SIMS Teacher app: Order and Setup Guide

This quick guide is for schools who are ordering the SIMS Teacher app

About the Teacher app order process

The SIMS Teacher app can be ordered online at **https://setup.capita-sims.co.uk/orderteacherapp**

Once your order has been submitted it will be reviewed by Capita SIMS. You will receive an initial Order Request Acknowledgment by email straight away.

If we require further information to help verify your order request, we will contact you at the email address provided. Once we have verified your order you will receive an order confirmation email and activation link.

What you need to do:

The following information details the steps needed to get the Teacher app ordered and installed for your school:

1. You need to order the SIMS Teacher app online at **https://setup.capita-sims.co.uk/orderteacherapp**

2. Once the order has been verified, you will receive your SIMS Teacher app activation email
This email contains an activation link (valid for 14 days) required for the installation – please keep it safe

3. You will need to arrange with your school's SIMS IT support to install the Teacher app – please forward the activation email to them, as they require the information to set up the Teacher app for your school
If you would like your Teacher app system to be setup by Capita SIMS this can be completed for an additional charge

4. You will need to ensure your school's internet connection is ready to use for the Teacher app – please see the **information in this document** for details of what you need to do

5. Once the installation has been completed onto your school's SIMS system, the nominated Teacher app administrator at the school can then complete the setup by authorising devices and activating staff accounts

6. Following your order confirmation you will receive a Teacher app agreement summary document from your SIMS contact - this will need to be signed and sent back to Capita Children's Services within 2 weeks of receiving this agreement document otherwise your Teacher app service will be suspended

If you have ordered the Teacher app install service from Capita, a member of the SIMS team will be in touch to arrange this with you. **Please do not proceed with the install using the activation details received until you have been contacted by a member of the SIMS team, and your install has been completed.**

>> Please see the next section on getting started information and things to check

Getting started with the Teacher app at your school:

Once the installation has been completed onto your school's SIMS system, the nominated Teacher app administrator at the school will be able to login into the Teacher app management console and complete the setup - by authorising devices and activating staff accounts.

Ensuring your school's internet connection is ready for the Teacher app

As the SIMS Teacher app uses secure data connections to transfer data from SIMS to the school staff's tablet devices using the app, it is very important to ensure that any internet connections into the school have the required access port open and URLs (web addresses) whitelisted.

Because many schools and their internet providers often use firewalls, web filtering and proxy servers for security your Teacher app service may not work correctly if you do not make sure the required connection ports are opened.

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 requires outbound HTTPS connection through TCP port 443

URLs/website addresses:
The Teacher app service requires the following URLs (web addresses) 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

NOTE: These URLs must be whitelisted where any proxy server, firewall or web filtering system is in use.

In addition, the party responsible for hosting SIMS Services Manager on your behalf must also whitelist the following URL's in any proxy server, firewall or web filtering system in use on their infrastructure:
- *.servicebus.windows.net (Note that wildcard is important)
- simsmobile-sb.accesscontrol.windows.net
- www.simsteacherappactivation.co.uk

Please note that if your school hosts SIMS Services Manager internally (i.e. not via a third party) then you will need to whitelist both sets of URLs listed above.

Further information and useful guides to help get started

To help get started with the Teacher app at your school we have a range of useful guides available:

- **SIMS Teacher app system setup guide**
- **SIMS Teacher app Office 365 Integration Guide**
- **Setting up Microsoft and Google Accounts**
- **SIMS Teacher app School Administrator Guide**
- **SIMS Teacher app Teacher Getting Started Guide, iOS**
- **SIMS Teacher app Teacher Getting Started Guide, Windows**

Further information and links to useful documents, resources, quick guides and information to help you make the most of the app for your school are available through the SIMS My Account Portal:
https://myaccount.capita-cs.co.uk/hot-topics/sims-teacher-app-documentation/