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# Preparing for the SIMS Teacher app

Version 2.2

# Welcome to the SIMS Teacher app!

Thank you for your interest in the SIMS Teacher app - we would like to take this opportunity to provide some useful information to help ensure a successful start to using the SIMS Teacher app service for your school.

This document provides information on the key things you'll need to check, including internet access when connecting to the Teacher app service from behind a firewall or proxy server, plus useful checks for your school's SIMS system.

For more detailed information about the SIMS Teacher app technical solution please refer to the 'SIMS Teacher app Technical Overview' document available via My Account.

## Getting started with the SIMS Teacher app

**If you would like get started with the SIMS Teacher app at your school, it's always helpful to know what will happen once you say YES!**

The SIMS Teacher app is a secure business app and software must first be configured at your school before it can be used. Because the Teacher app will provide access to important SIMS data for school staff, there are a few setup and security steps to complete to ensure only the devices and members of staff you want to have access can do so.

Getting on board with the Teacher app is straightforward. We've split the process into **four stages**, so that you know where you are, and what to expect at each step on the way.

### 1

#### Order the SIMS Teacher app online from Capita

Please order the SIMS Teacher app online at:  
[www.capita-sims.co.uk](http://www.capita-sims.co.uk)

Once your details have been checked you will receive your Teacher app system activation details from Capita SIMS by email.

Important: You will need the activation email for your Teacher app system installation – please keep it safe.

You will also receive a Teacher app agreement form, which must be signed and returned within 2 weeks.

If you have ordered the Teacher app setup service from Capita, somebody will be in touch to arrange this with you.

Of you are a school using the Capita Hosted SIMS service, you will need to order the Teacher app then request the setup from the SIMS team – [more information is available here](#).

### 2

#### Check your internet connection and SIMS technical pre-requisites, then complete the system installation

You will need to make sure that your school's internet connection to the Teacher app are OK – this is an important step.

If you have ordered the Teacher app setup service from Capita, somebody will be in touch to arrange this with you.

If you are installing the Teacher app yourself, you will need to arrange with your SIMS IT support to complete the installation of the Teacher app.

You will need your Teacher app activation email for the installation of the Teacher app system onto your SIMS database.

Please see [page 4](#) for more information about checking connections for the app.

### 3

#### Linking devices and activating school staff

Once the Teacher app system installation is successfully completed, you can get started with the setup for your staff.

As the Teacher app will access important information from your school's SIMS system, you will need to provide activation codes for your school staff.

This is important to make sure only the staff at your school who you want to have access can do so, and to make sure the system is secure.

The Teacher app management console allows you to create activation codes to securely link devices for your school staff.

If you wish your staff to use their O365 account to access the app, you will need to first associate the Teacher app system to your O365 system – a simple guide on how to do this is available.

### 4

#### Go live with the Teacher app in school!

You will need to make sure that your staff can get the Teacher app on their device from the relevant app store.

You will also need to provide the activation codes to your staff.

Each member of staff will need a Microsoft or Google account (they can use an existing account if they have one), or they can use their school Office 365 account to log into the Teacher app.

The member of staff will need to activate their Teacher app account when first accessing the app - they can then get started.

## Preparing for the SIMS Teacher app

- By ensuring you have the necessary pre-requisites in place plus the correct settings in SIMS, this will ensure you can get started successfully and your school staff can start to benefit from the Teacher app in class and on the go.
- 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.
- Below is our getting started guide to key data- and system-related areas that each school should check before rolling out the SIMS Teacher app service to school staff.

### Things to check for the SIMS Teacher app: Checklist



To ensure you have the best start with the SIMS Teacher app we recommend that you check the following areas with your school’s SIMS system and also your school’s internet connection:

To check		Why?	More information
1.	<b>Check your school’s internet connection</b>	The Teacher app service uses the internet to send data securely to and from your school SIMS system to the member of staff’s tablet device, e.g. iPad.	Please see <a href="#">page 4</a> within this document
2.	<b>Make sure the required internet connection port are opened and the required URLs are whitelisted</b>	Because many schools and their internet providers often use firewalls, web filtering and proxy servers for security – it is very important to ensure that any internet connections into the school have the required ports open and URLs whitelisted.  Your Teacher app service may not work correctly if you do not make sure the required connection ports are opened. You may need to speak with your Internet Service Provider or Local Authority about opening the required ports.	Please see <a href="#">page 4</a> within this document
3.	<b>Check the required technical pre-requisites for the Teacher app service</b>	It’s always a good idea to check the required technical pre-requisites for the Teacher app service – including the version of SIMS you are using, plus the types of tablet devices your school staff will be using.	Please see <a href="#">page 5</a> within this document
4.	<b>Make sure your staff are setup in SIMS</b>	The SIMS Teacher app needs certain information from your SIMS system to work – this includes the names of the members of staff who you wish to allow access to the app.	Please see <a href="#">page 6</a> within this document
5.	<b>Checking the correct permissions and status for your school staff</b>	The SIMS Teacher app needs certain information from your SIMS system to work – this includes permissions information on what members of staff can access, view and update.	Please see <a href="#">pages 7-8</a> within this document
6.	<b>Make sure recording achievement and behaviour is enabled</b>	If you wish to record achievement or behaviour information using the Teacher app, you need to make sure this is enabled in your SIMS system.	Please see <a href="#">page 10</a> within this document
7.	<b>Make sure your attendance codes are enabled</b>	To ensure your attendance codes can be accessed in the register by teachers using the app, you need to make sure these are enabled in your SIMS system.	Please see <a href="#">page 11</a> within this document

## 1. Checking 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.

Staff can use Teacher app wherever there is Wi-Fi or via 4G – in school or at home for example.

Predicting your Internet bandwidth requirements is not an exact science. As your Internet provider will tell you, everything depends on the type of service you have (e.g. ADSL, Fibre, etc.) and how you are using it, and at what time of day.

To try and keep things simple, we recommend the following for your 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.

## 2. Check the internet connection ports are open and the required URLs are whitelisted

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.

### Things to check on your school's internet access:

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 your school, your Local Authority or a contact at your Internet Service Provider (ISP) to discuss the following requirements.

#### i. Ports:

- The SIMS Teacher app service requires **outbound HTTPS connection through TCP port 443**

#### ii. 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.



**More information about the Teacher app technical requirements is available from Capita SIMS on the My Account portal, by contacting the SIMS helpdesk or from your local SIMS support provider.**

### 3. Check the required technical pre-requisites for the Teacher app service

#### SIMS system requirements

- The SIMS Teacher app is guaranteed to support the previous two releases of SIMS, inclusive of any release it is shipped with.
- A SIMS Server that meets the Capita Children's Services recommended specification, which is available on the My Account portal or on request.
- A local or domain user account will be needed to run the service.
- Connectivity to the SIMS SQL Server

#### Supported platform operating systems/devices:

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

##### Apple iOS versions iOS 9, iOS 10, iOS 11

- iPad 2
- Third-Generation iPad
- Fourth-Generation iPad
- iPad mini
- iPad Air
- iPad Pro

The Teacher app is only compatible with tablet devices and is not supported on iPhones

##### Windows 8.1 or Windows 10 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.

**Please note:** The SIMS Teacher app is not compatible or supported on Android, Amazon Kindles, Google Chromebooks or other Android OS devices.

#### Devices

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

## 4. Make sure your staff are setup in SIMS

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 Teacher app does allow any member of the school staff (teachers and support 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 or behaviour information.

### Important points about activating school staff for the Teacher app:

1. Staff need to be active within the school's SIMS system.
2. Review assigned permissions within SIMS for staff who you are providing access to the Teacher app (see page 6).
3. Please ensure the member of staff's **date of birth** is correctly recorded within the school's SIMS system **before** setting them up in the Teacher app system – this will be required when the member of staff activates their account.

## 5. Checking the correct permissions and status for school staff

In order for a school staff to show 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 please review your SIMS system **Group Permissions > System Manager**.

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

1. Within the school's SIMS system, please access **Focus > Person > Staff > Search** and select the member of staff
2. Go to the **Employment Details** tab.
3. Ensure the box labelled '**Teaching Staff**' is ticked, then click **Save**.
4. Please ensure the '**Employment Start Date**' is populated  
(Note: it needs to be either the current date or before – not a future date)
5. The Teacher must have the '**Date of Birth**' field populated

The teacher must have the following permission applied:

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

Please also see the Teacher app permissions matrix on the following page for a full list of required permissions.

For **support staff** who taking attendance registration, we advise not to apply class teacher permissions as this will affect the school workforce census returns, plus may allow access to other areas of functionality.

We recommend to create a group in the SIMS System Manager, add the permissions for Student Attendance View all, View Own, Edit All and Edit Own, and apply to the support staff needed.

This will allow the support staff member to take attendance form any assigned groups plus act on behalf of other staff – which will allow them to take a register for any class in the school's timetable.

## SIMS Teacher app: SIMS user permissions matrix

The table below details the SIMS user permissions required to access the different functional areas of the SIMS Teacher app. For specific permissions assigned to the member of staff having access to the Teacher app, please review your SIMS system **Group Permissions > System Manager**.

Teacher app Functional Areas	System Manager Permissions	Permissions	Scope	What access this provides to the user
<b>Access to the Teacher app</b>	Staff -> Basic Details	View	All	Required to access to the Teacher app
		View	Own	Required to access to the Teacher app
		Edit	All	Required to access to the Teacher app
	Student -> Basic Details	View	All	Required to access to the Teacher app
		View	Own	Required to access to the Teacher app
		Edit	All	Required to access to the Teacher app
<b>Teacher Timetable</b>	Staff -> Timetable and Academic Classes	View	All	User can view their own and other teacher's timetables - teacher search enabled
		View	Own	User can view their own timetable from SIMS
<b>Attendance</b>	Student -> Attendance	View	All	User can view all student attendance status, but unable to save attendance marks
		View	Own	User can view the attendance status for students assigned to their own lessons, but unable to save attendance marks
		Edit	All	User can view all student attendance status plus record and save attendance marks for any student
		Edit	Own	User can record and save attendance marks for students assigned to their own lessons only
<b>Achievements</b>	Student -> Conduct -> Achievements	View	All	User can view all achievement information for any student
		View	Own	User can view all achievement information for students assigned to their own lessons only
		Edit	All	User can record and save achievement information for any student
		Edit	Own	User can record and save achievement information for students assigned to their own lessons only
<b>Behaviour</b>	Student -> Conduct -> Behaviour	View	All	User can view all behaviour information for any student
		View	Own	User can view all behaviour information for students assigned to their own lessons only
		Edit	All	User can record and save behaviour information for any student
		Edit	Own	User can record and save behaviour information for students assigned to their own lessons only

Teacher app Functional Areas	System Manager Permissions	Permissions	Scope	What access this provides to the user
<b>Assessment Marksheets</b>	Assessment Manager -> Marksheet Data	Update	Own	User can edit/update and save their own assessment marksheets
		Update	All	User can edit/update and save any assessment marksheets
		View	Own	User can search for and view their own assessment marksheets, but unable to edit/save
		View	All	User can search for and view any assessment marksheets, but unable to edit/save
<b>Student Details</b>	Student -> Basic Details	View	All	User can search for and view basic details for any student - name, class/form
		View	Own	User can view basic details for students within their own class only
	Student -> Medical -> Dietary Needs	View	All	User can view dietary information for any student
		View	Own	User can view dietary information for students within their own class only
	Student -> Medical	View	All	User can view medical information for any student
		View	Own	User can view medical information for students within their own class only
	Student -> Telephone and Emails	View	All	User can view parent/carer contact information for any student - telephone number, email address
		View	Own	User can view parent/carer contact information for students within their own class only
	Student -> Timetable and Academic Classes	View	All	User can view timetable information for any student
		View	Own	User can view timetable information for students within their own class only
	Student -> Home/Family	View	All	User can view parent/carer contact information for any student - name, address
		View	Own	User can view parent/carer contact information for students within their own class only

## 6. Recording achievement and behaviour within 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:

#### 1. Achievement

Within the school’s SIMS system, please access

**Tools > Setups > Behaviour Management > Achievement Type**

For each Achievement type, please ensure:

- the ‘Active’ status is **True**
- the ‘Include in Register’ options is set to **Yes**

**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

## 2. Behaviour

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

### (i) Tools > Setups > Behaviour Management > Behaviour Type

For each Behaviour type, please ensure:

- the 'Active' status is **True**
- the 'Include in Register' option 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

### (ii) Tools > Setups > Behaviour Management > Behaviour Role Type

For each Behaviour Role, please ensure:

- the 'Active' status is **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

## 3. Attendance Codes

Within the school's SIMS system, please access the following screen

### Tools > Setups > Attendance Setup > Codes > Maintain Codes

For each Attendance Code, please ensure:

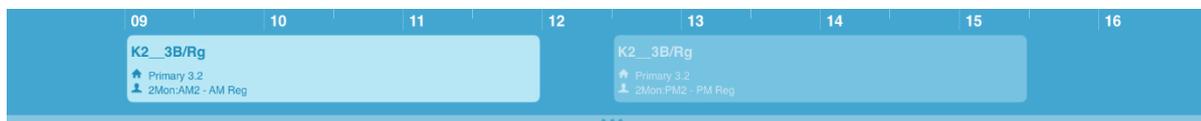
- the 'Active' status box is ticked, then click OK

## 6. 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:

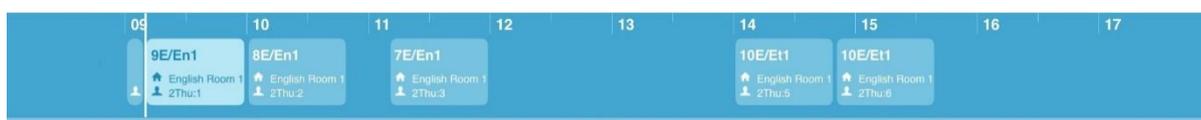
### Timetabled sessions and lessons

The Teacher app will display 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, as per the example below:



### Lesson Monitor timetables

Where a school has SIMS Lesson Monitor active within their SIMS system, the Teacher app will display individual lessons or sessions (including cover lessons) as timetabled within SIMS – as per the example below:



No other configuration of timetabled lessons or sessions from SIMS will display 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.

### 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 integrates directly with SIMS Dinner Money where schools are using this – the app allows the dinner register to be viewed and updated as part of the attendance feature. The app also shows pupil's meal selections where these have been defined as meal patterns within SIMS Dinner Money.

## 7. 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 installation guide](#)
- [SIMS Teacher app School Administrator Guide](#)
- [SIMS Teacher app Office 365 Integration Guide](#)
- [Setting up Microsoft and Google Accounts](#)
- [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/>

## What device platforms is the SIMS Teacher app available on?

The SIMS teacher app is available for the following platforms as of March 2017.

The Teacher app has been designed to work on tablet devices (not mobile phones/iPods)

Key feature:	 Apple iOS	 Windows
Real-time SIMS data read-write	✓	✓
24/7 access from any location with Wi-Fi, 3G or 4G	✓	✓
Offline access – ‘take my day offline’ feature	✓	✓
Microsoft, Google account & Office 365 active directory integration	✓	✓
Record class registration/ attendance	✓	✓
Auto record minutes late	✓	✓
School defined attendance codes	✓	✓
Record achievement and behaviour for a student or groups of students	✓	✓
View student details (emergency contacts, medical/dietary details)	✓	✓
Student search	✓	✓
Teacher search	✓	✓
Teacher timetable view (view your own timetable)	✓	✓
Student timetable view	✓	✓
Cover lessons displayed in the teacher timetable	✓	✓
Emergency cover (act on behalf of another teacher)	✓	✓
Integrated assessment marksheets	✓	✓
SIMS Programme of Study formative & summative markbooks	✓	✓
Support staff access	✓	✓
SIMS Dinner Money registers	✓	✓

### iOS Compatibility:

iOS 9, iOS 10, iOS 11  
 iPad 2  
 3rd-Generation iPad  
 4th-Generation iPad  
 iPad mini  
 iPad Air  
 iPad Pro

### Windows Compatibility:

#### Tablet devices running Windows 8.1 or Windows 10

Due to the increasing number of Windows 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 Windows Teacher app may also work on PCs and laptops using Windows 8.1 or 10; however Capita SIMS makes no guarantees for compatibility with these devices.

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

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

- As a school using the Capita Hosted SIMS service, the installation of the 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 charge.
- In order to complete the installation, the school first has to order the 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 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 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 Teacher app installed for your school if you use the Capita Hosted SIMS service:

1. You need to order the SIMS Teacher app online at <https://setup.capita-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 ([sims.support@capita.co.uk](mailto:sims.support@capita.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 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 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

>> Please see the next section on what we will do, getting started information and things to check

## 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.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.*

## 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 and Windows 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 or Windows devices or hardware.