The Trafalgar School
at Downton

SIMS Learning Gateway

Parents & Carers
Quick Help Guide

1. **What is SLG?**
SIMS Learning Gateway (SLG) is an internet-based platform which gives you, as a parent, secure access to your child's personal data from our School Information Management System (SIMS). This will enable you to check their attendance, behaviour incidents, achievements, homework and TSX reports online from home.

2. **How do I get a login name and password?**
Access to SLG is strictly controlled and only adults with parental responsibility will be allowed access to this data. The first parental contact for each student will be issued with a secure log in.

3. **How do I get to the SLG Login Screen?**
Click on the link from the School's web site under the Parents tab.

4. **Why should I use SLG?**
We believe that SLG for Parents will improve how we share information with parents and help you support your child. Recent national research shows that parental engagement is a decisive factor in improving learner achievement at any age.

5. **Is the information secure?**
Data security is of paramount importance to us. The platform we are using, SIMS Learning Gateway (SLG), is developed by Capita Education Services. Capita are also the developers of our main SIMS database which stores student and staff data in school, which ensures that the two connect effectively and securely and we can be sure that future changes in SIMS will also be reflected in SLG.

All connections to SLG are encrypted.

It is your responsibility to ensure that your username and password are kept private. Whilst the software has been designed to prevent access to highly personal student data, access to the site must be restricted.

Always log out of the website when you are not using it, otherwise you may leave it open for use by unauthorised people.

To comply with EU browser Cookie Rules (Directive 2009/136/EC), we have to inform users that by logging into the SLG site, you are agreeing to allow the site to deploy browser cookies to your machine.

6. **Who gets access?**
Only one set of log in details per family will be issued unless there are special circumstances.

7. **What will I learn about my child?**
You will be able to view live data regarding your child's:

❖ Core details
❖ Session attendance (morning and afternoon registration). There may be a slight delay for this information if there are school events taking place – AOI days, Assemblies, Sporting Events etc
❖ Achievements
❖ Behaviour Incidents and any Report Cards
❖ Homework
❖ Progress Reports

8. How do I Log On to SIMS Learning Gateway (SLG)

❖ Click on the SLG link on School's web site under the Parents tab

In the **Username** box enter your user name as shown on the log on letter sent to you – it will be in the format of: traJAMES.SMITH (first 5 letters of first name and surname).

In the **Password** box enter the password as shown on the log on email sent to you. The first time you log on you will be asked to create a new password on the next screen.

Click Sign In

❖ It is your responsibility to ensure that your username and password are kept private. Whilst the software has been designed to prevent access to highly personal student information, access to the site must be restricted.

❖ When setting a new password it must meet complexity requirements and the following are the minimum requirements. This ensures that your account is kept completely secure:

➢ Your password must not contain your username or parts of your username that exceed two consecutive characters
➢ It must be at least six characters in length
➢ It must contain at least one upper and lowercase letter and one number
➢ The maximum age a password can be is 180 days. You will be forced to change your password every 180 days. Three previous passwords are remembered which means that you cannot use the three previous passwords when changing.
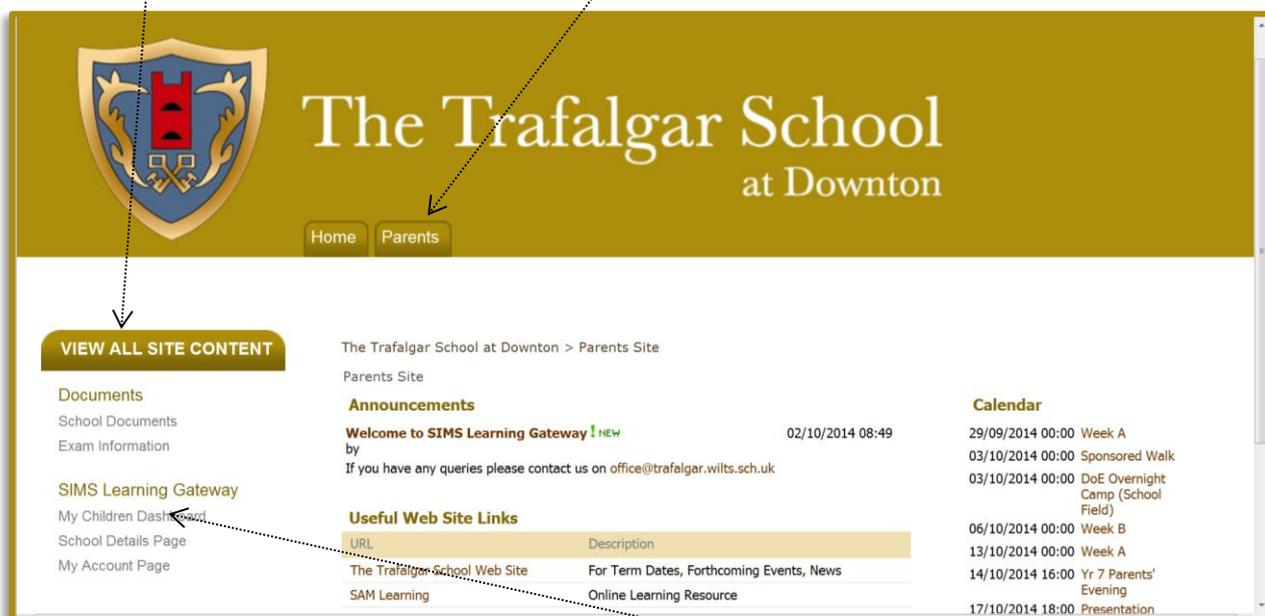
❖ We recommend that once you have logged into SLG you set up a Security Question and Answer so that if you forget your password you are able to easily request a replacement. This can be done by clicking on the *My Account Page* link on the left hand side.

If you have any questions or problems please contact us exams@trafalgar.wilts.sch.uk
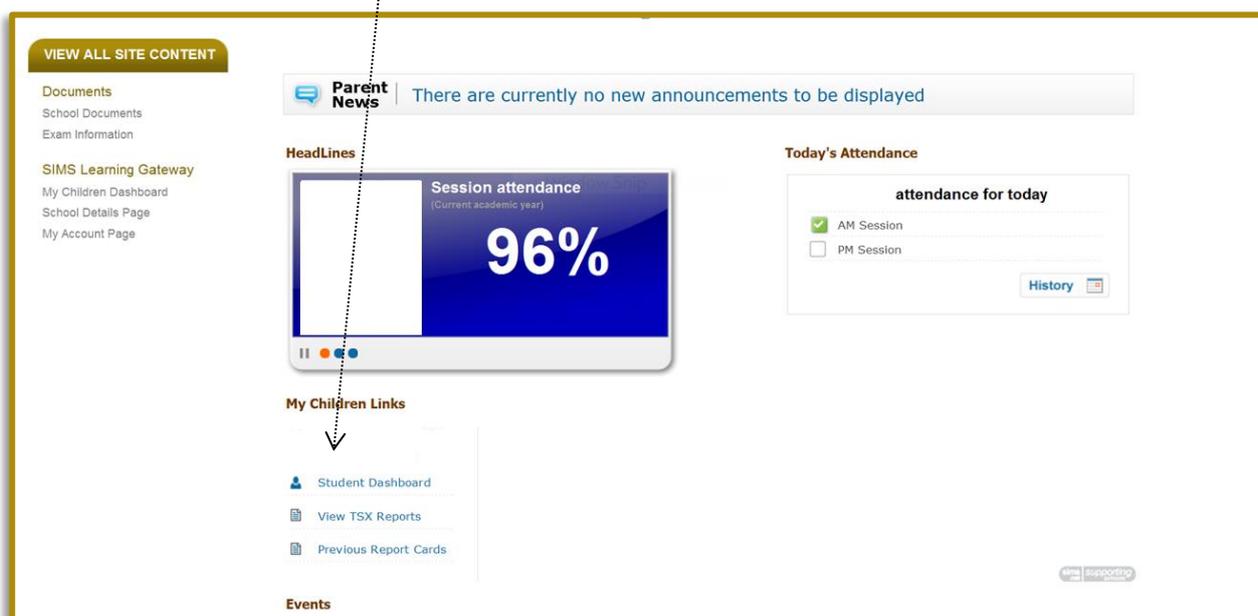
9. How can I view this information?

Once you have logged on to SLG click on the Parents Tab – this will give you up to date school news and links to other useful web sites.

There are also two document banks one containing general school information and other exam specific information.

To view information relating to your child click on the "My Children Dashboard" link

Then use the Student Dashboard link to view timetable, attendance and behaviour information. Progress Reports, Homework and Behaviour Report Cards can be viewed by selecting the appropriate link.

10. What if I spot a mistake on my child's record?

We make every effort to ensure that information is accurate and are always grateful for your support with this. If you spot an error please email office@trafalgar.wilts.sch.uk and we will attend to it as soon as possible. SLG gives live access and so you may have to be patient and allow a little time for corrections to take place. If the query concerns attendance or behaviour it may be necessary to consult with a number of members of staff before any changes can be made.

11. Can I see if my child has arrived safely at school?

You can view your child's attendance marks as soon as the register is taken in SIMS – normally at morning and afternoon registration. There are however, a number of reasons why normal registration may not always occur and the data is then updated as soon as possible.

12. Will this replace printed reports?

Once we have advised you of your SLG log in your child's Progress Reports will be available to view online. Parents will be advised via a Schoolcomms email when new reports are available to view.

13. What do I need to access SLG?

In order to access the site you need a reliable, fast internet connect – basic broadband is sufficient.

It is also advisable that you have the latest versions of Java and Adobe Flash Player as well as Adobe Acrobat Reader so you can view online reports. Up to date Antivirus and Firewall software is also recommended.

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

Browser	PC	Mac
Google Chrome 27	⬚	⬚
Internet Explorer 10.x	⬚	⬚
Internet Explorer 9.x	⬚	⬚
Mozilla Firefox 21	⬚	⬚
Safari 6.x	⬚	⬚