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SIMS Teacher app **System Setup Guide**

Version 1.3

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Introduction

The SIMS Teacher app is designed to support a self-service installation and setup process. The necessary files to enable the SIMS Teacher app service are provided as part of the sign-up and activation process and should be configured by the school's SIMS IT technical support team. This guide provides step-by-step instructions to completing the configuration.

- Once Teacher app services are successfully configured, the school can use the Teacher app.
- The school's data is provisioned and updated in real-time as part of the SIMS Teacher app service. There is no scheduled data synchronisation or manual refresh required.
- Using the SIMS Teacher app Management Console, the school can manage access for teachers and activate devices to use the SIMS Teacher app.
- The SIMS Teacher app uses SIMS Services Manager to provide the data-interoperability element of the service. SIMS Services Manager provides the link between the SIMS Teacher app service and the school's SIMS system.



IMPORTANT NOTE: *The setup of the SIMS Teacher app and SIMS Services Manager should be completed by a person with operational technical knowledge of the SIMS database for your school.*

Getting Started Checklist

The setup process is summarised in the following table:

Step 1	Check your internet connection for the Teacher app system (<i>see page 3</i>)	<input type="checkbox"/>
	Check the ports are opened if accessing from behind a firewall (<i>see page 3</i>)	<input type="checkbox"/>
	Check the required URLs are whitelisted (<i>see page Error! Bookmark not defined.</i>)	<input type="checkbox"/>
	Check the required SIMS technical pre-requisites (<i>see page 4</i>)	<input type="checkbox"/>
	SIMS Teacher app Setup Administrator Pre-requisite (<i>see page 4</i>)	<input type="checkbox"/>
Step 2	Configure SIMS Services Manager (<i>see page 5</i>)	<input type="checkbox"/>
	Add/edit school details (<i>see page 5</i>)	<input type="checkbox"/>
	Manage packages (<i>see page 6</i>)	<input type="checkbox"/>
Step 3	Launching the setup website (<i>see page 8</i>)	<input type="checkbox"/>
	Add your Teacher app Licence Key to SIMS Services Manager (<i>see page 9</i>)	<input type="checkbox"/>
	Test your network is setup for the Teacher app (<i>see page 11</i>)	<input type="checkbox"/>
	Set up your Teacher app Administrator (<i>see page 12</i>)	<input type="checkbox"/>
	Check your Teacher app Administrator is correct (<i>see page 13</i>)	<input type="checkbox"/>
Step 4	What's Next? (<i>see page 13</i>)	<input type="checkbox"/>

Step 1: Check the SIMS Teacher app Prerequisites

Check your Internet Connection for the Teacher app System

The SIMS Teacher app connects to tablet devices (e.g. iPads) using Wi-Fi so you will need to have a good internet connection and Wi-Fi enabled in the areas staff will be using the Teacher app.

We recommend the following internet connection when using the Teacher app service:

- A minimum of a 2Mb download and upload uncontended connection for a single user with unlimited upload and download data transfer capacity.
- Remember, if you are using this connection for other things, like teachers or students browsing the Internet, or streaming media online, you will need to have enough bandwidth for this as well.
- The quality of your school's Internet connection is as important as the speed of the Internet connection when using the Teacher app service.
- If you are concerned about the potential speed and quality of your schools' Internet connection we recommend running an internet speed test of your system before your school moves to the service.

Check your Network Configuration

The SIMS Teacher app uses various channels to communicate with the Microsoft Azure service to deliver the data to and from the app. As many schools and their internet providers often use firewalls, web filtering and proxy servers it is very important to ensure that any internet connections in to the school have the required ports open and the required URLs whitelisted.

It is recommended that you contact your Network Manager at the school, your Local Authority or a contact at your Internet Service Provider (ISP) to discuss the following requirements.

Ports

The SIMS Teacher app service communicates with the Azure Service Bus via the TCP destination port 443.



IMPORTANT NOTE: You must allow outbound HTTPS connections to TCP port 443, though if you wish you can restrict the list of destinations to the URLs listed in the section below.

URLs

If you are self-hosting the SIMS Service Manager on your school network infrastructure:

We require the following URLs to be whitelisted in any proxy server, firewall or web filtering system in use:

- *.servicebus.windows.net (Note that the wildcard is important)
- simsmobile-sb.accesscontrol.windows.net
- www.simsteacherappactivation.co.uk
- www.simsteachermanagement.co.uk
- setup.capita-sims.co.uk
- teacherappsetup.capita-sims.co.uk

If you are providing a hosting service for schools using the SIMS Teacher app:

We require the following URLs to be whitelisted in any proxy server, firewall or web filtering system in use on your infrastructure (and the schools to implement the whitelisting entries in the next section):

- *.servicebus.windows.net (Note that the wildcard is important)
- simsmobile-sb.accesscontrol.windows.net

- www.simsteacherappactivation.co.uk

If you are a school and another party is hosting SIMS Services Manager on your behalf, for example your local authority or CAPITA:

We require the following URLs to be whitelisted in any proxy server, firewall or web filtering system in use on the school network:

- *.servicebus.windows.net (Note that the wildcard is important)
- www.simsteachermanagement.co.uk
- setup.capita-sims.co.uk
- teacherappsetup.capita-sims.co.uk



IMPORTANT NOTE: These URLs need to be whitelisted where a proxy server, firewall or web filtering system is in use.

Check the Required SIMS Technical Pre-Requisites

- The SIMS Teacher app is guaranteed to support the previous two releases of SIMS, inclusive of any release it is shipped with.
- The SIMS server must meet the Capita Children's Services recommended specification, available from the My Account portal (<https://myaccount.capita-cs.co.uk/login/>).
- .NET Framework 4.5.2 (Full Profile) is required on the server hosting the service.
- A local or domain user account is required to run the service.
- Connectivity to the SIMS SQL Server instance.
- To enable Windows Authentication, please ensure you have run Patch 22463 against the school's SIMS system.

SIMS Teacher app Administrator Pre-Requisites

The school administrator who will administer the SIMS Teacher app within the school will require:

- SIMS system admin login details (SQL login details – not Windows or Active Directory).
- A valid Microsoft, Google or Office 365 account.



NOTE: If you intend to use an Office 365 account for administrator access, the administrator will need to first associate their Office 365 Active Directory with the SIMS Teacher app via the Azure Active Directory Synchronization Services. Information is available from the [SIMS Teacher app Help Centre](#).

- Internet access and the use of a latest supported internet browser: Internet Explorer, Chrome, Firefox or Safari.

As part of the setup process you will need to know who the administrator will be. Ensure that you know the following information about the administrator contact:

- Job Title
- Title
- Forename
- Surname
- Phone Number
- Email Address

Step 2: Configuring the SIMS Services Manager

The SIMS Services Manager (SSM) provides the link between the SIMS Teacher app service and the school's SIMS system.

The SSM was automatically delivered as part of the SIMS 2014 Autumn Release.



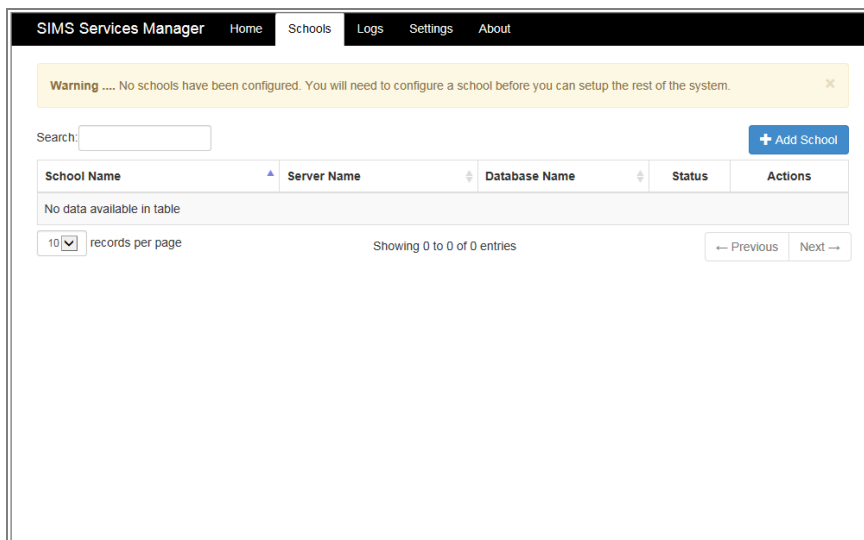
NOTE: Centrally hosted environments can use the SIMS Services Manager user interface to set up all of the connections and school information per site. Alternatively, the support team can edit the `settings.xml` file located in the `\Program Data\SIMS\SIMS Services Manager` folder. This is recommended if there are multiple sites to manage.

Further information about the SIMS Services Manager is available from My Account (<https://myaccount.capita-cs.co.uk/>).

Adding/Editing School Details

If the school is already configured in SSM, begin from step 3.

1. On the SIMS Server, browse to <http://localhost:50000>, or use the **SIMS Services Manager** desktop shortcut.
2. If the following page is displayed (the **SSM Schools** page), the school has not been configured in SSM. Click the **+ Add School** button and continue with the following instructions.



- Enter the **School Name**, **Server Name** and **Database Name** and select **Use Windows Authentication**.

- Click **Add database permissions to account ******* and enter the **SQL Username** and **SQL Password**.
- Click the **Save** button.
- Click the **Refresh Services** button and confirm that the school has been added.

School Name	Server Name	Database Name	Status	Actions
Green Abbey	W7PC1081\sims2012	4TA	✓	[List] [Edit] [Delete]

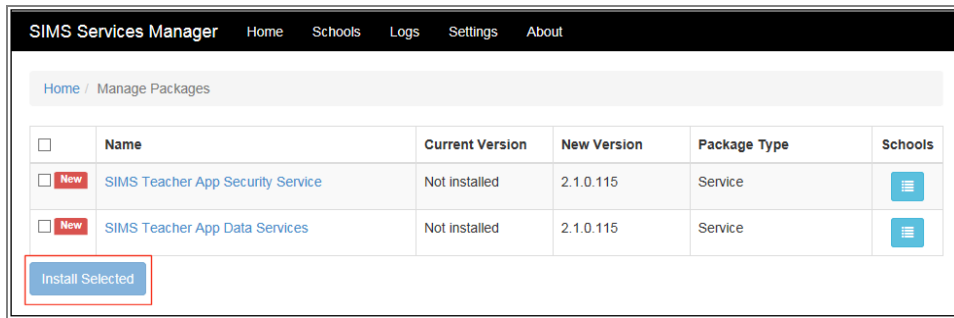
- Click **Home** on the top menu.

Managing Packages

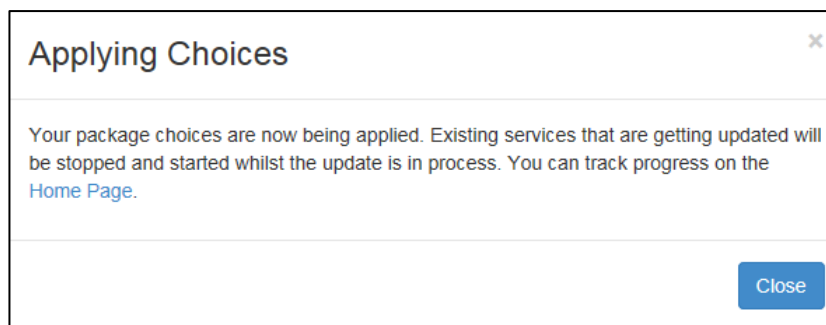
- Click the **Manage Packages** button.

Name	Version	Status	Type	Actions

2. Select both Teacher app packages and click the **Install Selected** button.



3. Click the **Close** button on the **Applying Choices** dialog.



Step 3: Setting Up the SIMS Teacher app

Launching your School's Setup Website

1. To complete the installation of the SIMS Teacher app service, you will need the email sent by Capita SIMS (noreply@simsteachermanagement.co.uk) to the school contact. This email contains a unique activation link for the school's setup of the Teacher app system.

Congratulations, your SIMS Teacher app order for Test School has been successfully processed. Welcome to the SIMS Teacher app service!

The rest of this email contains important information about SIMS Teacher app setup. The Teacher app setup has been designed to be self-service by the school's SIMS IT support.

IMPORTANT: Please forward this email to your school's SIMS IT support who will need the information below to setup the Teacher app.



IMPORTANT NOTE: The activation link is valid for **two weeks** from receiving the email. Please forward the email to your school's SIMS IT support, as they require the information to set up the Teacher app for your school.

The activation link within the school's email is illustrated in the following graphic:

STEP 1: setting up the teacher app service

- This should be completed by the school's SIMS IT support
- The following information should be used by the school's SIMS IT support that will be setting up the SIMS Teacher app service for the school. Please use the following link to access the setup website for your school's Teacher app: [Click here to setup the Teacher app service](#)

2. Once the activation link has been selected, the Teacher app setup website will be launched. Select **Get started** to begin the setup process.

Welcome to the SIMS Teacher app setup

The following website will take you through the SIMS Teacher app setup process for Test School.

As the Teacher app is a secure business app, software must first be configured on the school's system before it can be used.

The Teacher app setup has been designed to be self-service and should be carried out by your school's SIMS IT support.

Getting started

There are 3 steps to complete for the setup of the Teacher app – before you get started please ensure you have everything you need to complete the setup process, plus ensure you have followed the technical pre-requisites for the service. Details of what you'll need can be found in the [SIMS Teacher app pre-requisites](#).

Just so you know...

If you would like your Teacher app system to be setup by Capita SIMS or to arrange a remote overview session of how the Teacher app works please contact us at: **0800 170 1726 FREE**. Setup and overview sessions by Capita are arranged for an additional charge.

Get started

Adding your Teacher app Licence Key to SIMS Service Manager

1. Copy the Licence key from the school's setup website.

Your SIMS Teacher app Licence Key

To enable service communication between the Teacher app and your school's SIMS database, please copy the below key into your school's Teacher app Services Configuration page within SIMS Service Manager (SSM). For guidance, please refer to the [SIMS Service Manager Configuration guide](#).

`t770b8968b484857934798e8bf02c126.1902cc5771224c6a9d53d1a543200891ee4639fcf53a43a9b56a` Copy to Clipboard Copied

Once you've pasted the Teacher app Licence key into your SSM Configuration page, click the button below to check the School Services are configured.

Ready for test...

Check the School Services are configured

2. Return to the SIMS Services Manager (<http://localhost:50000>) console and refresh the page and verify the packages are still started.

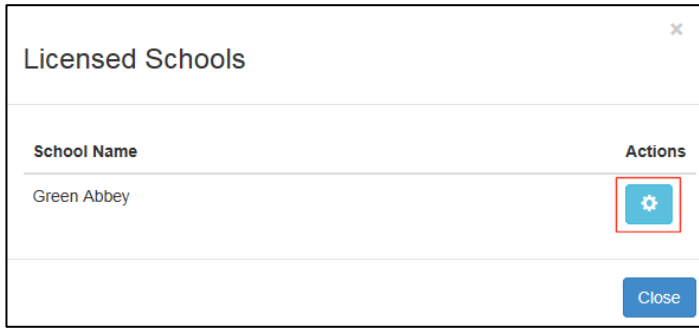
SIMS Services Manager Home Schools Logs Settings About

Manage Packages

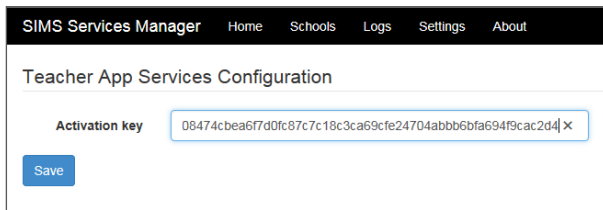
Name	Version	Status	Type	Actions
Login Service for Teacher App	4.1.32.0	Started	SimsService	ON ☰
Data Service for Teacher App	4.1.62.0	Started	SimsService	ON ☰

⏪ ⏩ 1 ⏪ ⏩ 1 Go

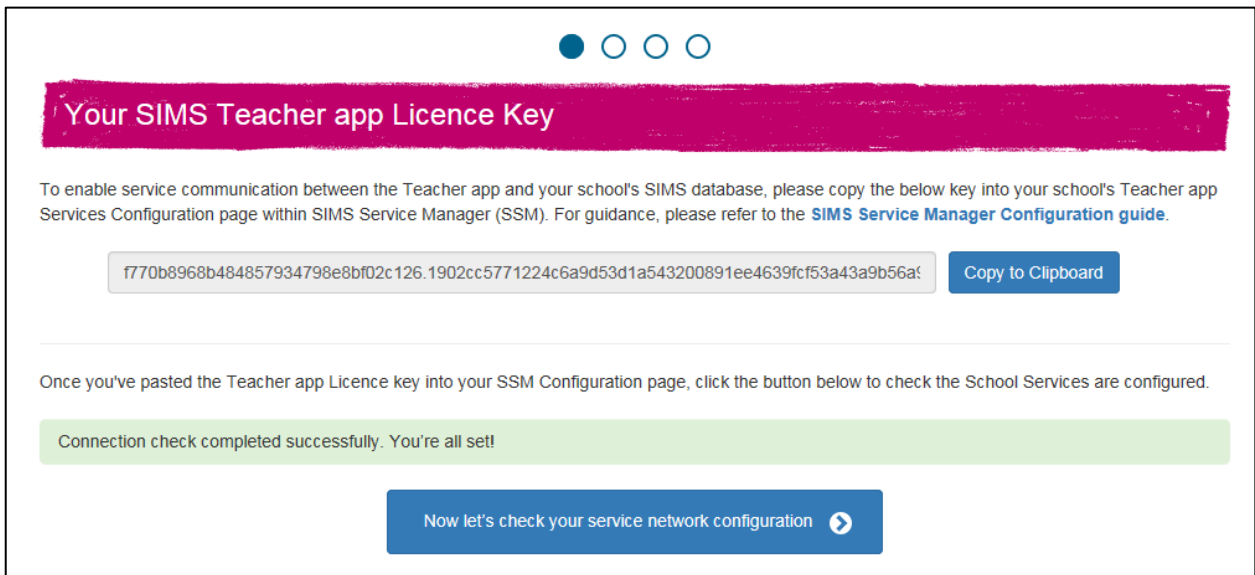
3. Click the **Options** button on the right of the table.



4. Click the **Cog** button.
5. Enter the licence key into the **Login Services**.

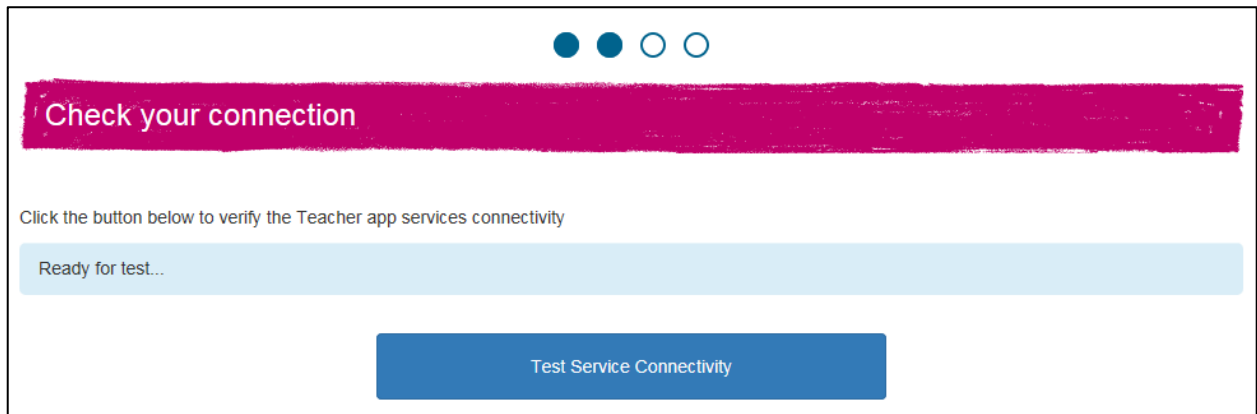


6. Click the **Save** button.
7. Click **Home** on the **SIMS Services Manager** site.
8. Re-start the SIMS Services Manager services by clicking **On** in the **Actions** column to **Off** and then, after a short pause, click it back to **On**. Carry this out for both the Data and Login services.
9. Return to the setup website and select **Check the School Services are configured**.
10. Once the check is completed successful continue onto the next step by selecting **Now let's check your services network configuration**.

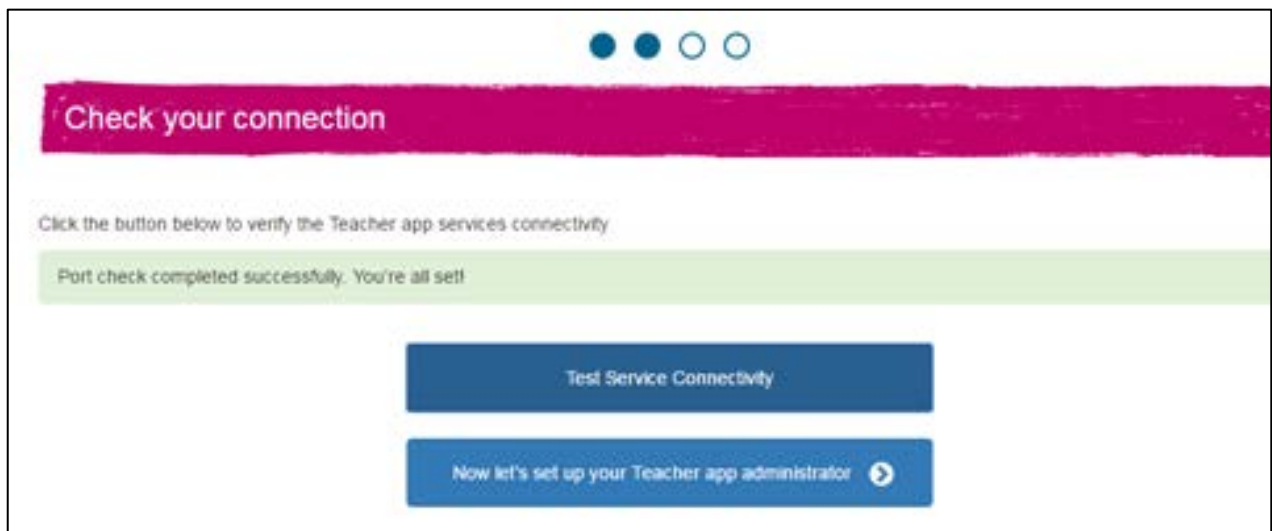


Test your network is setup for the Teacher app

1. To test your network, select Test Service Connectivity to start.



2. If the test is successful, select **Now let's set up your Teacher app administrator**. If the test is not successful, refer to the troubleshooting section of this document.



Set your school Teacher app Administrator

To set your Teacher app administrator, fill out the form and select **Send Invitation**.

Set your school Teacher App Administrator

Your school's Teacher App administrator for **Test School** will be able to add devices, activate users and manage accounts.

An email will be sent to the administrator listed below containing a link to the Teacher app administrator website.

To access the management website, the school's Teacher app administrator will require:

- A valid Microsoft, Google or Office 365 account
- A valid SIMS username and password

If the Teacher app administrator wishes to use their Office 365 account, they will first need to associate their O365 setup with the Teacher app. Details of how to do this are provided in the [O365 association guide](#).

Just so you know...

You can always return to this screen if you need to find out whom to send the invite to. Just click on the link you were sent to return to this screen.

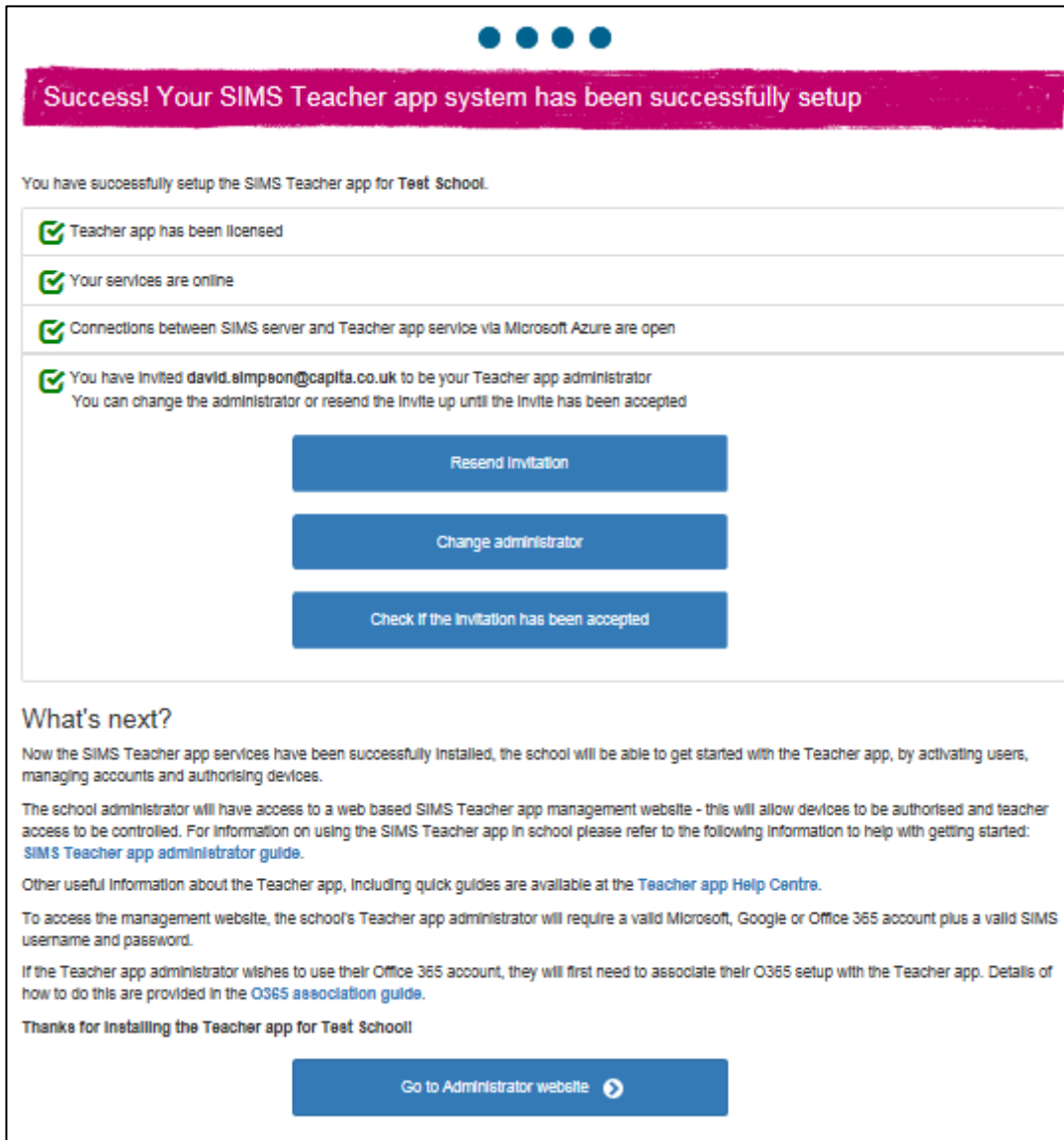
Job Title	<input style="width: 85%;" type="text"/>
Title	<input style="width: 85%;" type="text"/>
Forename	<input style="width: 85%;" type="text"/>
Surname	<input style="width: 85%;" type="text"/>
Phone Number	<input style="width: 85%;" type="text"/>
Email Address	<input style="width: 85%;" type="text"/>
Email Address Confirmation	<input style="width: 85%;" type="text"/>

Send Invitation ➤

Check your Teacher app Administrator is correct

The final page of the process provides a summary of the steps you have already completed and provides you with the ability to check the email address you sent the administrator invitation to is correct and see if it is accepted. On this page you have the ability to resend the invitation.

You can change the administrator if the email address is incorrect, this will return you to the previous app page.



Success! Your SIMS Teacher app system has been successfully setup

You have successfully setup the SIMS Teacher app for Test School.

- ✓ Teacher app has been licensed
- ✓ Your services are online
- ✓ Connections between SIMS server and Teacher app service via Microsoft Azure are open
- ✓ You have invited david.simpson@capita.co.uk to be your Teacher app administrator
You can change the administrator or resend the invite up until the invite has been accepted

Resend Invitation

Change administrator

Check if the invitation has been accepted

What's next?

Now the SIMS Teacher app services have been successfully installed, the school will be able to get started with the Teacher app, by activating users, managing accounts and authorising devices.

The school administrator will have access to a web based SIMS Teacher app management website - this will allow devices to be authorised and teacher access to be controlled. For information on using the SIMS Teacher app in school please refer to the following information to help with getting started: [SIMS Teacher app administrator guide](#).

Other useful information about the Teacher app, including quick guides are available at the [Teacher app Help Centre](#).

To access the management website, the school's Teacher app administrator will require a valid Microsoft, Google or Office 365 account plus a valid SIMS username and password.

If the Teacher app administrator wishes to use their Office 365 account, they will first need to associate their O365 setup with the Teacher app. Details of how to do this are provided in the [O365 association guide](#).

Thanks for installing the Teacher app for Test School!

Go to Administrator website

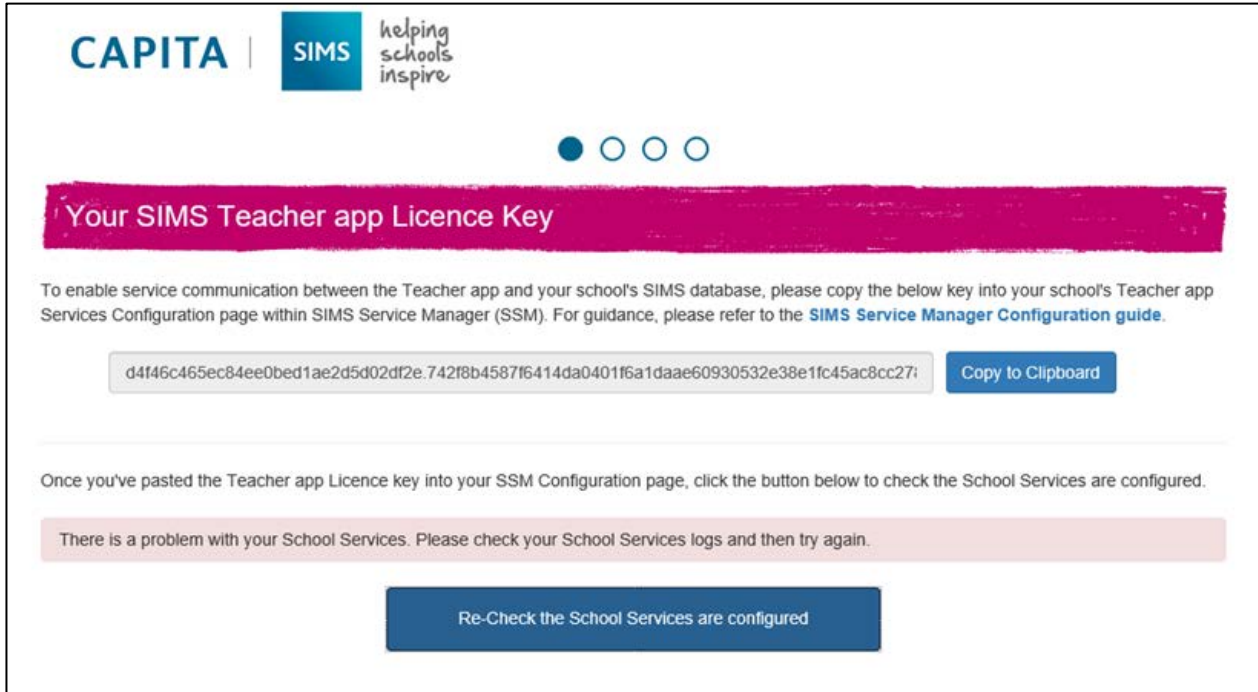
What's Next?

By now your school's Teacher app administrator will have received an email with all the necessary information to access the Teacher app Administrator website. Please advise them to refer to the *SIMS Teacher app Administrator Guide* (available from the [SIMS Teacher app Help Centre](#)).

Troubleshooting

Check your school services are configured returns an error

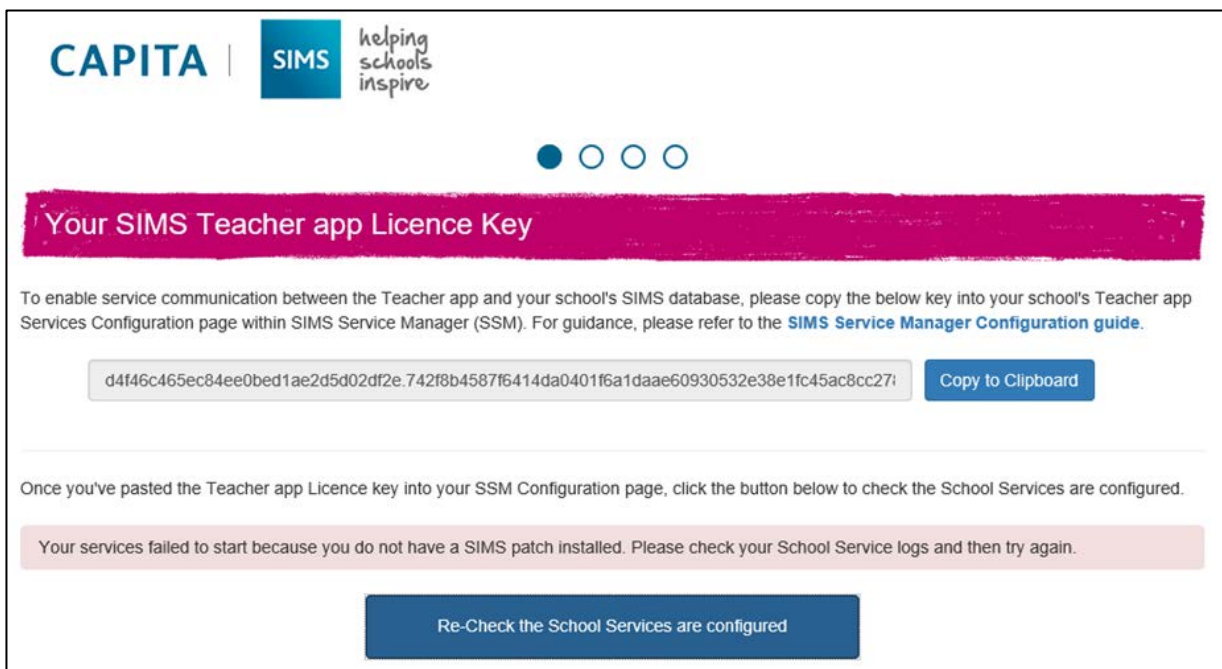
1. If your services haven't successfully started, the following error is displayed:



The screenshot shows the SIMS Teacher app configuration page. At the top, there are logos for CAPITA and SIMS (helping schools inspire). Below the logos is a progress indicator with four circles, the first of which is filled. A pink banner reads "Your SIMS Teacher app Licence Key". Below this, a text box contains a long alphanumeric key, and a blue button labeled "Copy to Clipboard" is to its right. A paragraph of text explains that the key should be pasted into the SSM Configuration page. Below this, a pink error message states: "There is a problem with your School Services. Please check your School Services logs and then try again." At the bottom, a blue button labeled "Re-Check the School Services are configured" is visible.

The reason for this is explained within your School Services logs. The likely cause is that your licence key is incorrect or that you have not restarted the packages. Check you've applied the correct licence key to the school's data and login services and restart the packages.

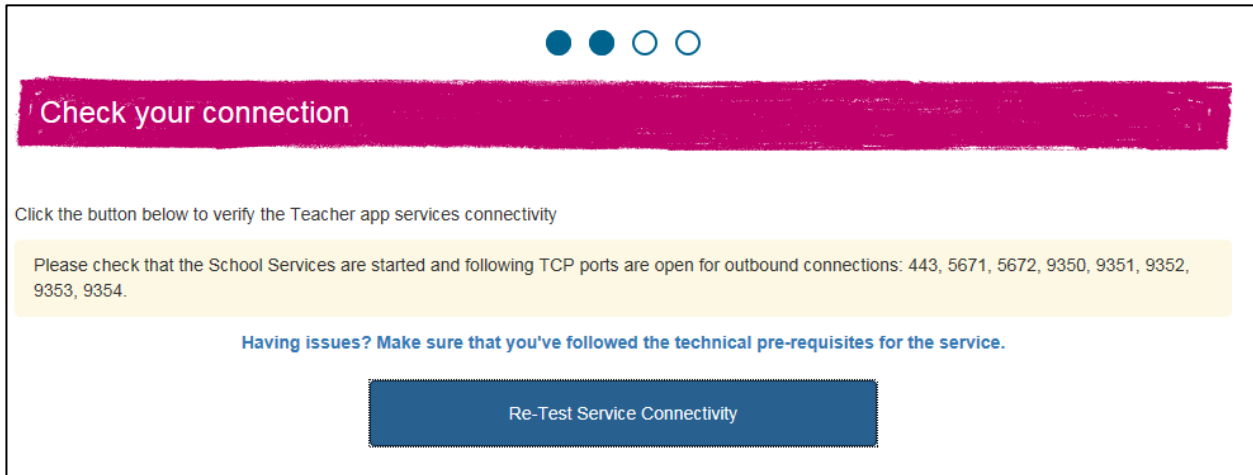
2. If your services return the following error you have set up your Teacher app services to utilise windows authentication but your SIMS database is not yet setup correctly. To resolve this you will need to apply Patch 22463 to your school's SIMS database.



The screenshot shows the SIMS Teacher app configuration page. At the top, there are logos for CAPITA and SIMS (helping schools inspire). Below the logos is a progress indicator with four circles, the first of which is filled. A pink banner reads "Your SIMS Teacher app Licence Key". Below this, a text box contains a long alphanumeric key, and a blue button labeled "Copy to Clipboard" is to its right. A paragraph of text explains that the key should be pasted into the SSM Configuration page. Below this, a pink error message states: "Your services failed to start because you do not have a SIMS patch installed. Please check your School Service logs and then try again." At the bottom, a blue button labeled "Re-Check the School Services are configured" is visible.

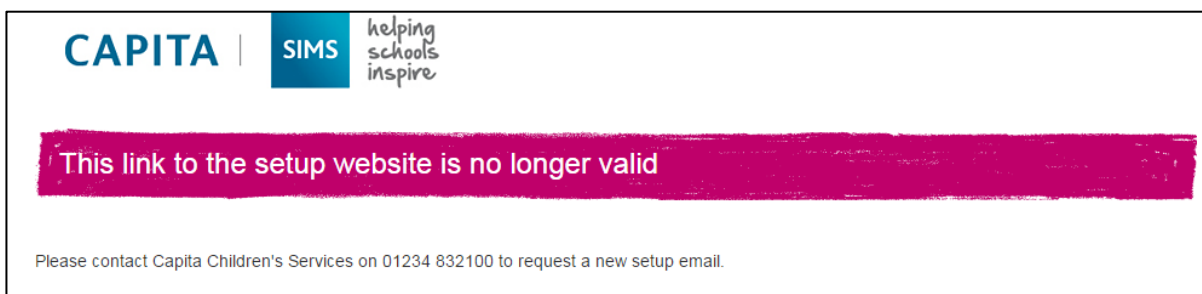
Check your connection page returns an error

If your services return the following error, it is because you have not completed the service connectivity pre-requisites. Check the Data Service Logs for any further information.



Your setup site returns an invalid link

If you experience the following behaviour when using the website, contact Capita Children Services to request a new setup email.



Additional Information

Registering a School Email Address to Create a Microsoft or Google Account

If a teacher or administrator already has a valid Microsoft or Google account, their account can be used to access the SIMS Teacher app using the same username and password. Alternatively, we advise schools to register their existing school email address and their own password to create a Microsoft or Google account for free.

Why do school administrators and teachers need a Microsoft or Google account to access the SIMS Teacher app?

When teachers first access the SIMS Teacher app, they are required to choose either a Microsoft or Google account to authenticate their Teacher app account. Once this has been done, the teacher is required to enter an activation code supplied by the School Administrator, together with a secondary piece of data from SIMS.

Once the successful activation has been completed, the teacher is required to sign-in with their selected Microsoft or Google details each time they log into the Teacher app.

Capita has chosen to use Microsoft Account (previously Windows Live) and Google accounts because many teachers will already have one of these accounts. This has the added advantage that teachers do not have to remember different usernames and passwords, and are always in control of their own access details.

The SIMS Teacher app uses the Microsoft/Google account for safety and to provide secure authentication when you log in to the app. No additional information from your Microsoft Account is required, only what is needed for authentication.

Can school administrators and teachers use their existing school email address for a Microsoft/Google account?

Yes. When creating a Microsoft/Google account, teachers can use their school email address (it does not have to be a Microsoft email address) and their own password. School Administrators and teachers who already have Google or Microsoft accounts can use their existing access details for the SIMS Teacher app.

How to Register your School Email Address to Create a Microsoft Account

1. If a new Microsoft Account is needed, this can be created quickly and is free via <https://signup.live.com>
2. Use your current email address, e.g. john.smith@greenabbey.sch.uk, and fill out the form. You can use your existing password, if required.



IMPORTANT NOTE: After you sign up, Microsoft will send you a message with a link to verify your username. You will need to verify the link Microsoft send to you before your Microsoft Account is activated. Once the Microsoft Account has been created and verified, it can be used to access the SIMS Teacher app.

Registering your School Email Address to Create a Google Account

To create a new Google Account:

1. Go to <https://accounts.google.com/signup>.
2. To use your current email address, e.g. john.smith@greenabbey.sch.uk, click the **I prefer to use my current email address** option.
3. Complete the form. You can use your existing password, if required.
4. Click the **Next step** button and follow the on-screen instructions.

Office 365 Active Directory Integration with the SIMS Teacher app

About the SIMS Teacher app and Office 365 Integration

Many schools are now using Office 365 and teachers can use their Office 365 account details to log in to the SIMS Teacher app. This means that teachers do not need to remember multiple usernames or passwords; for example, login details to their email and office applications and separate login information for the Teacher app. This saves time, frustration and allows for a more seamless user experience and easier user account management for the school.

The SIMS Teacher app allows the school to associate their Office 365 Active Directory with the Teacher app via the Azure Active Directory Synchronization Services. This integration allows teachers who are provisioned and active within the school's Office 365 Active Directory to log into the SIMS Teacher app using their existing Office 365 username and password.

Pre-requisites

It is expected that the following prerequisites are in place before linking the school's Office 365 Active Directory to the SIMS Teacher app:

- Office 365 has already been successfully setup within the school and provisioned user access details to the school's teaching staff.
- Administrator permissions of your Office 365 Active Directory, or access to your school's Office 365 Administrator to complete the integration approval step.
- The SIMS Teacher app has been ordered and the school has received their activation and setup details.

Please refer to the *SIMS Teacher app Office 365 Integration Guide* for step-by-step instructions on how to associate the school's Office 365 Active Directory with the SIMS Teacher app.

Support Included for the SIMS Teacher app Service

The SIMS Teacher app service subscription includes support from Capita Children's Services to help schools when needed. The support service for the SIMS Teacher app includes telephone, email, web and remote support to support your SIMS Teacher app at school.

Support Services Provided by Capita Children's Services

Support provided as part of the SIMS Teacher app service covers:

- Support for the SIMS Teacher app software for tablet devices – iOS, Windows and Android platforms.
- Support for the SIMS Teacher app Management Console.
- Support for the SIMS Services Manager.
- Support for the SIMS Teacher app data services.

Support Services Not Provided by Capita Children's Services

Support provided as part of the Teacher app service does not include the following:

- Support for the device or hardware, including operating system, MDM (Mobile Device Management) system or other third party non-SIMS apps, services or management tools.
- Support for setting up, managing or administering Microsoft or Google accounts, or the school's Office 365 Active Directory.
- Support for the technical environment, network or infrastructure, for example:
 - *Support for the school's Network or Wi-Fi connectivity, either in school or via an external provider.*
 - *Support for the school's Proxy or Firewall connections, either in school or via an external provider.*

Enhanced Support Provided by Capita Children's Services

Support coverage for customers with an Enhanced Support contract will be determined by the level of support purchased as part of their Annual Entitlement. However, this does not include support of iOS, Apple, Android or Windows devices or hardware.

Authentication

The SIMS Teacher app service provides authentication in accordance with the UK government's National Technical Authority for Information Assurance (CESG) 'Guidance for End User Devices Security Guidance: General Security Recommendations':

1. **User to service:** The user is only able to access the SIMS Teacher app service after successfully authenticating to the service, via their device.
2. **Device to service:** Only devices that can authenticate to the SIMS Teacher app service are granted access.

Security

The SIMS Teacher app is a securely hosted, web-delivered service, with data securely transferred in real-time and encrypted between the school's SIMS system (locally or centrally hosted) via the web using standard secure HTTPS TCP/IP protocols to devices authenticated by the school. No school data is stored in the Azure platform (cloud). Data is only transferred via the Microsoft Windows Azure platform (Service Bus).

All data is securely transferred and processed within the EU and complies with UK data protection standards and requirements. All traffic to and from the SIMS Teacher app service is accessed using standard web protocols (HTTPS) and secured using the appropriate SSL certificates. Services are tiered following industry and software vendor best practice principles.

The network architecture is compliant to ISO27001 and utilises a multi-tier isolated VLAN design with fully managed software firewalls on each server, IDS/IPS, SQL firewalls, data encryption and load balancing to ensure security and performance for all users of the SIMS Teacher app service.

The SIMS Teacher app service is fully penetration tested at the application layer and externally by a nominated Security company every quarter.

Device security

Capita SIMS recommends that the school has additional security policies in place to include the use of devices containing school data inside and outside of school premises. Furthermore, it is strongly recommended that the school incorporates additional device security measures that enable the school to remotely wipe, disable and locate a device.

Schools are advised to implement fully an MDM (Mobile Device Management) service allowing for centralised management of security policies, and at a minimum enforce:

- Device passcode
- Regular device passcode change
- Wipe on repeated device passcode failure
- Remote wipe
- Disable screenshot capture on the device.

In addition, schools are advised to ensure the following are in place for devices that are authorised for access to the SIMS Teacher app service:

- Security tag devices
- Conduct a regular physical audit of devices
- Supply users with best practice advice and a governance policy for use and storage of the devices.

Device loss

In the event of a device loss, the following best practice advice is recommended:

1. Immediately attempt a remote wipe of the device if possible.
2. Disable the teacher's SIMS account for at least 24 hours to be certain the session has expired.
3. Reset the SIMS password for the teacher.
4. Reset the Microsoft or Google account for the teacher.
5. Deactivate/revoke the device and the account in the SIMS Teacher app Service Management Console.

6. Re-activate the user through a new device association and teacher account activation code after 24 hours.

Two-factor (2-FA) Authentication for Administrator and Teacher Access

Capita Children's Services strongly recommend that you enable two-step authentication for your SIMS Teacher app administrator and teacher access account (Microsoft, Office 265 or Google) as an extra layer of security.

Two-factor authentication provides an increased level of security for your Microsoft, Office 365 or Google account as additional information is required in order to gain access.

Two-factor authentication is enabled within the Microsoft, Office 365 or Google account (not within the SIMS Teacher app). When it is setup, two pieces of information are required in addition to your username, each time you access the SIMS Teacher app. You will be asked to enter your password plus a security code and can only gain access to the system with these details.

Microsoft or Google will send a unique access code to the user's designated mobile phone via SMS, to a Microsoft or Google app, or via email. This code will provide secure access to the SIMS Teacher app system.



IMPORTANT NOTE: *Two-factor verification is a great tool to help protect a Microsoft or Google account, but it does require the user to keep their account up to date and ensure all login details are kept securely. If the user's security information changes (phone or alternative email), it is important to update their Microsoft or Google account before they discard of any old information.*

If the user knows their password but loses access to their secondary security proof, Capita Children's Services or Microsoft or Google customer support cannot update it for them. The user's only option is to go through a recovery process that enforces a 30 day wait before they regain access to their account. This is to ensure someone malicious hasn't used this as a way to take over their account. Office 365 users should contact their O365 administrator.

If the user loses access to their password and all other security information, they will not be able to regain access to their account. This is a security measure. A new SIMS Teacher app account will need to be setup in the management console and the teacher will need to re-authenticate with a different Microsoft, Office 365 or Google account.

More information on how to enable two-factor (2-FA) authentication for Microsoft accounts is available from the [Microsoft website](#).

More information on how to enable two-factor (2-FA) authentication for Google accounts is available from the [Google website](#).

For information on how to keep information protected, see <http://www.getsafeonline.org/>.