



Parents' Evening System

Frequently Asked Questions

What if...

...my child has more than one teacher for a subject?

The subject teachers have split the class to offer one of the teachers for appointments.

...I am unable to log in?

If you are unable to log in, please firstly check your child's legal names stored on our system by logging in to "SIMS Learning Gateway". If there is still an issue, please contact our I.T. Support team by e-mailing itsupport@imberhorne.co.uk or calling 01342 310989.

...my child has the same teacher for different subjects?

You will need to book an appointment for each subject you wish to discuss with this teacher, as a single appointment will not provide enough time to discuss both. The system will allow you to book two appointments back to back in this instance.

Why...

...does the system say "Evening Locked" when I log in?

A "go live" date and time will have been published in the letter or e-mail you received to inform you of the Parents' Evening. Bookings can only be made once this time has passed. The "go live" date has been chosen to give the largest number of parents a fair chance of getting the most desirable appointment times.

Similarly, there is a closing date – also published in the letter – after which time you will also be unable to make or amend bookings. This allows us time to ensure teaching staff are aware of their appointments.

...won't the system allow me to book appointments back to back?

It has been set up to force a five minute gap between appointments. This gives you an opportunity to get from one appointment to the next and provides a small buffer for over-running appointments.