

About this Quick Guide

This quick guide provides supporting information for parents and carers to help with activating their SIMS Agora account, including how to access SIMS Agora for the first time.

Accessing SIMS Agora for the first time?

1. The school will provide you with an **activation letter** containing a **unique reference for your child** - you will need this reference to access your child's account.
2. To access Agora you will need a **Microsoft Account** - you can use an existing account if you already have one (e.g. a Hotmail account), or create a new one online - they are free and you can use any email address and password – please visit <https://signup.live.com> if you need a Microsoft account.
3. To activate your account you will need your child reference supplied by the school and your child's date of birth.
4. Please login to SIMS Agora from the school website or access: www.payyourschool.co.uk
5. Follow the simple online instructions to activate your account.
6. You will receive an email to confirm your account has been activated; once you have clicked the activation link in the email you will be able to log into SIMS Agora and make payments for school items straight away.

Combining your children into one account?

SIMS Agora allows you to add multiple children to one single combined account, including children attending another school or more than one school, provided their school also uses SIMS Agora.

1. Login to SIMS Agora at www.payyourschool.co.uk
2. If this is the first time accessing SIMS Agora you will need to follow the simple online instructions to activate your account.
3. When you are in SIMS Agora, to add further children to your account go to the **Account Details** link at the top of the screen.
4. Select the **Child Administration** option from the left-side menu.
5. On the Child Administration page, please enter the **new child reference** and **date of birth** into the **'ADD CHILD'** panel for the additional child you would like to add to your account.
6. Click the **Submit** button - The relevant information for your child that has been added will appear automatically within your SIMS Agora account straight away.

Already activated your SIMS Agora account but can't now get access?

If you have already successfully activated your SIMS Agora account but can't now get access and Agora is requesting an activation reference, this may be because your PC/laptop is already logged in with a different Microsoft account, for example a different account for another member of the family.

To access your SIMS Agora account please try the following steps:

1. Go to <http://live.com> – if logged in as another user, please sign-out by clicking on the name at the top right of the screen and selecting the **'Sign out'** option.
2. Clear the browser history fully – including any saved/stored login details. In Internet Explorer, this is usually under /Tools > Delete browsing history... please tick all boxes on the panel.
3. Close the browser completely.
4. Open a new browser window and login to www.payyourschool.co.uk, then enter your own Microsoft account details when prompted.

Alternatively, you can try to access SIMS Agora through a private browser window – this will ignore any other Microsoft accounts used on the PC/laptop and allow you to use the details associated with your SIMS Agora account.

1. If using Internet Explorer: select **Ctrl+shift+P**
2. If using Google Chrome: select **Ctrl+shift+N**
3. If using Firefox: select **Ctrl+shift+P**
4. If using Safari, choose **Safari > Private Browsing**
5. In the private browser window, please access SIMS Agora at www.payyourschool.co.uk and enter your access details.

More SIMS Agora frequently asked questions available at:
www.capita-sims.co.uk/agora-parents