

# SIMS Teacher app: Order guide for schools using the Hosted SIMS Service

## About the Teacher app order process for schools using the Hosted SIMS service

- As a school using the Hosted SIMS service, the installation of the SIMS Teacher app system onto the school's SIMS system 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 first has to order the SIMS Teacher app then send the activation email they will receive along with additional information to the SIMS Service Desk. The SIMS Service Desk will then put the request through to the Hosted team for the Teacher app to be installed.
- The installation will connect the SIMS Teacher app service to the school's SIMS system but will not include the activation of staff accounts or the association of school devices – this has to be completed by a nominated school administrator within the school's Teacher app management console.
- Once the SIMS Teacher app has been installed for the school, login details for the school's Teacher app management console will be sent to a nominated contact at the school. This will allow the administrator at the school to access the management console and complete the setup and activation of staff accounts.

## What you need to do:

The following information details the steps needed to get the SIMS Teacher app installed for your school if you use the Hosted SIMS service:

1. You need to order the SIMS Teacher app online at <https://teacherapp.sims.co.uk/orderteacherapp>. There are no charges to pay if you are a school using the Hosted SIMS service
2. Once the order has been verified, you will receive your SIMS Teacher app activation email. This email contains an activation link required to complete the installation.
3. You will need to log a case with the SIMS Service Desk ([support@educationsoftwaresolutions.co.uk](mailto:support@educationsoftwaresolutions.co.uk)) to request an install of the SIMS Teacher app for your SIMS system.

**IMPORTANT:** The request to the SIMS Service Desk **must** include the following information:

- The school name and school number (the school number should be the 4-digit SIMS school/establishment number and the 3-digit Local Authority number)
- The SIMS Teacher app activation email - this must be attached to the request to allow the installation to be completed by the SIMS Hosted team.
- The forename, surname and email address of the person designated to be the SIMS Teacher app Administrator at the school.

*NOTE: If you are a new Hosted SIMS site currently in the process of on-boarding, at this stage please provide the above information to your Hosted Project Coordinator. We will then ensure this is processed at the time your Hosted SIMS service goes live.*

4. You will also need to ensure your school's internet connection is ready to use for the SIMS Teacher app. Please read the next page of 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 SIMS Teacher app administrator at the school can then complete the setup by authorising devices and activating staff accounts.

## What we will do:

1. Once you have submitted a request to install the Teacher app for your school, the SIMS Service Desk will send your request to the Hosted Team, who will install the SIMS Teacher app to your school's SIMS system.
2. Once the install is complete, the Hosted Team will send an email to your nominated SIMS Teacher app administrator to access the SIMS Teacher app system. In addition, the support case will be updated back to the school to include the additional login details needed by the SIMS Teacher app administrator.

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

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

### 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 Administrator Guide](#)
- [SIMS Teacher app Office 365 Integration 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 [support portal](#).