

## SiMS Parent - Forgot Password help

### Forgot Password: Step One

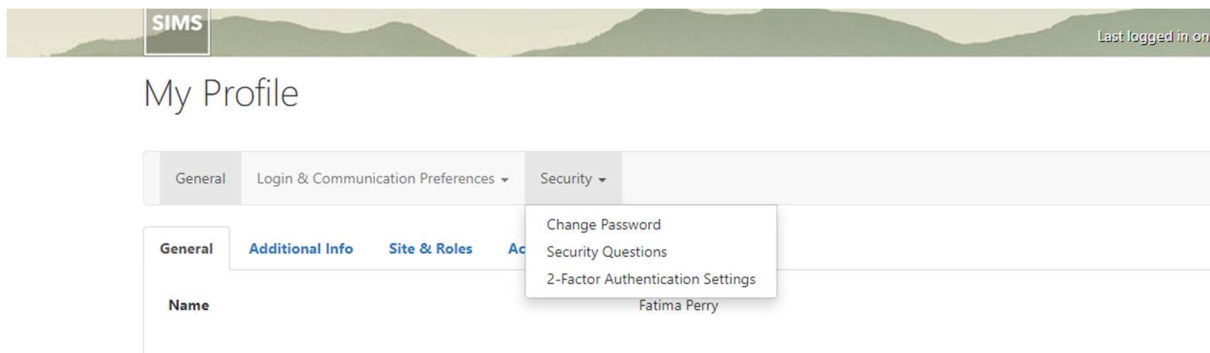
Please note: the 'forgotten password -send email' link in SIMS Parent does not work

It is best to set up answers to the Security questions in your profile (this is quick to do)  
- otherwise you will not be able to get back in without school resetting your password.



At the right there is a heading that says 'Hello *your name*'

If you click on your name you get into the Security settings in SIMS Parent, where you can change your password for SIMS or set up the Security questions and answers.



Choose Security question and provide an answer and press save.

Select Security Question	Enter Your Answer
Select Security Question	Enter Your Answer
Select Security Question	Enter Your Answer

E.g. Question option - What was your dream job when you were a child

Answer – Architect

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### Forgot password – Step Two


If you forget your password you will now be able to use the answers to your security questions - do not bother trying to email the password back to yourself as it won't work.

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Forgot your password?

Please enter your username or a verified email address below and click on Next.

Email Address

I'm not a robot  reCAPTCHA  
Privacy - Terms

Click on 'Next' and the screen below will appear

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Forgot your password?

Thank you. We have sent you a link to reset your password. If this email hasn't arrived in the next 5 minutes, or you do not have access to you inbox you can reset your password using your previously set security questions by clicking [here](#)

If you are unable to gain access to your account please contact the SIMS ID Local administrator at your site or your support provider.

In the message above, in dark blue, is the option to use the Security Questions to get back into SIMS Parent. Click on the word 'here' and SIMS will give you a question and allow you to reset password.