

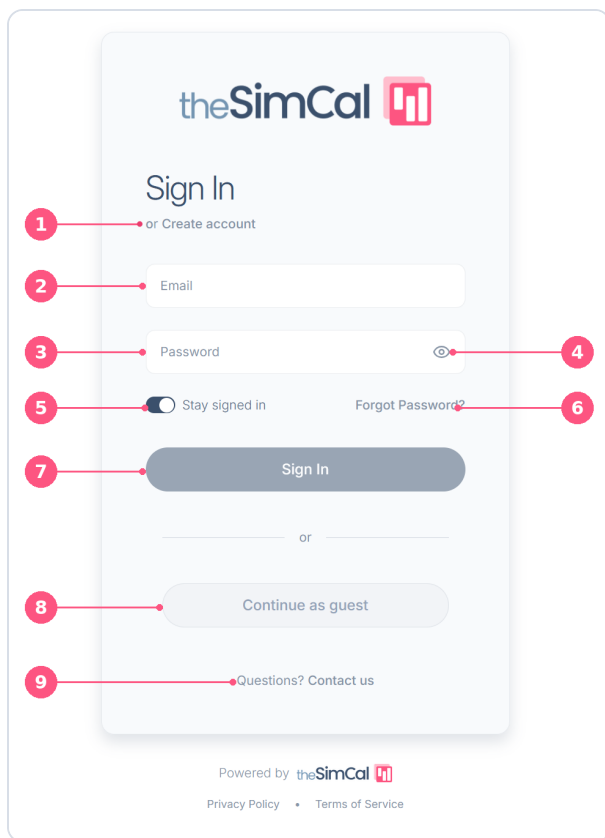
Creating an Account & Signing In

USER GUIDE · Last updated September 1, 2026

Your center will send you a link to its secure booking domain (for example, **yourcenter.thesimcal.com**). Bookmark it. The first screen you'll see is **Sign In**.

Which option is right for you?

- **First time here?** Select 'Create account' to register.
- **Already have an account?** Enter your email and password, then 'Sign In'.
- **Just booking once, or don't want an account?** Choose 'Continue as guest'. See badge 8 below for the trade-offs.



The Sign In screen — each numbered badge is explained here.

What each option does

- 1 Create account:** First-time users register here. Enter your details to set up your login. There's no email confirmation or approval step, so you can sign in straight away.
- 2 Email:** The address you registered with.
- 3 Password:** Your account password.
- 4 Show / hide password:** Select the eye icon to reveal what you've typed and check for typos.
- 5 Stay signed in:** Keeps you logged in on this device so you don't re-enter your details each visit (requires cookies enabled).
- 6 Forgot Password?:** Enter your email to receive a reset link.
- 7 Sign In:** Submits your details and takes you into your center's booking process.
- 8 Continue as guest:** Book without creating an account. Best for a one-off request. As a guest, the form won't pre-fill with your details, and you can't track your booking afterwards. Create an account if you'll book more than once.
- 9 Questions? Contact us:** Reaches your center's team for help with access or your account.

Security tip: On a shared or public computer, leave “Stay signed in” off and sign out when you're finished.

Creating an account

1. Select '**Create account**'. It's the link below the Sign In heading.
2. Enter your first and last name, email address, and a password. Confirm your password, then submit the form.
3. You'll be signed in automatically using your new account. No email confirmation or approval is required.

Resetting a forgotten password

1. Select '**Forgot Password?**' below the Password field.

2. Enter the email address associated with your account, then submit the form.
3. Open the password reset email and follow the link to create a new password. If it doesn't arrive, see 'Trouble signing in?' below.

Trouble signing in?

- **No reset or confirmation email?** Check your spam or junk folder, confirm you entered the correct email address, then contact your center if you still don't receive it.
- **Email or password not recognised?** You may not have an account yet. Select 'Create account' or contact your center for assistance.

Privacy Policy & Terms of Service links sit at the bottom of the screen if you'd like to review them.

Have an idea? Spotted something that could work better? [Share it on our feedback board](#) and vote on suggestions from other centers.