



RATCLIFFE
COLLEGE

SIMS Learning Gateway (SLG)

Parents' Handbook

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www.ratcliffe-college.co.uk

What is SIMS Learning Gateway?

At Ratcliffe College we have adopted SIMS Learning Gateway (SLG) to provide parents with secure online access to information. This includes achievement, reports and attainment information. This provides very secure means of access, and only adults recorded on our system as having parental responsibility will be allowed access to data held within SLG.

If having accessed the site, you have any queries about the data viewed, or you experience any difficulties in using the site please contact the school by emailing sims@ratcliffe.leics.sch.uk.

User ID and Password

We will provide you with a User ID and Password. The first password will be complex (made up of different characters). When you log in for the first time the system will require you to change this password to one of your choosing. It is very important that this password is not revealed to anyone else and that you observe the security guidelines contained in the 'Acceptable Use Policy'.

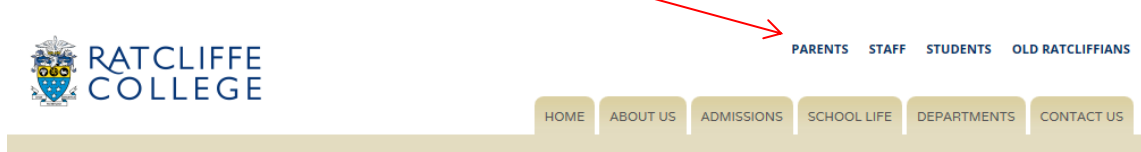
In order to access the SLG Parent site, you need a reliable, fast Internet connection (basic broadband is sufficient).

Please check the following table to make sure that your Internet browser is compatible:

Browser	PC	Mac
Google Chrome (latest at time of release)	✓	✗
Internet Explorer 11.x	✓	✗
Internet Explorer 10.x	✓	✗
Internet Explorer 9.x	✓	✗
Mozilla Firefox (latest at time of release)	✓	✗
Safari (latest at time of release)	✗	✓

Access to SIMS Learning Gateway

In order to access SLG, please log in to the School's website initially, www.ratcliffe-college.co.uk and click on Parents.



SIMS Learning Gateway

Please click [here](#) to login to SIMS Learning Gateway.
Please click [here](#) to download a pdf version of the user guide.
Please click [here](#) to download the Acceptable Use Policy and [here](#) for the return slip.

Click on [here](#) to enter SIMS Learning Gateway

A screenshot of the SIMS Learning Gateway login page. The page title is 'SIMS LEARNING GATEWAY'. On the left, there is an image of a man and a young girl looking at a laptop. On the right, there is a login form with a username field, a password field, and a 'Sign In' button. Below the password field, there are security options: 'This is a public or shared computer' (selected), 'This is a private computer', and 'I want to change my password after logging on'. A link for 'Click Here if you have forgotten your password.' is also present. A red arrow points from the text on the right to the username field.

Enter your username and password that we have supplied to you.

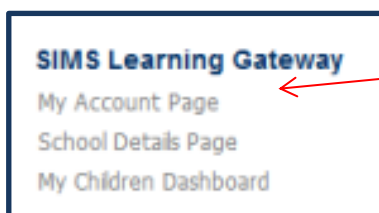
You will be taken to the 'Password Reset' screen where you must reset your initial password. Your new password has to meet certain requirements in order to comply with security rules for logging in. These are:

- Your password must **NOT** contain your account name or parts of your full name that exceed two consecutive characters
- Your password must be at least six characters in length
- Your password must contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)

IMPORTANT NOTE: *Do not select the **Remember my password** check box (if one is available) when logging in to the site because this may enable anyone with access to your computer to log in to the site.*

In order to protect the platform from people trying to guess usernames and passwords we have employed a system that will lock an account out for 30 minutes after 5 invalid login attempts. After 30 minutes the account becomes unlocked and you can try to authenticate again using the correct password.

To aid password resetting we have activated a 'security question' facility. The following instructions will enable you to register a security question, and enable self-resetting of passwords. It is **VERY IMPORTANT** that you complete these steps as soon as you have logged into SIMS Learning Gateway for the first time. Passwords are set to expire every 180 days from their creation date. You will be prompted to change your password when this condition is met.



On the menu which appears on the left hand side of the page, click on 'My Account Page'.

A screenshot of a web form titled 'CHANGE SECURITY QUESTION AND ANSWER'. Below the title, it says 'This Security Question and Answer is used if you ever forget your password'. There are two input fields: 'Security Question' and 'Security Answer'. Below these fields is a 'Change' button. In the bottom right corner, there is a small logo for 'simS supporting schools'.

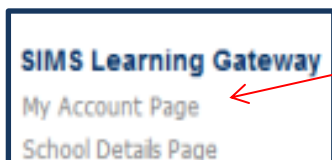
Scroll down the page and complete the section regarding a security question. You can specify any question you wish.

IMPORTANT NOTE: *If you forget the password, it is possible to request a password reset. However, this option is available only if you have set at least one Security Question and Answer. This is necessary to add security to the reset process. Until a Security Question and Answer is provided, it is not possible to request a password reset.*

Should you encounter difficulties of any kind logging in please contact the school by emailing sims@ratcliffe.leics.sch.uk. It is important to remember that you should not include your User ID or password in any communication to the school.

Changing your Password

If for some reason you suspect someone else knows your password you should change it immediately.



To change your password, log in to SIMS Learning Gateway and click on 'My Account Page'.

A screenshot of a web form titled 'CHANGE MY USER ACCOUNT PASSWORD'. Below the title, it says 'Your new password must comply with this site's Password Policy'. There are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Below these fields is a 'Change' button.

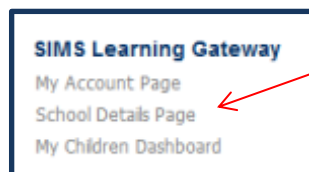
Scroll down to the 'Change My User Account Password' panel and type in your current password and then new password. After confirming your new password, click the 'Change' button.

Returning to the Home Page

Clicking on the Home tab in the top left hand corner of the screen will take you back to the Home Page.



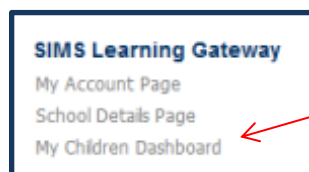
Viewing Details about the School



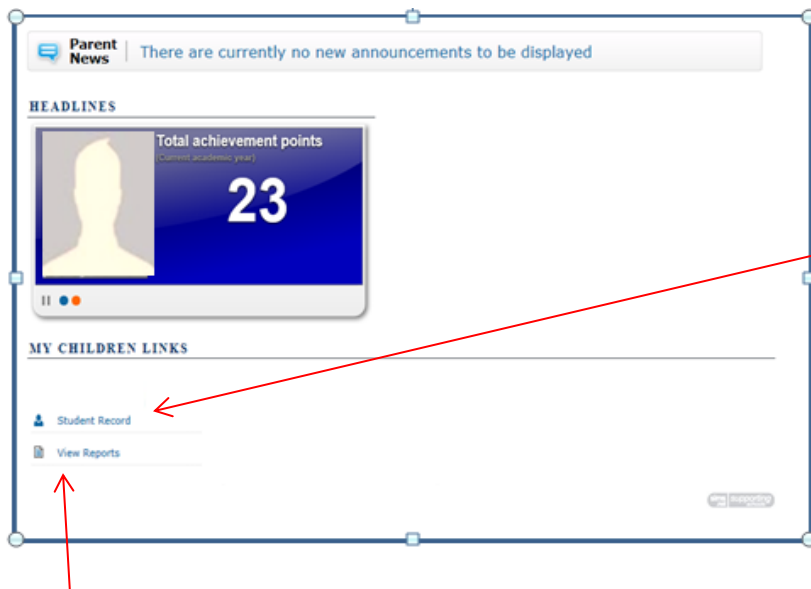
This page will display general information about the school.

If you have any queries about the information on this page please contact the school using the SLG e-mail address.

Viewing Information about Your Child



Click on 'My Children Dashboard' to show the latest key information about your child.

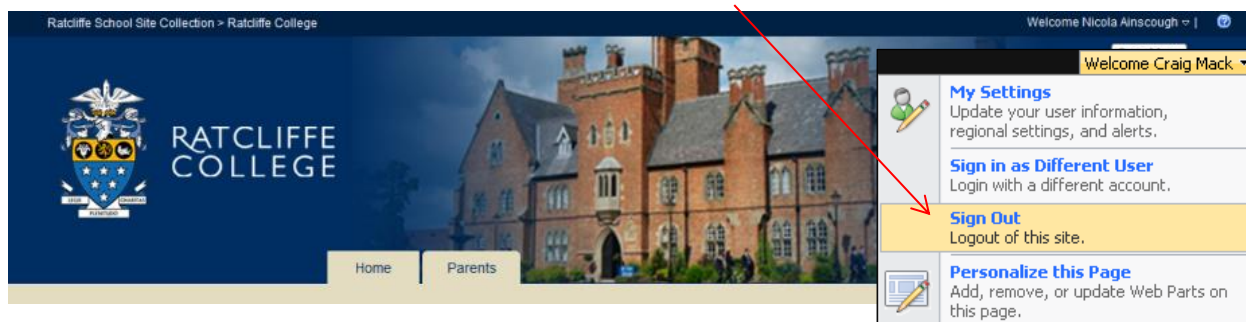


Please take some time to click on the links and see what information we have recorded about your child.

Of particular interest will be the 'My Children Links'. By clicking on 'Student Record' you can see personal information relating to your child including, achievement details and timetable information.

By clicking on the 'View Reports' link you will be able to see any reports/assessment information that has been uploaded for your child in the relevant academic year.

To log out of SLG, please click on the 'Welcome' icon at the top right of the SLG page and select **Sign Out** to log out of the SLG site. A confirmation dialog is displayed.



Click the **Yes** button to sign out. Click the **No** button to stay logged in and to return to the site.

The data stored and made available by schools via the SIMS Learning Gateway is highly sensitive and therefore security must be a priority.

IMPORTANT NOTE: Users must always log out of the SLG site and close the Internet browser.

If you have any queries about the information please remember to contact us using the SLG email address: sims@ratcliffe.leics.sch.uk

Updated: October 2016