



helping  
schools  
inspire



# SIMS Teacher app Administrator Guide

Version 4.1

**Version 4.1****Information use and disclaimer**

The information contained within this SIMS Teacher app Administrator Guide should not be distributed, shared, reproduced, in any material form (including photocopying or storing it in any medium including by electronic means and whether or not transiently or incidentally) without the written permission of Capita Children's Services.

Whilst every effort is made to ensure the technical accuracy of the information contained within this document Capita Children's Services is not responsible for, and does not accept any liability in respect of, any claims, losses or damages (howsoever they arise) made or incurred by any persons or bodies as a result of using the information contained within this document.

© 2016 Capita plc.



Capita Children's Services  
Franklin Court  
Stannard Way  
Priory Business Park  
Cardington  
BEDFORD  
MK44 3JZ

[www.capita-sims.co.uk](http://www.capita-sims.co.uk)

# Contents

<b>Introduction.....</b>	<b>1</b>
About this Document .....	1
About the SIMS Teacher app .....	1
About the SIMS Teacher app Administrator Role.....	1
Supported Platform Operating Systems/Devices: .....	1
<b>Getting Started with the SIMS Teacher app Management Console .....</b>	<b>2</b>
Accessing the Teacher app Management Console.....	2
<b>Associating Devices and Activating School Staff Accounts.....</b>	<b>4</b>
Step 1: Authorising devices .....	4
Entering the association code into the SIMS Teacher app.....	5
Step 2: Activating staff accounts.....	5
Entering the staff activation code into the SIMS Teacher app .....	7
<b>Preparing the SIMS System for the Teacher app .....</b>	<b>9</b>
Provisioning School Staff Details.....	9
Checking the correct permissions and status for school staff.....	9
SIMS and the SIMS Teacher app – Key Dependencies .....	10
Timetabled sessions and lessons .....	10
Attendance .....	10
Recording Achievement and Behaviour in the SIMS Teacher app .....	10
Checking the Achievement, Behaviour and Attendance Codes are Enabled.....	11
Assessment Manager .....	12
SIMS Dinner Money .....	12
<b>Setting up Offline Working Mode for School Staff.....</b>	<b>13</b>
<b>Blocking Access to and Deleting Devices.....</b>	<b>14</b>
Blocking Access to an Authorised Device .....	14
Deleting a Device from your Teacher app system.....	14
<b>Stopping or Resetting Staff Member's Account .....</b>	<b>15</b>
<b>SIMS Teacher app Security and Authentication .....</b>	<b>16</b>
Authentication .....	16
Security .....	16
Two-factor (2-FA) authentication for Administrator and Teacher Access.....	17
<b>Automatic updates of the SIMS Teacher app .....</b>	<b>18</b>
Enable Automatic Downloads on your iPad .....	18
Requirements for Automatic Downloads.....	18
Enable Automatic Downloads .....	18
Further information about automatic downloads.....	18
<b>SIMS Teacher app Data Sharing Update .....</b>	<b>19</b>
SIMS Teacher app Data Movement Overview .....	19
SIMS Teacher app Transfer and Use of Personal Information .....	19
<b>Support included for the SIMS Teacher app service .....</b>	<b>20</b>
<b>Troubleshooting and useful notes .....</b>	<b>21</b>
Teacher app failing to connect/login .....	21
Problems recording achievement or behaviour information .....	21
Problems recording attendance/registration .....	21
Activation details not recognised .....	21
Teacher app services not running.....	21
Useful Notes .....	22
Using the iPad Voice Dictation option.....	22
Using the Google sign-in on the Teacher app management console.....	23
Update information and using a generic administrator Teacher app email address .....	23

# Introduction

## About this Document

This document is intended to provide a useful reference for school administrators to help get started with the SIMS Teacher app service from Capita Children's Services (CCS).

## About the SIMS Teacher app

The SIMS Teacher app service is the provision of an iOS, Windows and Android tablet application and supporting secure data services that integrate with a school's SIMS system, and enables school staff that have been given authorised access to record attendance, behaviour achievement and assessment data, plus access useful student information through a tablet device.

## About the SIMS Teacher app Administrator Role

The Teacher app provides a management console for each school to access in order to manage the authentication of tablet devices and teacher accounts for the Teacher app service. The management console allows an administrator to manage:

- (1) Device authorisation** – each device has a unique association code to ensure only devices which can authenticate to the SIMS Teacher app service are granted access.
- (2) School staff access** – to ensure the user is only able to access the SIMS Teacher app service after successfully authenticating to the service, via their device.

The purpose of the two step activation process for the SIMS Teacher app is to provide controls for the schools to ensure only devices the school authorises can be used, and secondly, only school staff the school wishes to have access to the school's SIMS data via the Teacher app are allowed and controlled.

## Supported Platform Operating Systems/Devices:

The SIMS Teacher app is compatible with the following platform operating systems and devices:

- **Apple iOS versions iOS 8 or iOS 9**
  - iPad 2
  - Third-Generation iPad
  - Fourth-Generation iPad
  - iPad mini
  - iPad Air
  - iPad Pro
- **Windows 8.1, Windows 10 and Windows RT compatible tablet devices**

Due to the increasing number of Windows compatible tablet devices available, we are unable to test the Teacher app on every single one, but we have carried out successful tests on a number of major devices.
- **Android OS version 4.4.2 or above tablet devices**

Due to the increasing number of Android tablet devices available, we are unable to test the Teacher app on every single one, but we have carried out successful tests on a number of major devices.
- The SIMS Teacher app is not compatible or supported on Amazon Kindles or Google Chromebooks.

### Devices

Capita SIMS does not provide devices (iPads or other Windows or Android compatible devices) as part of the Teacher app service – schools are required to provide the devices to be used.

# Getting Started with the SIMS Teacher app Management Console

The SIMS Teacher app management console allows the school administrator to enable access for school staff to SIMS data, via their activated devices.

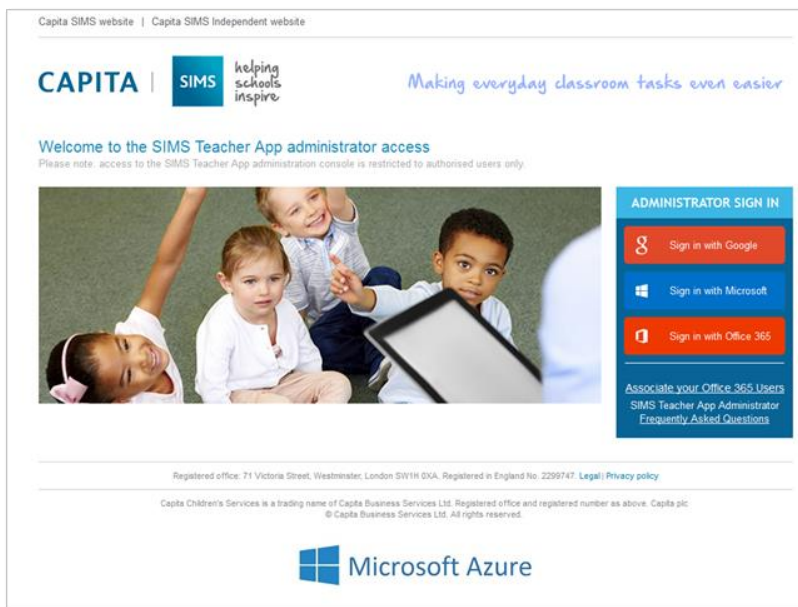


**NOTE:** The school administrator will need to have created their own Microsoft or Google account before accessing the SIMS Teacher app management console, or they can use their O365 account if this has been associated with the Teacher app service. The Microsoft, Google or O365 account will always be used as the administrator's username and password for their SIMS Teacher app management system. They will also need a valid SIMS Username and Password.

## Accessing the Teacher app Management Console

1. The Teacher app management console can be accessed at <https://setup.capita-sims.co.uk>.

The Teacher app management console will display as below in your browser:

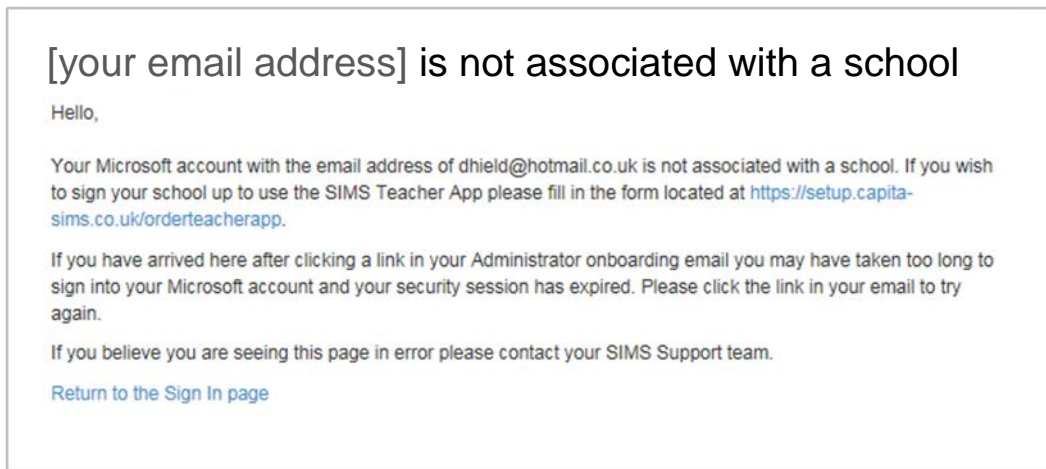


2. Select either the **Microsoft**, **Google** or **Office 365** sign in option and enter your account details when prompted.



**NOTE:** If using an Office 365 account for administrator access to the Teacher app, the admin will need to first associate their Office 365 Active Directory with the Teacher app via the Azure Active Directory Synchronization Services. Information on how to do this is available in the **Teacher app Office 365 Integration Guide**.

If you log in with your Microsoft, Google or Office 365 details and are then presented with a screen similar to the following image, this means that the management console does not recognise the access details you have entered. This is because either you are not yet set up, or the account is not linked with the school.



3. If your Microsoft, Google or Office 365 access details are successfully entered and verified, you will be prompted to enter your SIMS username and password. Enter your details and click **Login**.

Sign Out

## Login to SIMS

Please provide your SIMS credentials to manage your schools Teacher App

SIMS User Name

SIMS Password

Login

4. Following successful login, you will now access the standard Teacher app management console.

The management console provides 3 screens:

**Devices** – allows you to create association codes for devices your staff wish to use

**Users** – displays a list of all staff from your school's SIMS system

**Account** – allows you to associate your Office 365 Active Directory for your school staff

Sign Out

## Manage Devices

Manage Device access to the SIMS Teacher App

Devices Users Account

Status	Name	Association Code	Additional Information
--------	------	------------------	------------------------

# Associating Devices and Activating School Staff Accounts

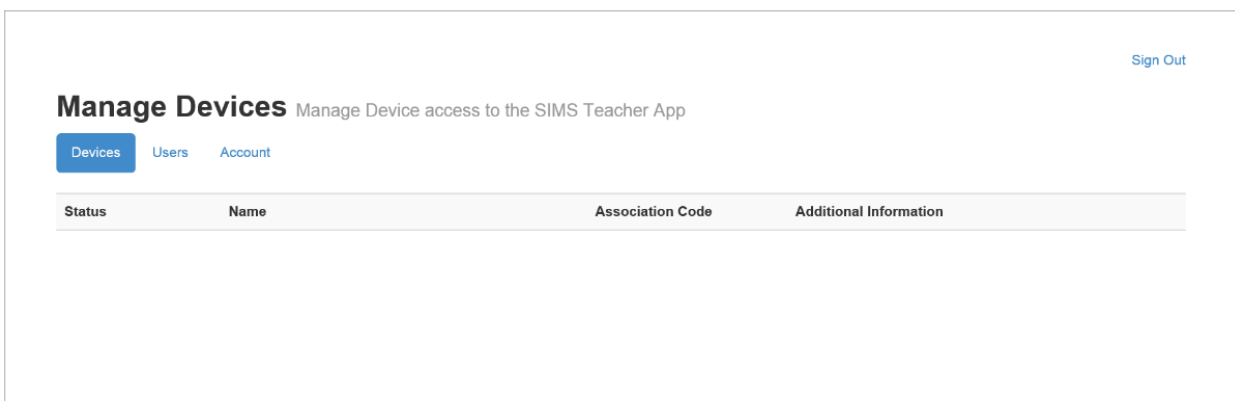
For staff to use the SIMS Teacher app, two steps require completion. This two-step activation process ensures that only devices authorised by the school can be used, and only authorised staff can access the school's data via the Teacher app.

The following sections provide an easy step-by-step guide to help with the device and teacher activation steps.

## Step 1: Authorising devices

In order to use a device with the SIMS Teacher App, you must first create a unique code that must be entered into the Teacher app when the App is first accessed on a device.

1. From the SIMS Teacher app management console, select the **Devices** option.

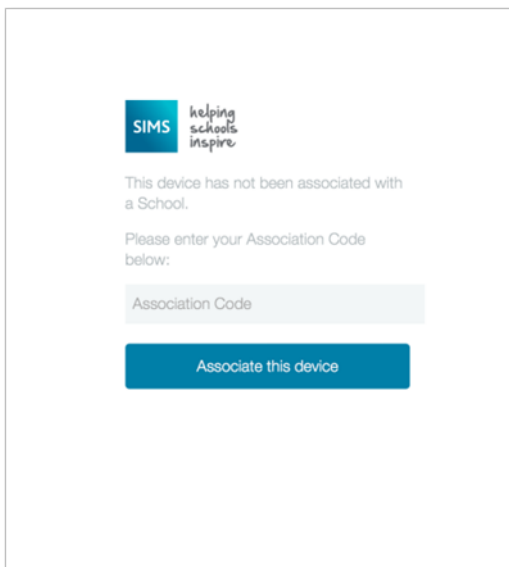


The screenshot shows the 'Manage Devices' page in the SIMS Teacher app management console. At the top right is a 'Sign Out' link. Below the title 'Manage Devices' is a subtitle 'Manage Device access to the SIMS Teacher App'. There are three tabs: 'Devices' (selected), 'Users', and 'Account'. Below the tabs is a table with the following headers: 'Status', 'Name', 'Association Code', and 'Additional Information'. The table body is currently empty.

2. To add a new device, select the **+ Add new device** button and enter a relevant device name into the **Name** field (this name must be unique).
3. Enter any relevant information into the **Additional Information** field, such as an asset tag of the device to be authorised.
4. Select the **Add device and generate association code** button to create a unique **association code**.

## Entering the association code into the SIMS Teacher app

1. Download the Teacher app from the App Store on the device by searching for **SIMS Teacher**.
2. Open the app and tap the **Sign In** option.
3. Enter the relevant **Association code** then tap on the **Associate this device** button



4. Once the association code has been entered correctly, a confirmation message is displayed.

## Step 2: Activating staff accounts

Create **Activation Codes** for staff that the school wishes to allow access to the Teacher app.

This process will create a unique activation code that is required to be entered into the Teacher app when the app is accessed on a device, once the device association code has successfully been entered.

This activation step by school staff is a one-off process to ensure authorised staff can access the Teacher app.



**IMPORTANT:** As part of staff account activation, the member of staff will be required to enter their **Unique Activation Code** plus their **Date of Birth**.

Ensure that staff dates of birth are entered within the school's SIMS system.



1. The Teacher app management console provides a full list of active users within your school's SIMS system.

**Manage Users** Manage Users access to the SIMS Teacher app

Devices **Users** Account

**Steps to setup users**

1. Select the users you want to setup using the checkboxes.
2. Save your selection using the 'Save' button at the bottom of the page.
3. Click 'Download Activation Codes' to get a spreadsheet containing their user activation codes.

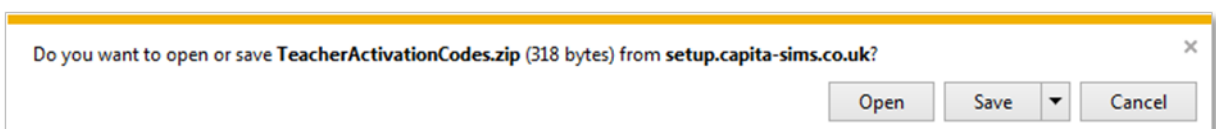
Search on name, email, status, role, etc.

Status	Title	First Name	Last Name	Email Address	Role	Offline Working		
<input checked="" type="checkbox"/>	Activated	Mrs	Anita	Abell	simsapp8@outlook.com	Teacher	Disabled	Actions ▾
<input checked="" type="checkbox"/>	Activated	Mrs	Mary	Anderson	simsapp1@outlook.com	Teacher	Enabled	Actions ▾
<input checked="" type="checkbox"/>	Activated	Mrs	Selina	Andrews	simsapp2@outlook.com	Teacher	Enabled	Actions ▾
<input checked="" type="checkbox"/>	Not Activated	Mr	John	Atkinson	XXXXXXXXXXXXXXXXXXXX	Teacher		
<input type="checkbox"/>	Not Setup	Mr	Adrian	Blackler	XXXXXXXXXXXXXXXXXXXX	Teacher		
<input type="checkbox"/>	Not Setup	Mrs	Jennifer	Boswell	XXXXXXXXXXXXXXXXXXXX	Teacher		

To activate one or more members of staff, select the check box adjacent to the staff member's name. Click the **Save** button.

2. Click the **Download Activation Codes** button. This generates unique codes for each member of staff, which they are required to enter into the Teacher app when prompted.
3. The **Download Activation Codes** generates a CSV file (within a ZIP folder), containing the list of staff selected, their activation status and their unique activation codes.

A window may appear asking if you wish to **Open** or **Save** the Teacher app activation code zip folder – open or save to a location on your PC/laptop to access the file.



The CSV file can be saved or can be opened in Microsoft Excel.

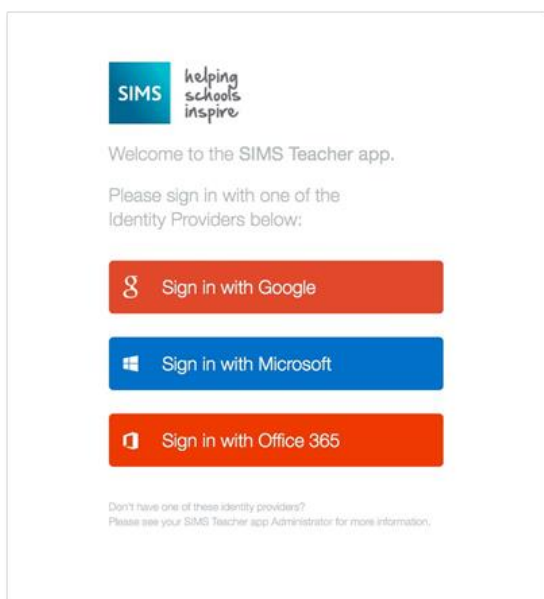
	A	B	C	D	E	F	G	H
1	TITLE	FIRSTNAME	LASTNAME	TEACHERID	ACTIVATIONSTATUSDISPLAY	ACTIVATIONCODE		
2		Anita	Abell		Not Activated	TYZYXPLBB		
3		Mary	Anderson		Not Activated	TLBYXCDYK		
4		Selina	Andrews		Not Activated	THLWTZKKY		
5		John	Atkinson		Not Activated	TPGCTDBYH		
6		Adrian	Blacker		Not Activated	TTHTBLBXY		
7		James	Brown		Not Activated	TMBKPXXBA		
8		Paul	Brown		Not Activated	TRGTRWGGZ		
9		Katie	Burrows		Not Activated	THKLBYCPG		
10		Fiona	Burton		Not Activated	TLMGCPCDZ		
11		Lynn	Chase		Not Activated	TCAHXMWZY		
12		Jane	Darby		Not Activated	THH7GWNXR		

4. Provide the activation code from the CSV file to the corresponding member of staff – they will be required to enter this unique code into the Teacher app when prompted as part of the initial security and verification process.

## Entering the staff activation code into the SIMS Teacher app

1. Open the Teacher app on the device you wish to authorise, then tap on the **Sign In** option.
2. Sign-in with an identity provider – either Microsoft, Office 365 or Google account.

The member of staff can use either a new or existing Microsoft, Office 365 or Google account. This will serve as the member of staff's login details for the Teacher app from this point onwards each time they log in to the app.





**NOTE:** If you are using an Office 365 account for staff access, you will need to first associate their Office 365 Active Directory with the Teacher app via the Azure Active Directory Synchronization Services. Information on this is available in the **Teacher app Office 365 Integration Guide**.

3. The member of staff is required to enter the **Unique Activation Code** provided to them, plus their **Date of Birth** as recorded in the school's SIMS system.

Both of these pieces of data are required to match to allow the teacher to access the Teacher app service.

The screenshot shows the SIMS Teacher app interface for associating a Microsoft account. At the top is the SIMS logo with the tagline 'helping schools inspire'. Below it, a message states: 'Your Microsoft account with the email address \_\_\_\_\_ is not currently associated with your SIMS account.' This is followed by the instruction 'Please fill in the fields below to make the association:'. There are two input fields: 'Activation Code' and 'Date Of Birth'. At the bottom is a blue button labeled 'Associate my accounts'.

Once logged into the Teacher app, the staff member is required to set their own 4-digit PIN passcode. This gives access to the app in online or offline mode.

The screenshot shows the SIMS Teacher app interface for setting a PIN. At the top is the SIMS logo with the tagline 'helping schools inspire'. Below it, the text 'Please enter your passcode.' is displayed above four empty circles for digit entry. A numeric keypad is shown below, with buttons for digits 1 through 9, 0, and a 'Delete' button.

# Preparing the SIMS System for the Teacher app

The SIMS Teacher app service will display data held within in your school's SIMS database securely and in real-time (live) to school staff who you authorise for access through the App.

It is therefore vital that procedures are in place to ensure that data is accurate, up to date, complete and appropriate, both prior to issuing association information and subsequently. The following is a possible but not exhaustive list of key data- and system-related issues that each school should check before rolling out the SIMS Teacher app service to school staff.

## Provisioning School Staff Details

The SIMS Teacher app has been designed specifically for teachers to support key administration activities such as taking registration and recording achievement and behaviour information.

The iOS version of the Teacher app does allow any member of the school staff who is listed in SIMS as active to be able to have access to the Teacher app. The functions available within the Teacher app for the staff member will be based on their SIMS permissions configured by the school.

For example, support staff may not be able to take attendance, but can view student details and record achievement/behaviour information.



**IMPORTANT NOTE:** When activating school staff for the Teacher app:

- Users need to be active within the school's SIMS system.
- Review assigned permissions within SIMS for staff who you are providing access to the Teacher app.
- Ensure the user's date of birth is correctly recorded within the school's SIMS system before creating the user's activation code – this is required when the user activates their account.

## Checking the correct permissions and status for school staff

In order for school staff to be displayed in the user list within the SIMS Teacher app management console, the member of staff must be currently listed in SIMS as currently active.

For specific permissions assigned to the member of staff having access to the Teacher app, review your SIMS system by navigating to **Group Permissions | System Manager**.

For teaching staff, the following details must be applied to their account:

1. Within the school's SIMS system, access **Focus | Person | Staff | Search** and select the member of staff.
2. Navigate to the **Employment Details** tab.
3. Ensure the box labelled **Teaching Staff** is ticked, then click **Save**.
4. Ensure the **Employment Start Date** is populated. This date cannot be in the future.
5. The Teacher must have the **Date of Birth** field populated.

The teacher must also have the following permission applied:

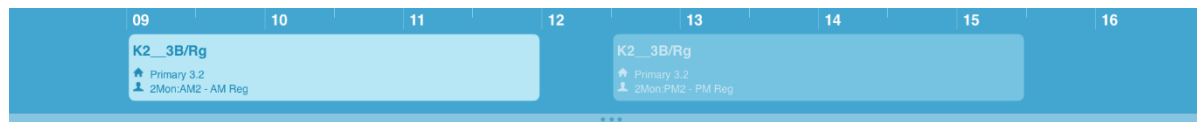
1. Within the school's SIMS system, navigate to the **Group Permissions** tab:
2. Within **System Manager**, the member of staff must have the **Class Teacher** permission selected and active.

## SIMS and the SIMS Teacher app – Key Dependencies

The SIMS Teacher app utilises the following aspects of the main SIMS system to present relevant data and resources.

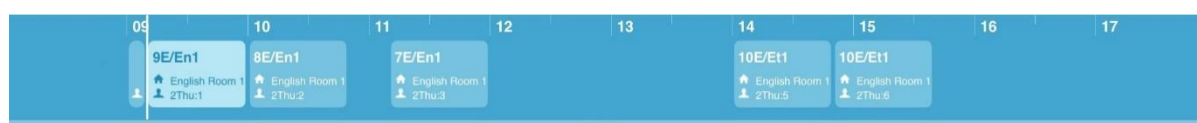
### Timetabled sessions and lessons

The Teacher app displays AM and PM sessions (including cover sessions) from the school's SIMS system as default, with the assigned pupils and students showing within these sessions.



### Lesson Monitor timetables

Where a school has SIMS Lesson Monitor active within their SIMS system, the Teacher app displays individual lessons or sessions (including cover lessons) as timetabled within SIMS.



No other configuration of timetabled lessons or sessions from SIMS is displayed within the Teacher app.

### Attendance

The Teacher app integrates directly with SIMS attendance and will display the attendance codes as configured and set as active within the school's SIMS system.

Navigate to **Tools | Setups | Attendance Setup | Codes | Maintain Codes**. For each Attendance Code, ensure that the **Active** status box is ticked, then click the **OK** button.

## Recording Achievement and Behaviour in the SIMS Teacher app

The SIMS Teacher app uses certain values from the SIMS system to provide key functionality such as recording achievement and behaviour information. In order for these values to be available within the Teacher app, they have to be made available to use by setting the **Active** option within SIMS.

The achievement and behaviour types have an indicator in the school's SIMS system that defines whether they can be used from the class register level, which is needed by the Teacher app.

## Checking the Achievement, Behaviour and Attendance Codes are Enabled

### Achievement

Within the school's SIMS system, navigate to **Tools | Setups | Behaviour Management | Achievement Type**.

**Maintain Achievement Types**

Save Undo Print

Code	Description	Points	Active	Include in Register
ACAD	Academic	99	False	No
AA	Academic Achievement	99	True	Yes
AC	Accreditation	10	True	Yes
CH	Joining and participating in a choir	3	True	Yes
EB	Excellent behaviour	5	True	Yes
CLUB	Joining and participating in a Club	3	True	No
EE	Excellent Effort	2	True	No
HO	Helping others	2	True	No
OTH	Other	1	True	No
OW	Outstanding Work	3	True	No
LP	Good lesson participation	4	True	No
SC	Staying in class	2	True	No
BAND	School Band	1	True	No
HW	Homework handed in on time	2	True	No

New Open Delete Register

Move Up Move Down

For each Achievement Type, ensure that the **Active** status is **True** and that **Include in Register** is set to **Yes**.

### Behaviour

Within the school's SIMS system, access the following 2 screens

Navigate to **Tools | Setups | Behaviour Management | Behaviour Type**.

For each Behaviour Type, ensure that the **Active** status is set to **True** and **Include in Register** is set to **Yes**.

**Maintain Behaviour Types**

Save Undo Print Link

Code	Description	Points	Active	Include in Register	Bullying Type
AP	Assault	1	True	No	No
BULL	Bullying	1	True	No	No
DP	Damage to Property	1	True	No	No
DF	Defiance	1	True	Yes	No
DISR	Disruptive Behaviour	1	True	Yes	No
FT	Fighting	1	True	No	No
HW	Homework	1	True	Yes	No
IS	Illicit Substances	1	True	No	No
IW	Inadequate Work in Class	1	True	Yes	No
INSO	Insolence	1	True	No	No
LINC	Lunch Time Incident	1	True	No	No
EQ	Not equipped for lessons	1	True	Yes	No
PLAS	Persistent Lateness to School	1	True	No	No
RACI	Racist Incident	1	True	No	No

New Open Delete Register

Move Up Move Down

Navigate to **Tools | Setups | Behaviour Management | Behaviour Role Type**. For each Behaviour Role, ensure that the **Active** status is set to **True**.

**Maintain Behaviour Role Types**

Save Undo Print

Code	Description	Active	Include in Discover
PT	Participant	True	Yes
TA	Target	True	No
AG	Aggressor	True	Yes
WT	Witness	True	Yes
BY	Bystander	True	Yes

New  
Open  
Delete  
Discover

Move Up Move Down

### Assessment Manager

The Teacher app integrates directly with SIMS Assessment Manager and will display assessment marksheets as available for the user, according to the specified availability and permissions within the school's SIMS system. Non-SIMS assessment Marksheets cannot be displayed within the Teacher app.

### SIMS Dinner Money

The Teacher app does not currently update SIMS Dinner Money when taking attendance.

# Setting up Offline Working Mode for School Staff

The option to enable offline working for specific staff within the school, e.g. P.E. staff, is useful if they are teaching with limited access to the school's Wi-Fi. This option is configurable in the **Management Console** via the **User** tab.

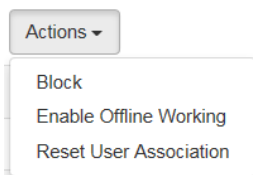


**NOTE:** Offline working is only intended for staff with scheduled lessons or sessions. As the app downloads the current day's lessons or sessions, staff accessing the Teacher app with no lessons assigned will not download any information.

1. Login to your **Teacher app Management Console** and navigate to the **Users** page.
2. Locate the member of staff in the list you wish to enable offline working for.

Status	Title	First Name	Last Name	Email Address	Offline Working	
<input checked="" type="checkbox"/> Activated	Mr	Luke	Bullen	rohanstestacc@outlook.com	Disabled	Actions ▾

3. Select **Enable Offline Working** from the Actions drop-down menu adjacent to their details.



4. Confirm Offline Working for the member of staff by clicking the **Yes** button.

Are you sure?

You are about to enable Offline Working for Luke Bullen.

5. The Offline Working status changes to **Enabled** for the selected member of staff.

Successfully enabled Offline Working for Luke Bullen.

Status	Title	First Name	Last Name	Email Address	Offline Working	
<input checked="" type="checkbox"/> Activated	Mr	Luke	Bullen	rohanstestacc@outlook.com	Enabled	Actions ▾

The member of staff now has Offline Working enabled for their account.

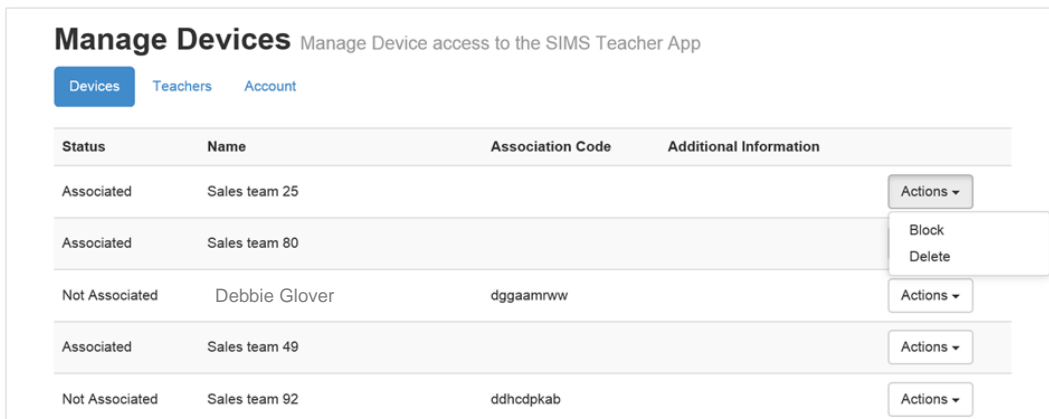


# Blocking Access to and Deleting Devices

## Blocking Access to an Authorised Device

To block access to a device that has been previously authorised by the school, navigate to the **SIMS Teacher app management console**.

1. Within the management console, access the **Devices** screen
2. Locate the device that you wish to block and select **Action** – then the **Block** option
3. A pop-up window will appear asking if you wish to **Block this device?**



**Manage Devices** Manage Device access to the SIMS Teacher App

Devices Teachers Account

Status	Name	Association Code	Additional Information
Associated	Sales team 25		Actions ▾
Associated	Sales team 80		Block Delete
Not Associated	Debbie Glover	dggaamrww	Actions ▾
Associated	Sales team 49		Actions ▾
Not Associated	Sales team 92	ddhcdpkab	Actions ▾

4. Select **Yes** to block the device and prevent the app being used.

## Deleting a Device from your Teacher app system

To delete a device, access the **SIMS Teacher app management console**.

1. Access the **Devices** screen and locate the device that you wish to block.
2. Click the **Action** button, then select **Delete**.
3. A pop-up window appears, asking if you wish to delete this device.



**IMPORTANT NOTE:** Choosing to delete a device will prevent access to the Teacher app on the device and permanently remove the device from the system. If you would prefer to temporarily deny access, choose the block option.

4. To delete the device, click the **Yes** button. This removes the authorisation for the selected device when the user next tries to login to the Teacher app.

## Stopping or Resetting Staff Member's Account

The Reset feature can be used where you would like to immediately stop individual staff access to the Teacher app, or where the staff member may want to use a different account – for example changing from a Microsoft to a Google account.

1. Within the management console, access the **Users** screen
2. Locate the member of staff in the list that you would like to stop or reset their account – an activated account will have a status of **Active**.
3. To stop or reset a member of staff, click the **Reset** button.
4. A pop-up window will appear asking if you wish to reset the login credentials for the member of staff. Click the **Yes** button.

Are you sure?

You are about to reset login credentials for Anita Abell.



**NOTE:** The staff member will no longer be able to login with their existing credentials once this action has been completed.

5. The reset action will be confirmed on screen when successfully completed
6. To create a new activation code to login using a different/new Microsoft or Google account, a new activation code will be automatically available for the teacher by clicking the **Download Activation Codes** link at the base of the **Users** screen.

# SIMS Teacher app Security and Authentication

## 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:** Users are only able to access the SIMS Teacher app service after successfully authenticating to the service, via their device.
2. **Device to service:** Only devices authenticated 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 schools have additional security policies in place with devices containing school data inside and outside of school premises. 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 a 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, we advise that schools ensure the following are in-place for devices authorised to access 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.
2. Disable the staff member's SIMS account.
3. Reset the Microsoft or Google account for the teacher.
4. Disable the device and staff account in the SIMS Teacher app service management console.
5. 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 recommend that schools enable two-factor (2-FA) authentication for their SIMS Teacher app administrator and staff access account (Microsoft or Google) as an extra layer of security.

Two-factor authentication provides an increased level of security for Microsoft or Google accounts as additional information is required to access an associated account.

Two-factor authentication is enabled within the Microsoft or Google account (not within the SIMS Teacher app) and when setup, each time the user accesses the SIMS Teacher app they will be asked for two pieces of information in addition to their username. The user will be asked to enter their password plus a security code and they will only gain access to the system with these details.

Microsoft or Google account 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's important to update their Microsoft or Google account before they discard of any old information.*

If the user knows their password but lose 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.

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 Teacher app account will need to be setup in the management console and the teacher will need to re-authenticate with a different Microsoft 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/>.

# Automatic updates of the SIMS Teacher app

The SIMS Teacher app has an on-going development programme, with new features, enhancements, fixes and optimisation part of a rolling programme.

Capita SIMS will be releasing further updates to the SIMS teacher app throughout the year. In order to ensure staff receive the latest version of the SIMS Teacher app, it is recommended that devices are configured to allow automatic downloads. If the school is using a Mobile Device Management (MDM) solution, it is recommended that the MDM solution is configured can receive automatic updates where this is applicable.

## Enable Automatic Downloads on your iPad

### Requirements for Automatic Downloads

In order to turn on Automatic Downloads, you need:

- An iTunes Store account in a country that support iTunes in the Cloud.
- iTunes 10.3.3. or later.
- To sign in to both your computer and your iOS device with the same Apple ID.

### Enable Automatic Downloads

- Tap **Settings | iTunes & App Store**
- If prompted, sign in with your Apple ID
- Tap the content that you want to automatically download > **Apps**

You can turn Automatic Downloads on or off over your cellular network on an iPad Wi-Fi + 3G. Go to Settings > Store and turn Cellular Data on or off. Cellular Data downloads are limited to a file size of 50 MB or smaller.

### Further information about automatic downloads

See further information from Apple about using Automatic Downloads here:

<http://support.apple.com/kb/TS3688>

# SIMS Teacher app Data Sharing Update

This section provides information on safeguarding and data security within the Teacher app service. This update will form part of a Data Sharing Agreement (DSA), which should be understood by all establishments using the SIMS Teacher app service.

## SIMS Teacher app Data Movement Overview

The SIMS Teacher app service operates with the SIMS system and interfaces data through the SIMS Services Manager. Selected school information is transferred to the Teacher application on the authorised device through SIMS data service. The data from the device is wirelessly synchronised with the school's SIMS system with the Teacher app and supporting service ensuring the data is updated in real-time, including timetables, attendance information, student/pupil details and other related information used within the Teacher app.

## SIMS Teacher app Transfer and Use of Personal Information

The SIMS Teacher app does not cache personal information on the app. The following information lists the maximum available data that can be accessed using the SIMS Teacher app:

### Students/Pupils

- Forename
- Surname
- Preferred name
- Date of birth
- Family/Home contact details for each pupil/student, specifically:
  - Contact Name
  - Contact Address
  - Contact telephone number
  - Contact email address
- Medical information
- Dietary information
- Achievement data
- Behaviour data
- Timetable
- Pupil/student photograph
- Pupil student's academic house, year group and registration group

### Staff

- Forename
- Surname
- Timetable
- Teacher photograph

Capita SIMS takes data protection and the safety and security of data very seriously. All reasonable measures to ensure the safety and security of data in the SIMS Teacher app have been taken, compliant with all relevant parts of the 1998 Data Protection Act.

## 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. SIMS Teacher app support includes telephone, email, web and remote support.

### Support services provided by Capita Children's Services

Support provided as part of the Teacher app service covers:

- Support for the Teacher app software for tablet devices – iOS, Windows and Android platforms
- Support for the 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:

- Support for the device or hardware, including operating system, MDM (Mobile Device Management) system or other 3<sup>rd</sup> 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.

# Troubleshooting and useful notes

## Teacher app failing to connect/login

If the iPad cannot detect an internet connection (Wi-Fi), the Teacher app does not work. Ensure an active internet connection is available.

If you see a communication timeout message – tap OK and the App should continue to function correctly.

## Problems recording achievement or behaviour information

### Error when adding achievement or behaviour information

If you receive an error message when trying to record achievement or behaviour information for a student or group of students, check your achievement or behaviour configuration within the school's SIMS system.

Check the configuration of achievement and/or behaviour within your school's SIMS system – information on where to check is included within this document: [Preparing for the SIMS Teacher app > Recording achievement and behaviour within the SIMS Teacher app](#).

## Problems recording attendance/registration

### Error when assigning an attendance code

If you receive an error message when trying to record an attendance code for a student or group of students, check with your school Teacher app administrator as this may be an attendance configuration issue within the school's SIMS system.

## Activation details not recognised

When a teacher accesses the Teacher app – if they see an error message when entering the unique activation code or date of birth, check the following:

- Carefully check the information you are entering – the activation code is not case sensitive
- Check with your SIMS Teacher app administrator to check that the activation code is correct for you – and re-enter
- Check with your SIMS administrator that the date of birth recorded in your school's SIMS system is correct and matches the date you are entering

## Teacher app services not running

If the SIMS teacher App services are stopped, not running or not enabled, teachers will not be able to access the SIMS Teacher app – when they login they will see the following error message: **Service is offline, please speak to your IT administrator.**

Access the SIMS Services Manager and check the following services:

- Data Service for Teacher app
- Login Service for Teacher app

If either service has a status of **Stopped** – start the service.

If the services are both running, stop each service, then re-start the service.

The log files available in the SIMS Services Manager may help provide information on the status of the services – access the **SIMS Services Manager | Logs - Data Services for Teacher app**.

Refer to the bottom of the log file to see the latest status.



## Useful Notes

This section includes useful notes from schools and SIMS support teams about the Teacher app and will be updated at intervals to include further useful tips and feedback:

### Using the iPad Voice Dictation option:

The iPad's voice dictation is surprisingly good at translating voice into speech

1. Tap the microphone button on the iPad's on-screen keyboard. This tells the iPad that you want to start dictating.
2. Talk. The iPad will listen to your voice and turn it into text as you talk. Be sure to read over the keywords below to find out how to start a new sentence or a new paragraph.
3. Tap the "Done" button that appears onscreen to stop dictating. It may take a few seconds to turn the last words into text on the screen. Be sure to read it over. Voice dictation isn't perfect, so you may need to make a few adjustments using the keyboard.

### To configure the iPad Voice Dictation follow these steps

1. Launch the Settings app.
2. Tap on General.
3. Scroll down to the bottom and tap on Keyboard.
4. Toggle Dictation to On.
5. Tap Enable to agree to Apple's privacy notification.
6. Tap Done

### iPad Voice Dictation Keywords

The iPad's voice dictation is good at translating voice into speech, but what about ending a sentence with a question mark or starting a new paragraph? To get the most out of voice dictation, you should remember these keywords:

- "Full stop". The "." is the standard way to end a sentence. It includes a space after the period, so you are ready for your next sentence.
- "Question Mark". The "?" also includes a trailing space.
- "New Paragraph". This keyword phrase starts a new paragraph. Remember to end the previous sentence before beginning the new paragraph.
- "Exclamation Point". The "!" includes a trailing space.
- "Comma". The "," includes a trailing space.
- "Colon". The ":" includes a trailing space.
- "Semi-Colon". The ";" includes a trailing space.
- "Elipsis". The "..." includes a trailing space.
- "Quote" and "Unquote". The " produced by saying "quote" does not produce a trailing space. The " produced by saying "unquote" does include a trailing space.

- "Slash". The "/" symbol.
- "Asterisk". The "\*" symbol.
- "Ampersand". The "&" symbol.
- "At Sign". The "@" symbol.

## Using the Google sign-in on the Teacher app management console

If you use the Google identity option to log into the Teacher app management console, please always remember to sign-out of your Google account in a browser. Google accounts often remain logged in to the browser after you have signed-in, even if you close the browser.

## Update information and using a generic administrator Teacher app email address

Please ensure you monitor your administrator email inbox for any important upgrade notifications. Capita SIMS publish information about the Teacher app through My Account also, but it is worth checking your email account from time to time. Alternatively, you can setup forwarding options to ensure emails are sent to an account you regularly use.