simon

IMPORTANT PARENT ACCESS MODULE (PAM)

ACCOUNT INFORMATION

As SIMON develops, we are at a stage where the Parent Access Module (PAM) needs to evolve. This will allow more functionality and integrations with other products; such as: Single Sign On (SSO), write back to admin packages and links to other external resources for example, finance packages.

This change will happen during the week of January 16th, 2023. There will also be implications for Parent Teacher Interviews in December and January (for example: booking student testing times or "Meet the teacher" interviews).
As a result of this important upgrade, all existing PAM accounts will be removed and new, individual accounts will need to be created and authorised.

If your school currently has an account per family you can either:

- move to an account per parent/guardian (which will require unique email addresses for each account)
- provision an account for a single parent/guardian per family.

Information regarding how this will happen will be sent out closer to the date, however, we felt that schools needed to know what is happening so that you can make an informed decision regarding when to provide PAM access to your incoming families.

Why is such a drastic change necessary?
This change will allow the introduction of more requested functionality and security, such as Single Sign On (SSO) and integrations with other products including finance packages. This change will also introduce the possibility of write back to admin systems, allowing parents to update their contact details through PAM.

What is SIMON doing to assist with this transition?
SIMON is building a dedicated interface to assist schools with creating and reviewing accounts in bulk. We will be using the school contact details to automatically set the parent/guardians of each student as requiring an account to access that specific student's information. This can then be modified as needed by the school during the review process.
We will also be offering a webinar to demonstrate the process through which a school will create the new PAM accounts and manage parent access.

Why would I create PAM accounts this year?

If you use PAM for Parent Teacher Interview bookings for 2023 student testing during December 2022, you will need to create PAM accounts as usual. These Parent Teacher Interview runs will need to be completed before the 16th of January.

If your new families do not really need PAM access until January, we recommend holding off until after the upgrade, so parents only have to validate their accounts once.

What will happen if we create new PAM accounts this year?

Any PAM accounts created this year will be deleted and must be recreated in January. Parents will then need to reset their password.

If your school uses SIMON Everywhere, parents will also need to logout and then log back in using these new credentials.

What do schools need to do right now?

At the moment, you need to do the following:

1. Decide whether you need to provide new families with PAM accounts under the old system - Term 4 2022- or if you will wait for the new accounts in January 2023

2. Ensure that all 2022 Parent Teacher Interview runs are completed before the 16th of January

3. Ensure that no 2023 Parent Teacher Interview runs are created until AFTER the creation of the new PAM accounts has been completed

Further information regarding the actual timeline and implementation process will be sent out in due course. Please contact SIMON support if you have any questions.

What do existing PAM account holders need to do right now?

Nothing. For existing PAM accounts, it is business as usual until January.

Best Regards
SIMON Support