - An error message is displayed at the bottom of the **Registration - Welcome** page (please see *Errors Encountered When Entering the Invitation Code* on page 13).

Registration

If this is the first time you have registered this account with SIMS ID, the SIMS ID **Registration** page is displayed.

The **Invitation Code** field is pre-populated with the code you entered on the **Registration - Welcome** page.

SIMS helping schools inspire

Registration

You will have received a new service invite code from either Capita SIMS or from your school administrator.
Please enter the code below and tap or click Register.

Name [\(not you?\)](#)

Signed in with

Invitation Code

Register

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1. Click the **Register** button.

Registration - Answer Security Questions

You are required to provide a second piece of information to confirm your identity.

What is the date of birth of one of your children at the school? (dd/mm/yyyy)

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NOTE: The security question you are asked depends on whether you are registering as a parent/guardian or as an employee. The invitation from the school identifies the information you need to provide.

2. Enter the information requested on the **Registration - Answer Security Question** page.
This is the same information referred to in the invitation received from the school.
 - Parent/guardians enter the date of birth of their child/one of their children at the school.
 - School employees enter their own date of birth, even if they are also registering as parent/guardians and/or administrators.
3. Click the **Verify** button to create your account.

Registration - Account Creation

Your account is being set up and configured. You will be automatically redirected when this process is complete...

Elapsed 33 seconds

Once the account is set up, you are redirected to SIMS Pay to complete the account set up (please see *Confirming Account Details in SIMS Pay* on page 9).

Confirming Account Details in SIMS Pay

Once your account is set up, you are redirected to SIMS Pay.

NOTE: If you have already registered these credentials with SIMS ID, you will be directed here from the **Registration - Welcome** page.

SIMS SIMS Pay | Secure Online Payments

Confirm Details

Please confirm that the details below are correct.

Title: Mrs

Forename: Karen

Surname: Adebayi

School: Green Abbey Secondary School (2)

Please contact your school if the details are **not** correct.

[Cancel](#) [Continue](#)

1. On the **Confirm Details** page, check that your **Title, Forename, Surname** and **School** details are correct.
 - a. If the read-only information is correct, click the **Continue** button.
 - b. If the read-only information is incorrect, click the **Cancel** button.

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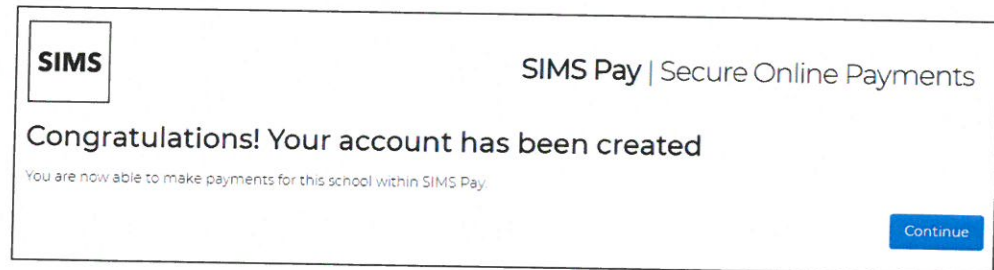
2. Complete your account details if this is the first time you have registered a SIMS Pay account. If you have previously registered with SIMS Pay (e.g. at another school), you will not see this step.

The screenshot shows the 'SIMS Pay | Secure Online Payments' 'Create Account' form. The SIMS logo is in the top left. The title 'Create Account' is centered. Below it, a prompt says 'Please complete your account details below:'. The form fields are as follows: Title (Mrs), Forename (Karen), Surname (Adebayi), Email Address (karen@outlook.com), Confirm Email Address (karen@outlook.com), Cardholder Name (Mrs Karen Adebayi), Billing Address (three empty lines), Town (empty line), County (empty line), Postcode (empty line), and Country (empty line). At the bottom, there is a checked checkbox for 'Allow automatic email notifications from SIMS Pay' and 'Cancel' and 'Continue' buttons.

- a. Record an **Email Address** and repeat this in the **Confirm Email Address** field.
- b. The **Allow automatic email notifications from SIMS Pay** check box should be selected if you wish to receive email notifications from SIMS Pay. Deselect this check box, if required (please see *Checking My Details* on page 15).
- c. Cardholder information is pre-populated with the details of the primary contact. If these are incorrect, enter the **Cardholder Name** and **Billing Address** (including **Town** and **Postcode**) for the card holder who will be making payments.

***TIP:** Cardholder details will be used during the checkout process to save time. If you would prefer to enter these details at the checkout each time you pay for an item, these details can be left blank.*

- d. Click the **Continue** button.

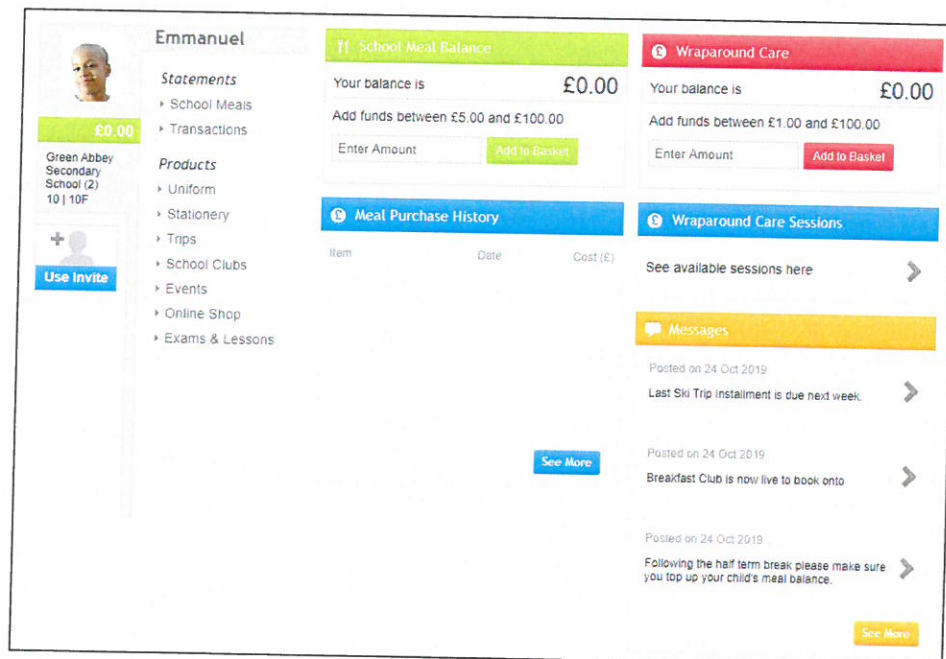


NOTE: If you are also an administrator, this message will read **You are now able to administer this school and make payments for this school within SIMS Pay.**

If you have previously registered with SIMS Pay, you will not see the **Congratulations!** page.

3. Click the **Continue** button on the **Congratulations!** page.

If you are an administrator, SIMS Pay opens at the **Dashboard**. For all other users, SIMS Pay opens at **My Homepage**. You can now use SIMS Pay.

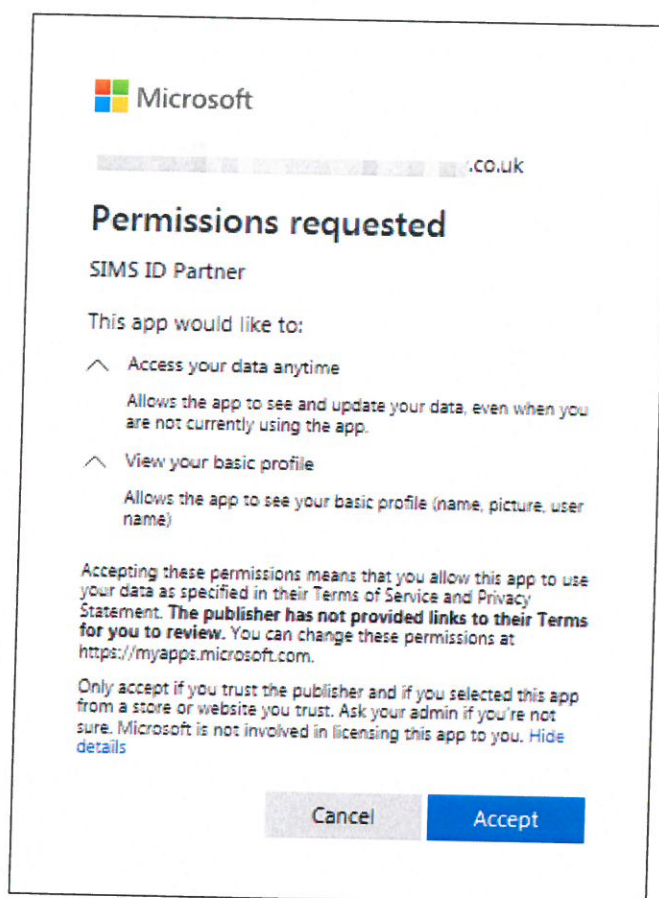


Additional Information about Setting Up your Account

SIMS ID Permissions

If this is the first time you have registered this account with SIMS Online Services, you will see the SIMS ID permission screen.

Click the **Accept** button.



The permissions screen has a link to the SIMS ID Support & User Guide Legal page

(<https://id.sims.co.uk/support/SiteSettings/Wiki/Index/51?title=Legal>). This page provides links to the Legal Statement, SIMS ID Cookie Policy and SIMS ID Privacy Guidance Statement.

Account Welcome Page

If you see the **Account Welcome** page during registration, this means you clicked the **Sign In** button instead of the **Register** button.

Click the yellow **Register Account** button at the bottom of the page to be redirected to the SIMS ID registration sequence (please see *Registering your Account* on page 5).

SIMS SIMS Pay | Secure online payments

Account Welcome

Hi John Smith; welcome to SIMS Pay!

First time using SIMS Pay?

If this is your first time using SIMS Pay you will need to register your account.

- Before you register, check that the **Microsoft** account **John Smith** is the one you want to use with SIMS Pay.
- For security, you will need the **Invitation Code** issued by your school and the **Date of Birth** of one of the persons listed in the invitation.
- An **Invitation Code** must only be used by the person to whom it was issued.

Ready to register your account?

Please click on the **Register** button below to get started with your SIMS Pay account registration.

Register

Already have a SIMS Pay account?

Make sure you are using the correct account to access SIMS Pay. You are currently signed in with the **Microsoft** account **John Smith**.

To sign out of the current account, click on the **Sign Out** button below.

Sign Out

Still having trouble signing into your account? First try the [quick help guide](#). If that doesn't solve your problem, please contact your school.

SIMS ID: 18833

You will be redirected to the SIMS ID registration sequence (please see *Registering your Account* on page 5).

Errors Encountered When Entering the Invitation Code

If, after clicking the **Continue** button on the **Registration - Welcome** page, you do not see either the SIMS ID **Registration** page or the SIMS Pay **Confirm Details** page, check the error message at the bottom of the screen.

If you see **This invitation code is no longer valid**, contact your school. Invitation codes are time-limited and invitation codes entered after the final date on the invitation do not work.

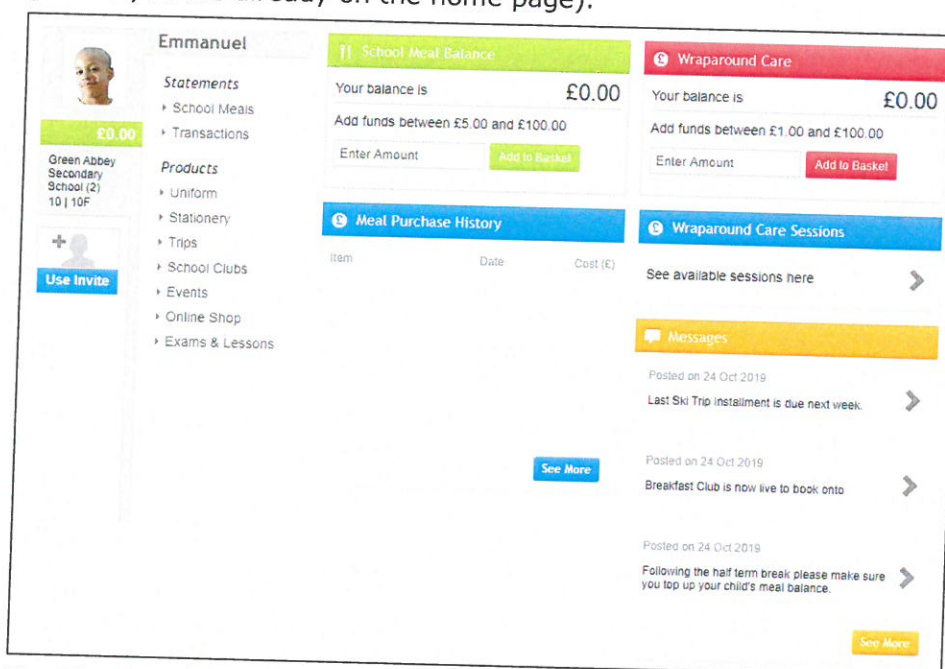
If you see any other error message, follow the on-screen instructions, which may resolve your issue.

If you are still unable to register your account, make a note of the error message and contact your school.

Managing My Account

Once an account has been set up, its details can be managed via the **My Account** page.

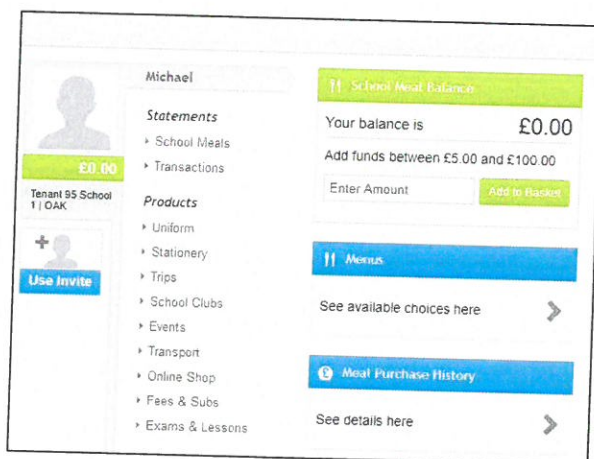
My Homepage is displayed when you sign in. It is also available by selecting the **My Homepage** tab on the top right-hand side of the screen (unless you are already on the home page).



The **My Account** page is available from **My Homepage** by selecting the **My Account** tab on the top right-hand of the screen. The widgets you see vary according to the SIMS Pay functionality your school has made available.

NOTE: The contents of the graphics (dates, names, panel numbers, etc.) are examples only of what you might expect to see when using SIMS Pay.

This **My Account** page shows a school that has implemented **School Meals** and **Menus**.



This **My Account** page shows a school that has implemented **School Meals** and **Fees**.

NOTE: Local currency replaces pounds sterling where appropriate.

Checking My Details

TIP: **My Homepage** is displayed when you sign in. It is also available on the **My Homepage** tab on the top right-hand side of the screen (unless you are already on the home page).

1. From **My Homepage**, select the **My Account** tab on the top right-hand side of the screen to display the **My Details** page.

2. Ensure that these details are correct.
If any of these details change, update SIMS Pay and contact the School Administrator.

The **Allow automatic email notifications from SIMS Pay** check box should be selected if you wish to receive email notifications from SIMS Pay. Deselect this check box, if required. By selecting the check box, you are enabling the following notifications:

- Product notifications
- School Meal Balance notifications. A message will be sent to you when your balance reaches a pre-determined threshold, to give you a chance to 'top up' before the balance runs out
- Next instalment due soon notifications (applies to instalment payments only)
- Overdue instalment notifications (applies to instalment payments only).

***TIP:** Cardholder details recorded here are for the purpose of auto-completing fields during the checkout process. Cardholder details do not have to be recorded in the **My Details** screen but if they are not recorded, they will need to be entered manually during the checkout process for every transaction.*