

01 | Getting Started with SIMS Pay

Welcome to SIMS Pay	1
Your Invitation to Register Your SIMS Pay Account	1
Registering your Account	2

Welcome to SIMS Pay

SIMS Pay is an online marketplace, which enables schools to sell and collect payment for items such as school uniform, school meals, trips, events, clubs and other school activities, in a safe and secure way.

The benefits of using SIMS Pay include:

- the ability to make safe and secure online payments at any time of the day.
- the ability to make payments via debit or credit card.
- the ability to make payments in person via PayPoint and Post Office counters.
- the ability to pre-pay for school meals.
- the ability to identify when payments are due and whether sufficient funds are available.
- the ability to receive email notifications when a balance falls below a set amount.
- the ability to view current balances and a payment history.

Parent/guardians have these additional benefits:

- the ability to pay for expensive items (e.g. school trips) in instalments, at the discretion of the school.
- the ability to maintain a single SIMS Pay account that serves all of their children, even if they attend different schools (this is available only if all the schools use SIMS Pay).
- the ability to select school meals and review previous meal purchases.
- the ability to pay for school fees, if the school uses SIMS Fees.
- the ability to save card details to speed up the checkout process.

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.

Your Invitation to Register Your SIMS Pay Account

Your school will send you an invitation to create a SIMS Pay account for yourself. The invitation can take the form of an email or a letter.

You will need an account with one of our supported identity providers: Microsoft, Office 365, Google, Facebook or Twitter. It is possible to use an existing account to register, or you can create a new one.

Parent or Guardian

The invitation from your child(ren)'s school contains:

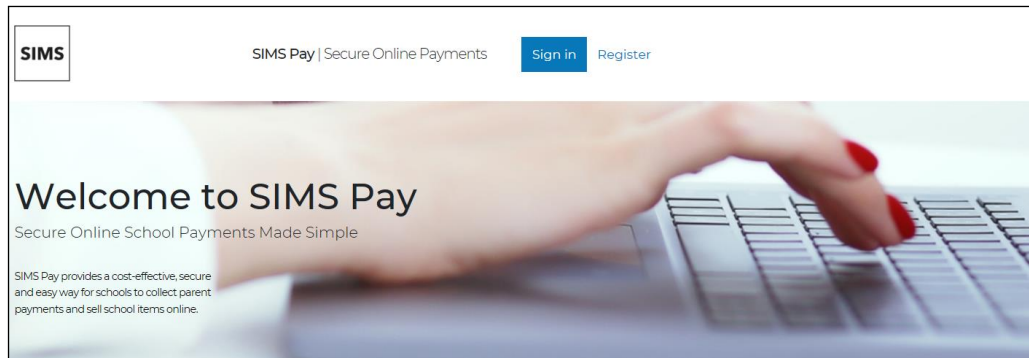
- a unique invitation code required for registering your SIMS Pay account.
- the name of your child(ren) currently at the school for whom you can make payments once registered.
- the additional information you will need to provide when registering, i.e. your child, or one of your children's, date of birth.
- what you can do with your account, i.e. make payments for your child(ren) at the school using SIMS Pay.
- a link to the registration page (if you received an email) or a URL to enter in a browser window (if you received a letter).
- the date by which you must register your account. If you do not register by this date, a new invitation will be required.

WARNING: If another parent/guardian of the child(ren) wishes to register an account, either instead of, or as well as the person to whom the invitation was addressed, please contact the school to request a separate invitation. You should not attempt to use an invitation code intended for another person.

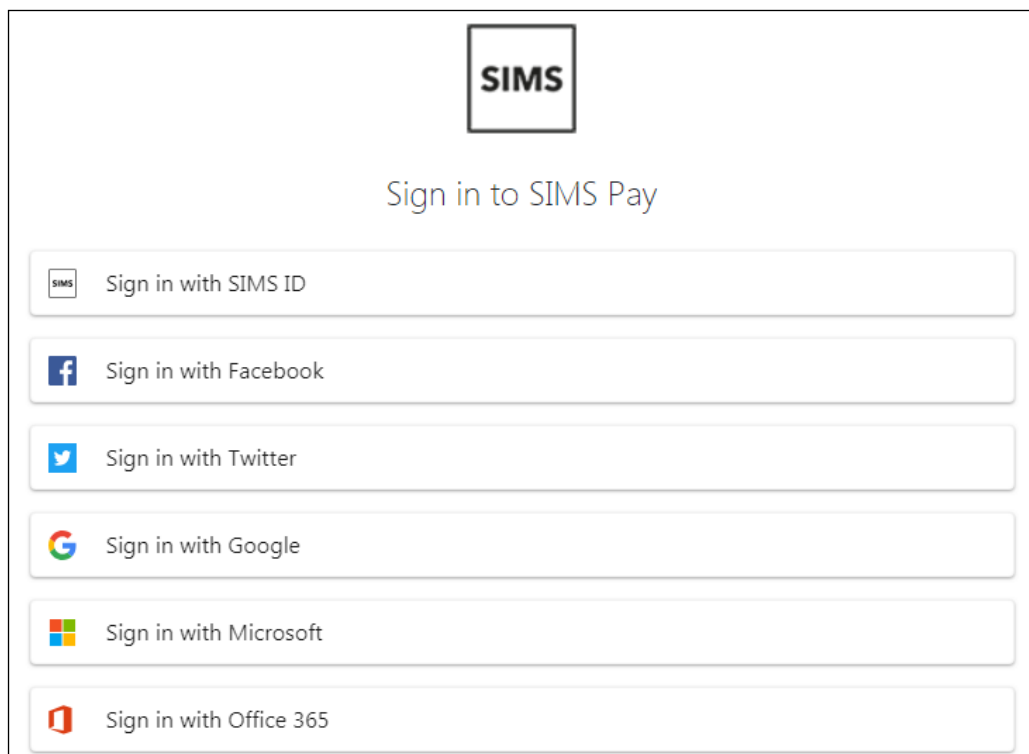
IMPORTANT NOTE: If you already have a SIMS Pay account for a child, new children will be added to this account as they enter the school.

Registering your Account

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



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



NOTE: To register a SIMS Pay account, you will need an account with one of our supported identity providers: Microsoft, Office 365, 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

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.

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Hi Jane Doe

You are currently signed in with your **Microsoft** account.

If this is not the correct account or a previous attempt to register failed please click *Sign Out* before continuing.

[Sign Out](#)

Otherwise please enter your invitation code and click *Continue*.

Invitation code

[Continue](#)

SIMS ID @school@pays

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.

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 Jane Doe (not you?)

Signed in with Microsoft

Invitation Code zNkcSYeB6n

[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

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.*

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Confirm Details

Please confirm that the details below are correct.

Title	Mrs
Forename	Karen
Surname	Adebayi
School	Green Abbey Secondary School (2)

Cancel Continue

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

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.

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.

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Create Account

Please complete your account details below.

Title

Forename

Surname

Email Address

Confirm Email Address

Cardholder Name

Billing Address

Town

County

Postcode


Country

Allow automatic email notifications from SIMS Pay

- 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
- 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.

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Congratulations! Your account has been created

You are now able to make payments for this school within SIMS Pay.

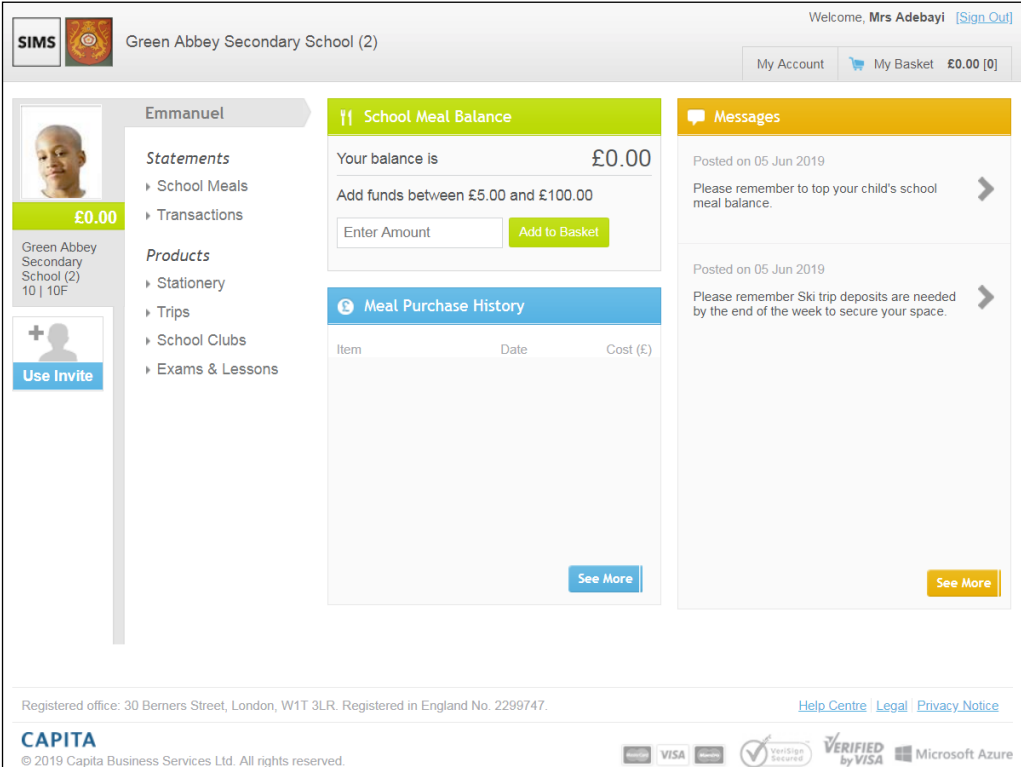
[Continue](#)

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.



Green Abbey Secondary School (2) | Welcome, Mrs Adebayi | [Sign Out](#)

My Account | My Basket £0.00 [0]

Emmanuel

£0.00

Green Abbey Secondary School (2)
10 | 10F

[Use Invite](#)

Statements

- School Meals
- Transactions

Products

- Stationery
- Trips
- School Clubs
- Exams & Lessons

School Meal Balance

Your balance is **£0.00**

Add funds between £5.00 and £100.00

Enter Amount [Add to Basket](#)

Meal Purchase History

Item	Date	Cost (£)
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[See More](#)

Messages

Posted on 05 Jun 2019

Please remember to top your child's school meal balance. [>](#)




Posted on 05 Jun 2019

Please remember Ski trip deposits are needed by the end of the week to secure your space. [>](#)

[See More](#)

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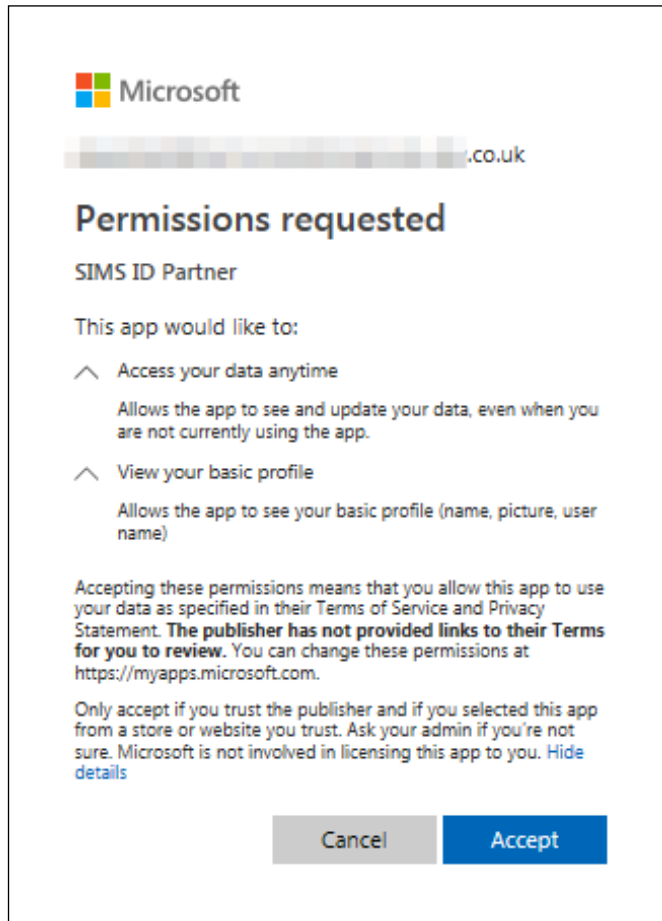
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VISA   **VERIFIED by VISA** 

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

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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

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.