

My Account

Getting Started FAQs

What is My Account?

My Account is a free, secure, online community for our customers, providing you with the support and resources you need to make the most out of SIMS and One. What's more, you can use My Account on any device, so you can access its full features on the move.

Features and Functionality Overview

- ✓ **NEW – Keep me logged in**
This tick box will keep you logged into My Account for the duration of a 12-hour session (even if you close your browser). In the interests of security, after 12 hours has elapsed, you will be asked to log in again. We recommend not using this feature if you are using a shared or public computer.
- ✓ **Forums**
Connect with other experts in your field by engaging in discussions in the forums, sharing best practice tips and guidance.
- ✓ **Knowledge Base**
Find solutions in our database of Knowledge Base Articles, containing questions and answers, issues and fixes surrounding SIMS and One.
- ✓ **Notifications and Hot Topics**
Receive the latest news, new product updates and support materials, downloads and service statuses directly from our Product Managers.
- ✓ **Events**
All of our upcoming events are available on My Account and you can book online.
- ✓ **Documents and Downloads**
Access all of our support documentation and a variety of other file-based resources.
- ✓ **Ticket Management**
Customers who are directly supported by Capita can log support tickets and service requests online. View the status of all your tickets securely and add updates throughout the case lifecycle.
- ✓ **Change Requests**
Change requests are a way of suggesting an idea or change to our SIMS or One software. You can log a new one, or vote on other customers' existing ones.

How do I register?

Any of our customers can register for an account today for free via the Capita [SIMS](#), [SIMS Independent](#) and [One](#) websites. Please note that 'My Account' is **not** for students or parents.

1. Clicking the My Account button in the top-right of the website

2. Click 
3. Complete your details within the registration screen

Once you're done you'll receive a **verification email containing a link that you must click** in order to start your account's approval process which can take up to 5 working days.

How long will it take for my account to be approved?

The account approval process can take up to 5 working days from the point at which you click the link in the verification email - this is for security and data protection purposes. You will receive confirmation once your account has been fully approved.

Please note: you will not be able to log in to My Account until your account has been approved.

What if I've not heard anything after 5 working days?

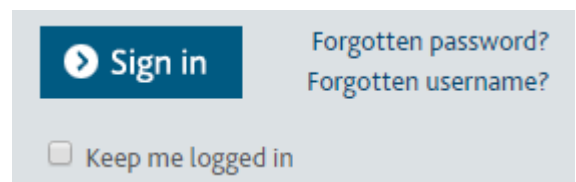
Please email myaccountsupport@capita.co.uk and a member of the team will respond.

How do I log in to My Account?

You can log on in the same place as you registered, via the 'My Account' button in the top-right of our websites.

What if I forget my password or username?

Please use the available options next to the 'Sign in' button. A username or password will be sent to you via email.



I'm a superuser, can I sign other people up to My Account?

No, superusers are only able to approve or reject My Account users after they have signed themselves up via the websites. For more information about superusers and how to become one, please see the [superuser FAQs](#) and [blog](#).

What help is available on getting the most out of My Account?

Once you have logged into your account please take a look at the ['Welcome to My Account! Let's get started'](#) Notification for our collection of Functionality FAQs and videos.

You can also look through the ['My Account Usage Queries' forum](#) to see if your question has been answered there. If it hasn't, please post a new thread and a member of the team will be happy to get back to you.