

SIMS ID Registration with SIMS Agora

A Troubleshooting Guide and Latest Updates
Last updated 27th September

A grayscale background image of a person with glasses reading an open book. The person is looking down at the pages, and the book is held open in front of them. The lighting is soft, highlighting the texture of the paper and the person's features.

SIMS ID Registrations

Overview

SIMS ID Registration

- SIMS ID offers flexible identity management and single sign on across the whole SIMS Product Portfolio. For instance your users will be able to use other authentication providers and you will now be able to have a single login for Agora and Parent.
- As SIMS Agora now uses SIMS ID the process to register has changed.
- When a user creates an account using SIMS ID (parent or employee) for security reasons this is matched with the respective person records within your SIMS Database. This ensures SIMS ID can continually monitor that persons record in SIMS and ensure they are only given access to products/ information they are allowed to (e.g. tracking parental responsibility and court orders).
- A benefit for schools and parents is therefore the reassurance that student data is safe and secure by ensuring only the people who should have access to it do.
- However in providing this level of security this can have consequences when registering accounts if differences in SIMS exist.
- As both SIMS ID and SIMS Agora systems rely on the data contained within your school data, if there are differences in SIMS parent users may:
 1. Not be able to register and experience a registration delay
 2. Register but are missing children link
- The following document will provide you with what to do next if you experience these issues.

Users Experiencing Registration Delay

What to do next?



Experiencing Registration Delays

If you have users whose registrations fail to complete, there is no need to generate and re-invite the user immediately*:

- If the parent has an email address within SIMS Agora an automated email will be sent to complete their registration.
- This email will be sent within 24 hours of the user experiencing the registration delay – be sure to check junk folders.
- What if the email doesn't turn up? OR they don't have an email address? Please see over page [Registration Delay What Next?](#).

Contents of the Email for illustrative purposes only:

We have identified that you encountered a registration delay during your recent SIMS Agora registration at Green Abbey Academy

You can now complete your registration and access SIMS Agora by clicking on the link below and sign in using the Microsoft account you registered with.

<https://www.simsagora.co.uk/Registration/Callback/00000000-0000-0000-0000-000000000000>

If clicking on the link does not work, please copy and paste the link address into a browser window.

We apologise for the delay in setting up your account.

Kind Regards SIMS Agora online payments

*Generating a new invite starts the process again.



Registration Delay What Next?

Parent did not receive the email?

1. Parents may have more than one mailbox please ensure they have checked the correct mailbox.
2. Please ensure the email address is a valid email within SIMS – if its not please update within SIMS
3. Do NOT generate a new invite for the user
4. [Please follow the remaining troubleshooting advice in this document](#)

The Parent does not have an email address?

1. Do NOT generate a new invite for the user
2. [Please follow the remaining troubleshooting advice in this document](#)



Troubleshooting Guide

Step 1: Using the Registration Status Report to understand if Parents have Registered

Registration Status Report

You can use the Registration Status Report to understand a number of registration scenarios including whether parents have successfully registered their SIMS ID account and the account is linked to their child.

- Please review the remaining section to highlight potential issues and what to do next.

The screenshot shows the SIMS AGORA interface for Green Abbey Academy. The 'Registration Status' section is active, showing filters for 'All Employees' and 'All Students'. The 'Download Spreadsheet' button is highlighted. A callout box shows the data table with the following columns: Person Name, Group(s) / Staff Code, Contact Name, Account Email Address, Invitation Code Generated, Invitation Code Expired, Invitation Code Linked, Account Registered, and Order(s) Placed.

Person Name	Group(s) / Staff Code	Contact Name	Account Email Address	Invitation Code Generated	Invitation Code Expired	Invitation Code Linked	Account Registered	Order(s) Placed
Alicandro, Sylviane	year 14 14a	Antoniewicz, Ms Theola		Yes	No	No	No	No
Desposito, Hayder	year 13 12 a	Cuthbert, Miss Nilsa		Yes	No	No	No	No

You can download the report to spreadsheet to help query the data.

Registration Status Report

- If a parent has successfully registered their account and it is linked to their child the report will surface *Yes* in both *Account Registered* and *Invitation Code Linked* columns.
- If you have parents with more than one child at your school they will only need to register once. This means the report will have *Yes* in both *Account Registered* and *Invitation Code Linked* columns.
- If you find this is not the case please refer over page.

Scenario 1 - Contact successfully registered with children links

Note both contacts express Yes combinations.

Results								
Person Name	Group(s) / Staff Code	Contact Name	Account Email Address	Invitation Code Generated	Invitation Code Expired	Invitation Code Linked	Account Registered	Order(s) Placed
Abbot, Chris	Year 7 4B	Abbot, Mr Steve		Yes	No	Yes	Yes	No
Abbot, James	Year 12 12 c	Abbot, Mr Steve		Yes	No	Yes	Yes	No

Using the Registration Status Report

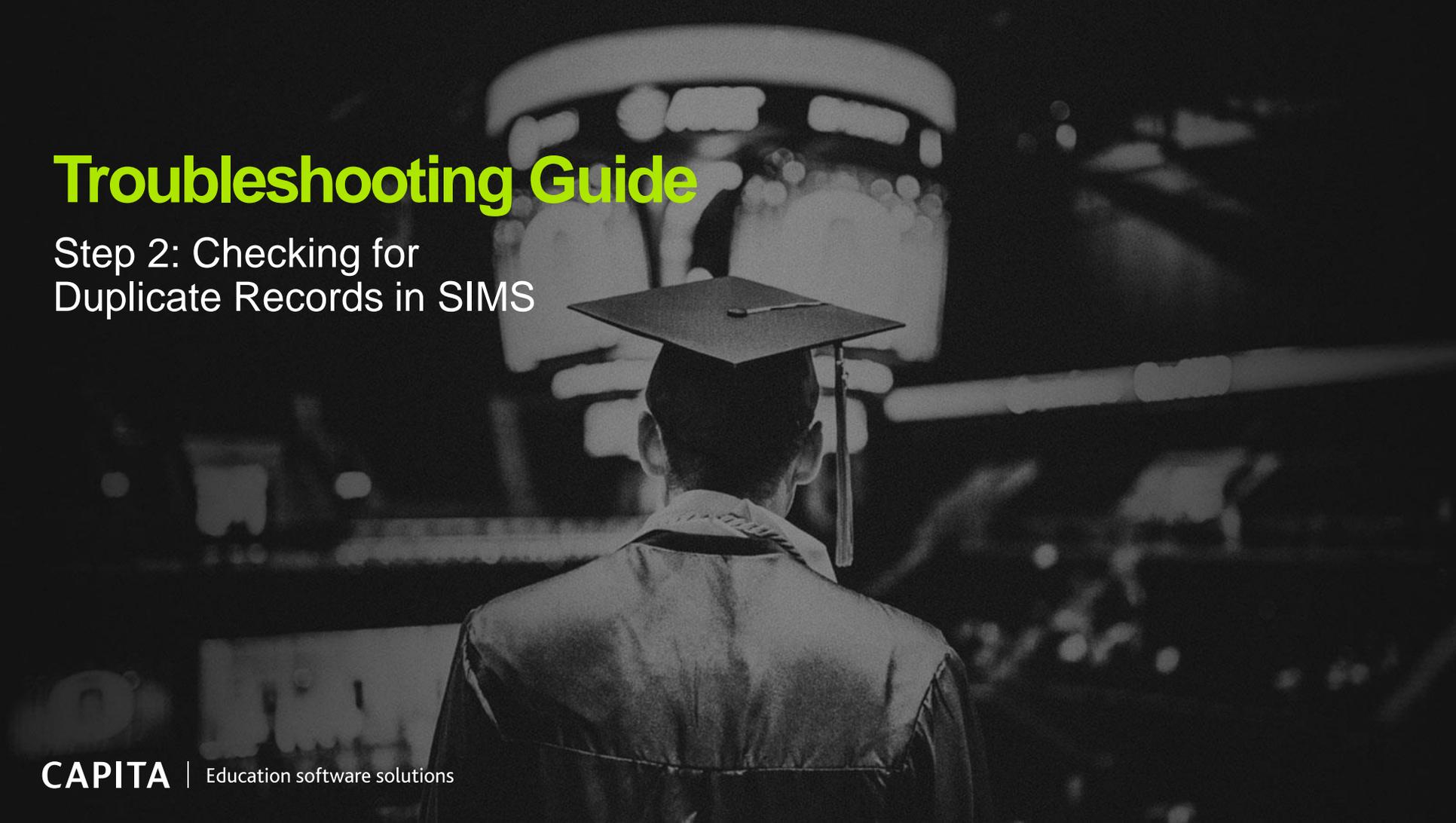
- When running the report if you find that a Contact has an *Account Registered* and *Invitation Code Linked* but the same contact does not have an *Account Registered* and *Invitation Code Linked* for their other child this scenario will indicate that you have multiple versions of the contact within SIMS.
- To resolve this scenario please see [Checking for Duplicate Records in SIMS](#) later in this document

Scenario 2 - Multiple Contact Records exist in SIMS for the child relationships

Note the contacts mismatch in Yes and No combinations

Results								
Person Name	Group(s) / Staff Code	Contact Name	Account Email Address	Invitation Code Generated	Invitation Code Expired	Invitation Code Linked	Account Registered	Order(s) Placed
Abbot, Chris	Year 7 4B	Abbot, Mr Steve		Yes	No	Yes	Yes	No
[Redacted]								
Abbot, James	Year 12 12 c	Abbot, Mr Steve		Yes	No	No	No	No

Troubleshooting Guide



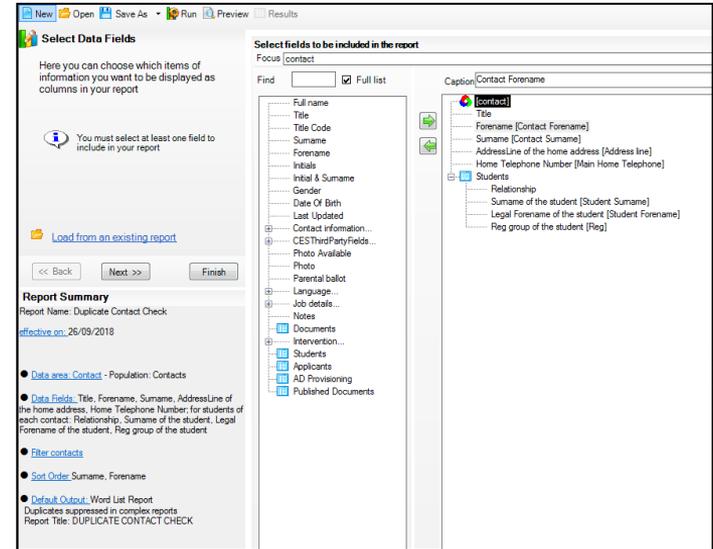
Step 2: Checking for
Duplicate Records in SIMS

Querying SIMS to check for Duplicate Records

- Within SIMS go to Reports and run the “Duplicate Contact Check” report.
- This can be found by going to the following menu routes:

Reports | Run Report
Expand Focus, click the Contact folder
Run the report titled ‘Duplicate Contact Check’

- The output of the report will allow you to view duplicate contact records.
- What do I do next?
 - See over page [Unlinking and Deleting Duplicate Records](#)



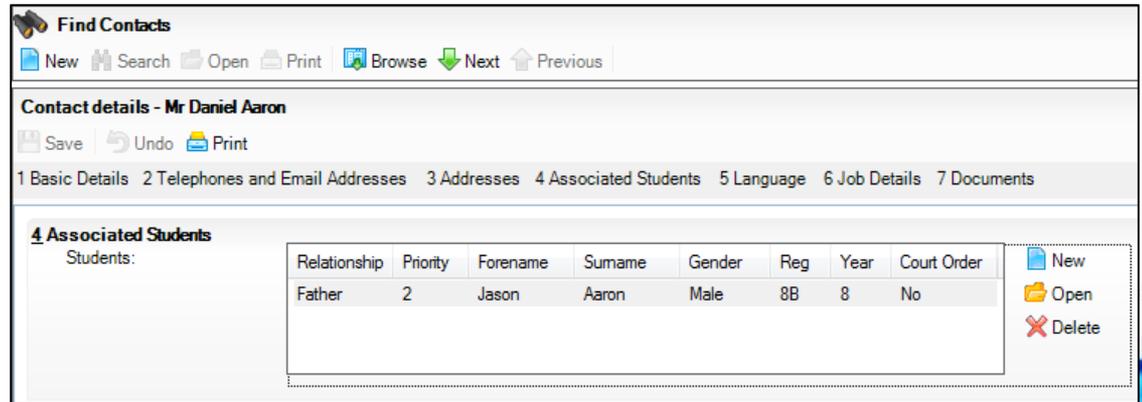
Unlinking and Deleting Duplicate Records

- Once you have identified a duplicate contact within SIMS you will need to unlink the contact from the student by:

- 1) Finding the contact within Find Contacts
- 2) Open the contact record in Panel 4 (Associated Students)
- 3) Deleting the Link with the Associated Student.

- Once a contact has been unlinked from all students they can be deleted in Tools | Housekeeping | Delete Unlinked Contacts

- What do I do next in SIMS Agora?
 - See over page [Step 3...](#)

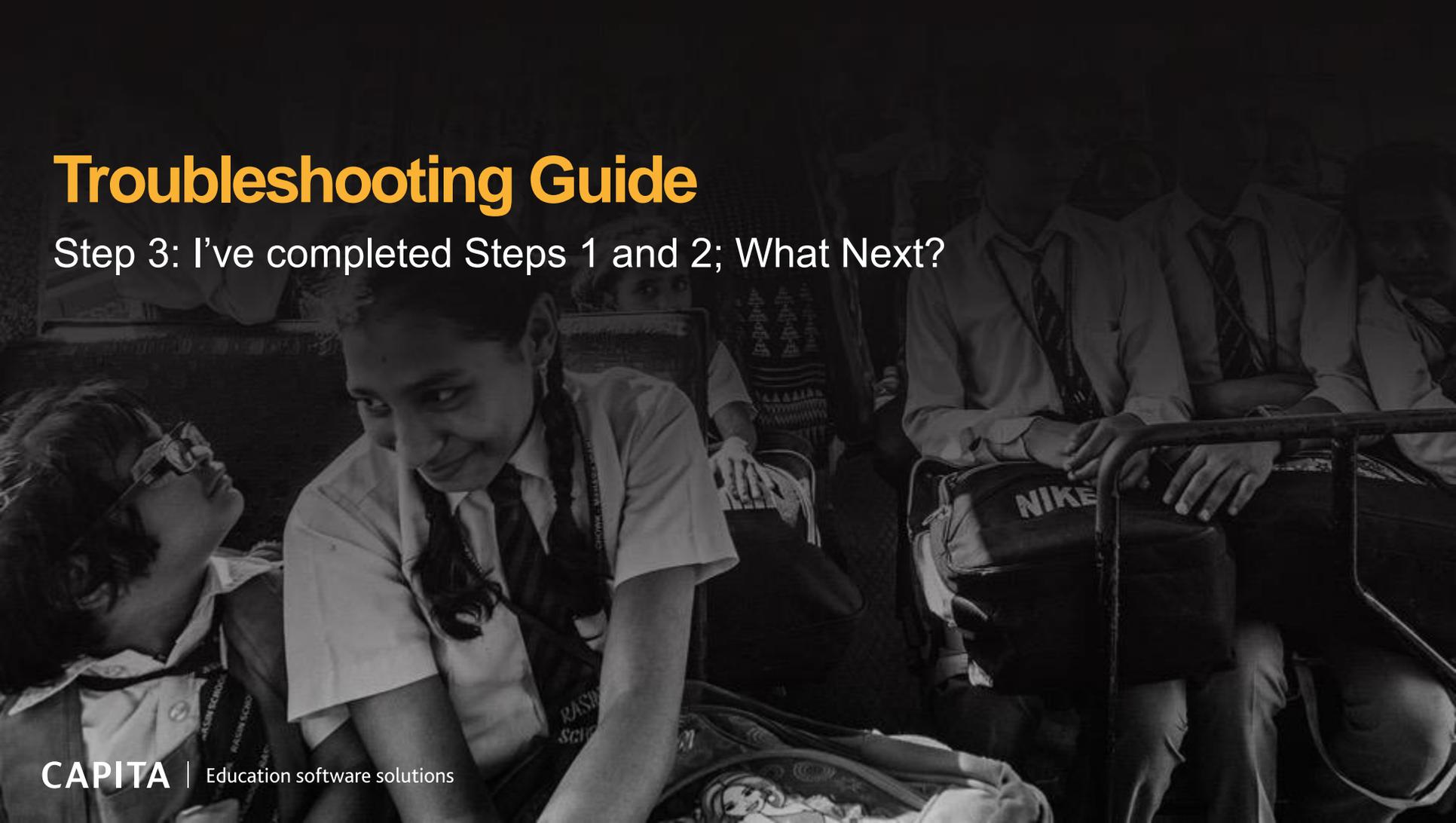


The screenshot shows the 'Find Contacts' interface. At the top, there are navigation buttons: New, Search, Open, Print, Browse, Next, and Previous. Below this is the 'Contact details - Mr Daniel Aaron' section, which includes 'Save', 'Undo', and 'Print' buttons. A breadcrumb trail shows: 1 Basic Details, 2 Telephones and Email Addresses, 3 Addresses, 4 Associated Students, 5 Language, 6 Job Details, 7 Documents. The '4 Associated Students' section is active, displaying a table of associated students.

Relationship	Priority	Forename	Surname	Gender	Reg	Year	Court Order	
Father	2	Jason	Aaron	Male	8B	8	No	

On the right side of the table, there are three action buttons: New, Open, and Delete.

Troubleshooting Guide



Step 3: I've completed Steps 1 and 2; What Next?

What Next

1. Find the parent within SIMS Agora's users management
2. Please generate and new invitation and resend it to the parent.

The screenshot displays the SIMS Agora users management interface. On the left, a sidebar lists user categories: Students, Employees, and Administrators. A search bar is present above a list of names including Swartwood, Eustaquio; Veres, Dorsey; Vonbargen, Kiefer; Wolbert, Humberto; and Zachman, Eldridge. A 'Manage Invitations' button is located in the top right corner. The main content area shows an 'Invitation' form for a user identified as 'P1'. The form includes fields for 'Contact' (Ms Laraine Prose), 'Email Address', 'Invitation Code' (hWkvkagex), 'Expiry Date' (02 Dec 2018), and 'Account'. A 'Generate Invitation Code' button is highlighted in orange. At the bottom, there are buttons for 'Download CSV', 'Block Link', and 'Unlink Account'. The form also shows status indicators for 'System' (checked), 'Administrator' (question mark), and 'User' (question mark).

3. If you are still having issues with the parent experiencing registration issues please escalate to your support unit.

A black and white photograph of a young girl in a school uniform, sitting at a desk and smiling. She is holding a pen in her right hand. The background is slightly blurred, showing what appears to be a classroom setting.

SIMS

Latest Software Updates

Last updated 27th September

Latest Software Updates

- We are enhancing the registration process over the course of coming days and weeks in response to feedback.
- The following section provides details of the latest updates.

Updates to Registration Flow

- All new registration invites will now direct new users to the SIMS Agora website www.simsagora.co.uk
- From there they will be able to select the *Register* button and will be redirected to register their account.
- Invites that have already been generated and sent out via email and letter will still be valid. We have also updated the mail merge letter template at <http://simspublications.com/667831/resources.html>

