

**SIMS**



# SIMS Teacher app **System Setup Guide**

**Version 1.10**

## Version 1.10

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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.
- If your school is using the Hosted SIMS service, the installation of the Teacher app will be completed by the SIMS Hosted team as part of the service, for no additional charges.

In order to complete the installation, the school must first order the SIMS Teacher app and then send the activation email they will receive along with additional setup information to the SIMS Service Desk. The SIMS Service Desk will then put the request through to the Hosted team for the SIMS Teacher app to be installed.



**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:

<b>Step 1</b>	Check your internet connection for the Teacher app system ( <i>see page 2</i> )	<input type="checkbox"/>
	Check the ports are opened if accessing from behind a firewall ( <i>see page 2</i> )	<input type="checkbox"/>
	Check the required URLs are whitelisted ( <i>see page 3</i> )	<input type="checkbox"/>
	Check the required SIMS technical pre-requisites ( <i>see page 3</i> )	<input type="checkbox"/>
	SIMS Teacher app Setup Administrator Pre-requisites ( <i>see page 4</i> )	<input type="checkbox"/>
<b>Step 2</b>	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"/>
<b>Step 3</b>	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"/>
<b>Step 4</b>	What's Next? ( <i>see page 13</i> )	<input type="checkbox"/>

## Step 1: Check the SIMS Teacher app Pre-Requisites

### 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

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.simsteacherappactivation.co.uk
- www.simsteachermanagement.co.uk
- teacherapp.sims.co.uk
- teacherappsetup.sims.co.uk



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

### IP Addresses

The SIMS Teacher app utilises the Microsoft Azure Service Bus for the secure, encrypted transmission of data. The SIMS Teacher app uses the 'Europe North' presence in the Microsoft Azure Service Bus platform.

SIMS Teacher app uses a range of cloud computing services to ensure high quality service, which use dynamic IP addresses.

The IP ranges at Microsoft Azure data centres can change at any time without notice and are outside the control of SIMS. We recommend whitelisting the specified URLs rather than defining rules for all of the IP ranges of the data centre.

## 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 Education Software Solutions recommended specification, available from the [support portal](#).
- .NET Framework 4.6.1 (Full Profile) is required on the server hosting the service, but 4.7.2 is advised.
- A local or domain user account is required to run the service.
- Check that you have connectivity to the SIMS SQL Server instance.

## 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. Please 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 the [support portal](#).

### 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.

3. 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.

SIMS Services Manager Home Schools Logs Settings About

Search:  [+ Add School](#)

School Name	Server Name	Database Name	Status	Actions
Green Abbey	W7PC1081\sims2012	4TA	✓	<a href="#">List</a> <a href="#">Edit</a> <a href="#">Delete</a>

10 records per page Showing 1 to 1 of 1 entries [← Previous](#) **1** [Next →](#)

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

## Managing Packages

- Click the **Manage Packages** button.

SIMS Services Manager Home Schools Logs Settings About

[Manage Packages](#)

Name	Version	Status	Type	Actions

1 Go

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

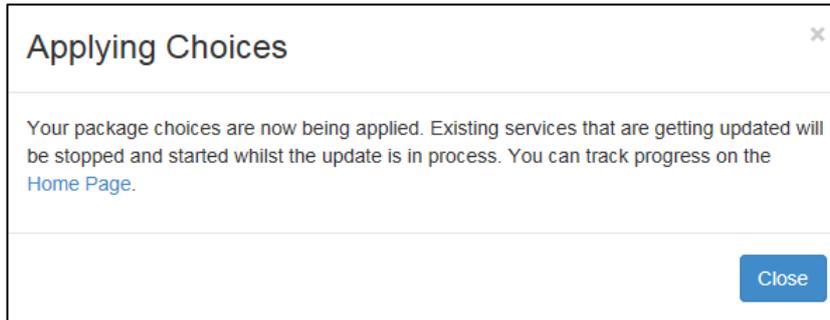
SIMS Services Manager Home Schools Logs Settings About

Home / Manage Packages

<input type="checkbox"/>	Name	Current Version	New Version	Package Type	Schools
<input type="checkbox"/> <b>New</b>	SIMS Teacher App Security Service	Not installed	2.1.0.115	Service	<a href="#">List</a>
<input type="checkbox"/> <b>New</b>	SIMS Teacher App Data Services	Not installed	2.1.0.115	Service	<a href="#">List</a>

[Install Selected](#)

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 SIMS ([noreply@simsteachermanagement.co.uk](mailto: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 SIMS or to arrange a remote overview session of how the Teacher app works please contact us at:

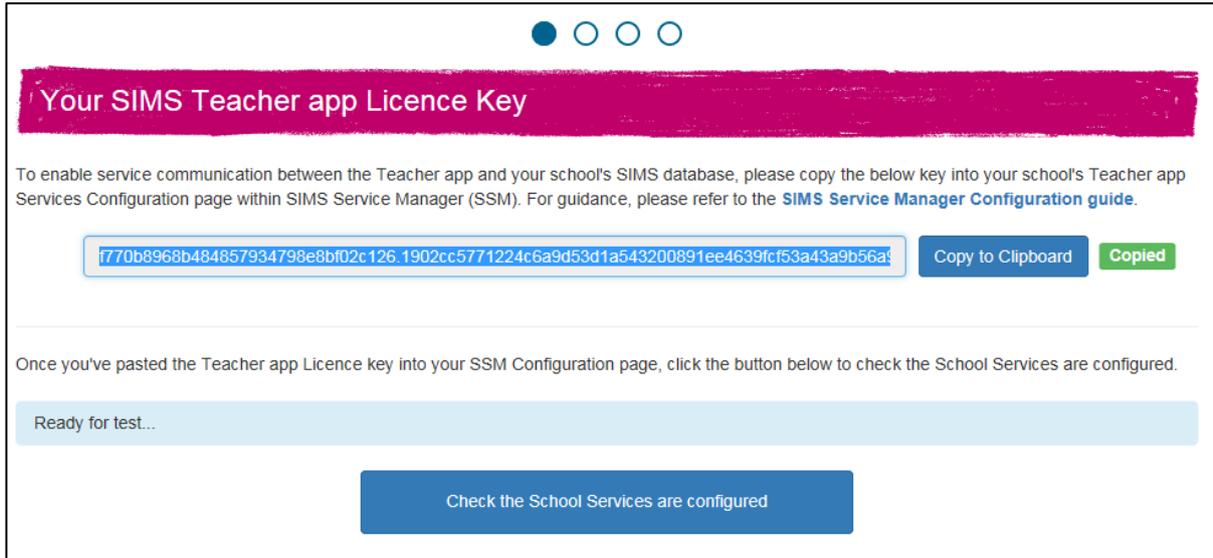
☎ 0800 170 1726 **FREE**.

Setup and overview sessions by SIMS are arranged for an additional charge.

Get started 

## Adding your Teacher app Licence Key to SIMS Services 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](#).

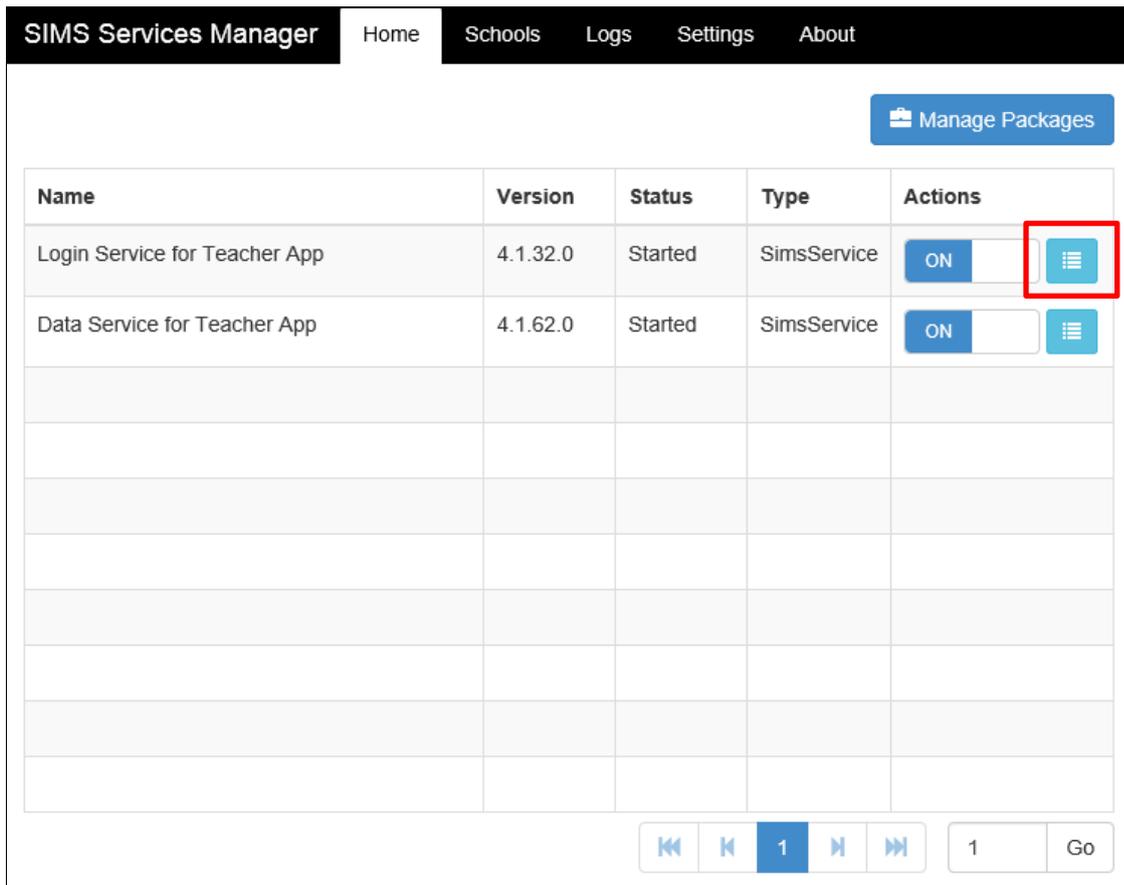
`f770b8968b484857934798e8bf02c126.1902cc5771224c6a9d53d1a543200891ee4639fcf53a43a9b56a!` Copy to Clipboard Copied

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

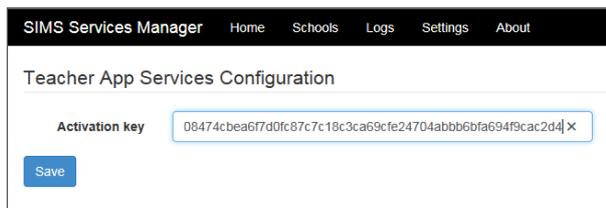
Name	Version	Status	Type	Actions
Login Service for Teacher App	4.1.32.0	Started	SimsService	ON <span>☰</span>
Data Service for Teacher App	4.1.62.0	Started	SimsService	ON <span>☰</span>

◀◀ 1 ▶▶ 1 Go

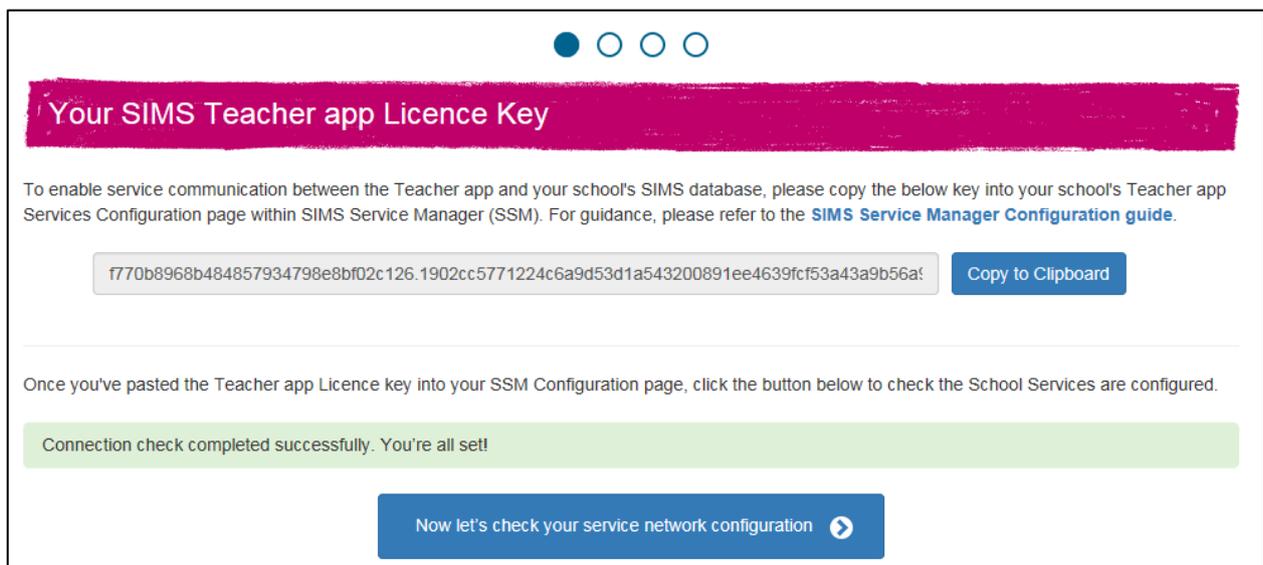
3. Click the **Options** button on the right of the table.



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

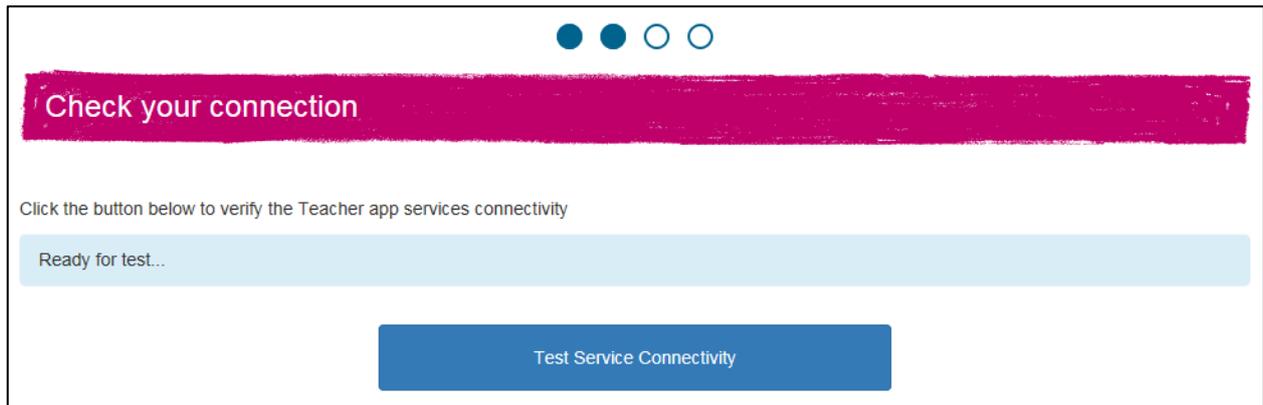


6. Click the **Save** button.
7. Click **Home** on the **SIMS Services Manager** site.
8. Re-start the SIMS Services Manager services by clicking **On** in the **Actions** column to **Off** and then, after a short pause, click it back to **On**. Carry this out for both the Data and Login services.
9. 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**.

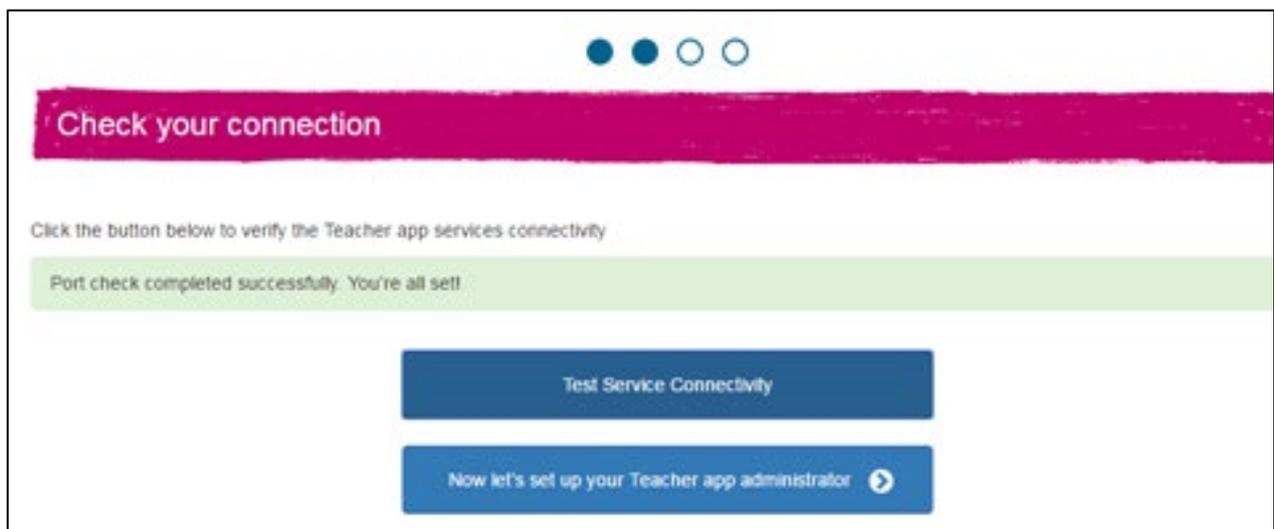


## Test your network is setup for the Teacher app

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.

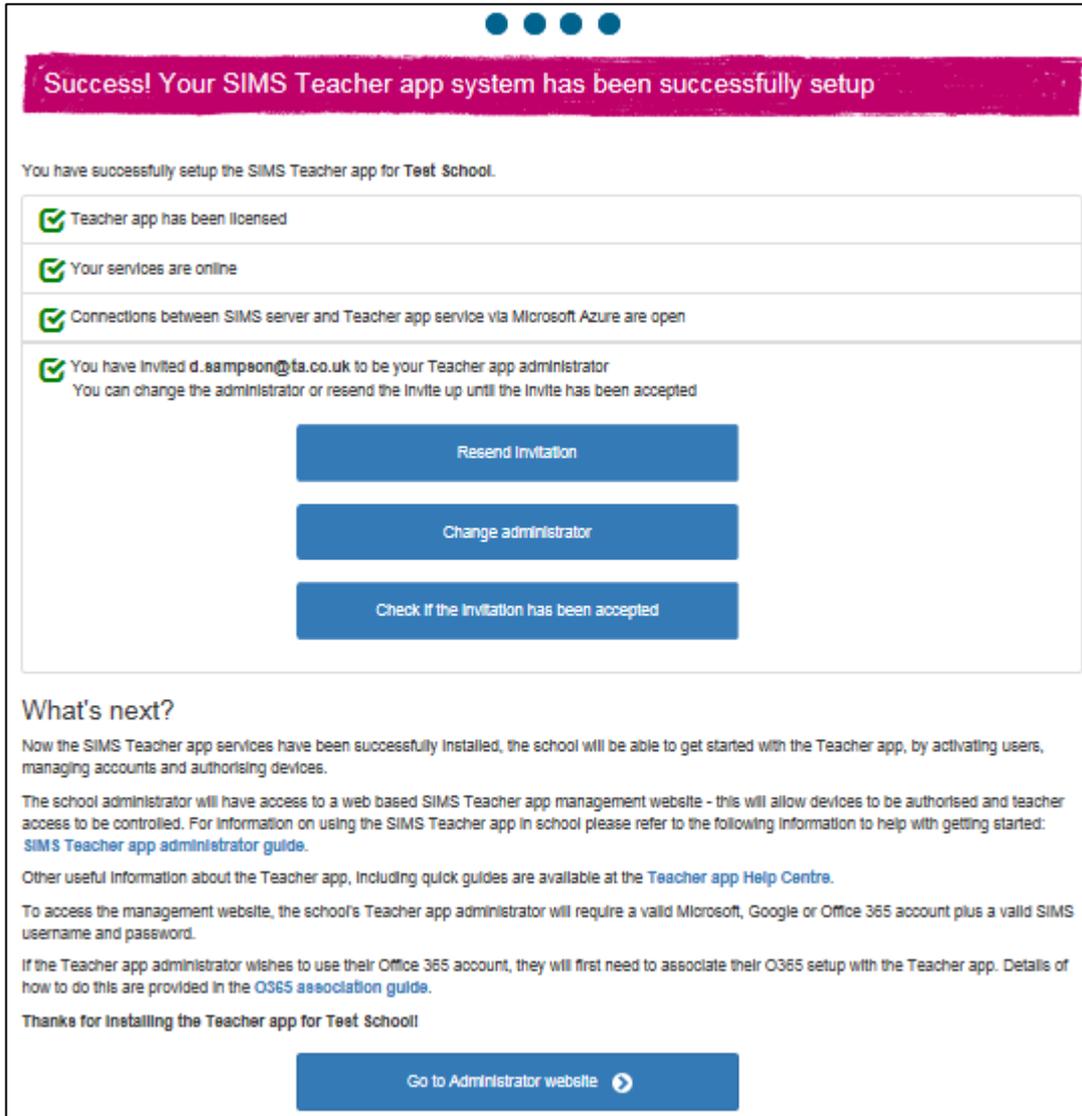
Job Title	
Title	
Forename	
Surname	
Phone Number	
Email Address	
Email Address Confirmation	

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 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 **d.sampson@ta.co.uk** to be your Teacher app administrator  
You can change the administrator or resend the invite up until the invite 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!**

➔

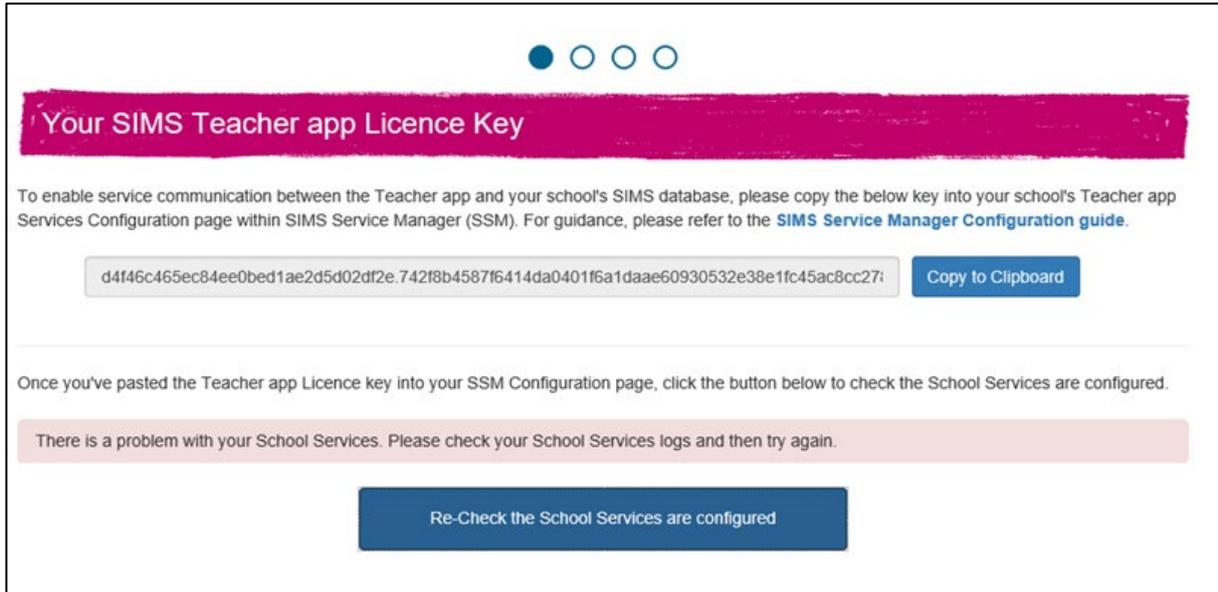
## What's Next?

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 [support portal](#)).

# Troubleshooting

## Check your school services are configured returns an error

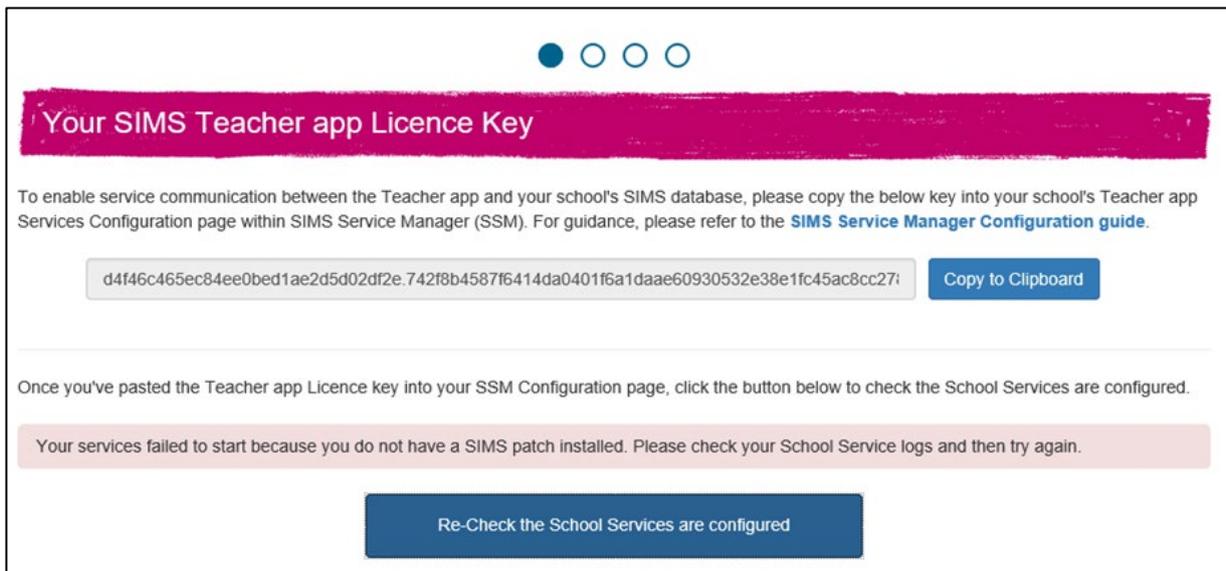
1. If your services haven't successfully started, the following error is displayed:



The screenshot shows a web interface for configuring the SIMS Teacher app. At the top, there are four progress indicators, with the first one filled. Below this is a red banner with the text "Your SIMS Teacher app Licence Key". Underneath, a paragraph explains that the user should copy a licence key into the SIMS Service Manager (SSM) configuration page. A text box contains the licence key: `d4f46c465ec84ee0bed1ae2d5d02df2e.742f8b4587f6414da0401f6a1daae60930532e38e1fc45ac8cc27f`. To the right of the text box is a blue button labeled "Copy to Clipboard". Below this, a paragraph instructs the user to click a button to check if school services are configured. At the bottom, a red error message states: "There is a problem with your School Services. Please check your School Services logs and then try again." Below the error message is a blue button labeled "Re-Check the School Services are configured".

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.

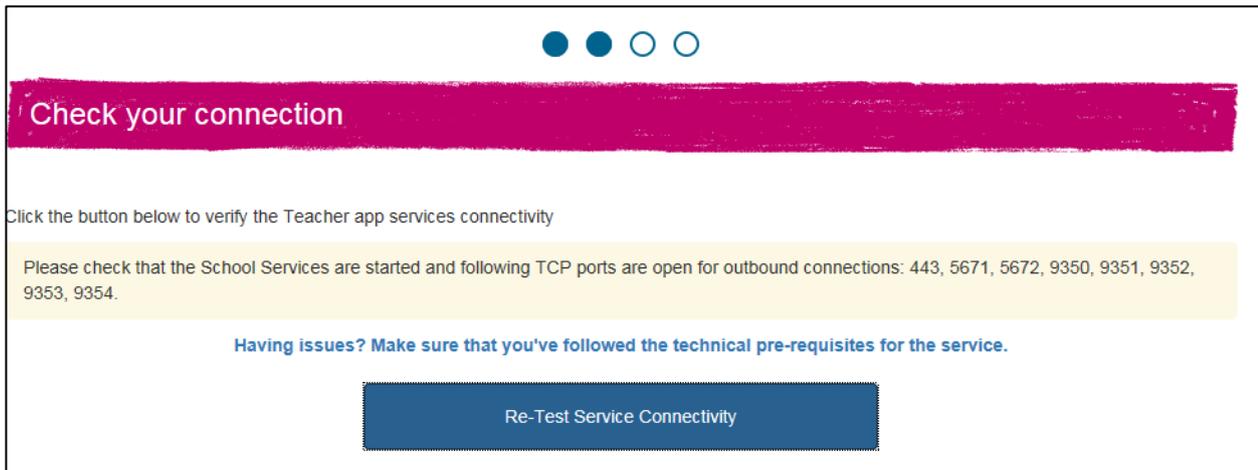
2. If your services return the following error you have set up your Teacher app services to utilise windows authentication but your SIMS database is not yet setup correctly. To resolve this you will need to apply Patch 22463 to your school's SIMS database.



The screenshot shows a web interface for configuring the SIMS Teacher app. At the top, there are four progress indicators, with the first one filled. Below this is a red banner with the text "Your SIMS Teacher app Licence Key". Underneath, a paragraph explains that the user should copy a licence key into the SIMS Service Manager (SSM) configuration page. A text box contains the licence key: `d4f46c465ec84ee0bed1ae2d5d02df2e.742f8b4587f6414da0401f6a1daae60930532e38e1fc45ac8cc27f`. To the right of the text box is a blue button labeled "Copy to Clipboard". Below this, a paragraph instructs the user to click a button to check if school services are configured. At the bottom, a red 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." Below the error message is a blue button labeled "Re-Check the School Services are configured".

## 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 Education Software Solutions to request a new setup email.

