

Knowledgebase > User Accounts & Passwords > New user accounts

## New user accounts

Rhys Lyford - 2024-04-18 - User Accounts & Passwords

Requesting login information for a new user account.

# User accounts are created by syncing data from your MIS system such as SIMs, Arbor.

Please ensure the new user account has the following information entered into the MIS for the system to create a network login account.

#### SIMS

**Students:** Exam & UCI numbers along with valid start date is required for an account to be created.

**Staff:** Contract, employment start date is required for an account to be created.

Unique Learner Number		
UCI	Exam Number	

#### Arbor

Students: Start date and timetabled lessons are required for an account to be created.

Staff: Start date and role is required for an account to be created.



### **Bromcom**

Staff / Students : Proceed to contact us for an account to be created.

If the above steps have been completed then we can provide you with the user account information.

Please note Arbor sync's overnight and SIMs sync's twice daily.