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About This Manual

Edupoint Educational Systems, LLC. develops software with multiple release dates for the software and related documentation. The documentation is released in multiple volumes to meet this commitment.

This document serves as a reference for Edupoint's recommendations and Best Practices for Synergy processes. Due to the complex nature and myriad configurations possible within the Synergy software, it is not feasible to include every possible scenario within this guide.

Conventions Used in This Manual

- **Bold** indicates user interactions such as a button or field on the screen.
- **Italics** indicate the option to select or text to enter.
- Notes, Tips, References, and Cautions display in the margin to provide additional information.

- **Notes** provide additional information about the subject.
- **Tips** suggest advanced options or other ways of approaching the subject.
- **References** list another source of information, such as another manual or website.
- **Cautions** warn of potential problems. Take special care when reading these sections.
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ParentVUE 2.0 User Guide
Chapter 1: Overview

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Overview

Parents and students access ParentVUE using a web browser. A user name and password provide secure access.

ParentVUE

ParentVUE offers a single sign-on to view school information for all of the siblings, regardless of the grade level or school of attendance. You log in once to see all of your children’s school information.

ParentVUE offers access to the student and classroom information and different types of communication from the school or district for each child. Parents see their children’s information only and cannot see other students’ information.

ParentVUE Home Screen

Parents see the Home tab of the ParentVUE portal after logging on to the web portal or activating an account.

An Acknowledgment displays before the Home screen, if available.

ParentVUE 2.0 Home Screen

1. The Navigation bar contains links to display records for the selected child.
2. Recent Events includes grading period dates, conference events, discipline events, school events, attendance notes, and nurse log notes. Click a link for more detailed information.
3. Parents use the focus menu to select from the children actively enrolled in the district.
4. The Streams feature is not available to DMUSD families.
5. The **My Account** tab accesses the parent’s account information.

6. **ParentVUE Account Information Screen**

7. The **Help** tab directs you to the Help screen, which contains information provided by the district.

8. The **Online Registration** tab opens Online Registration, if available.

   All screens contain **Logout**, **Contact**, and **Privacy** links.

9. Parents can select a language at the bottom of the ParentVUE screen if the district supports multiple languages.

   Changing the language at the bottom of the ParentVUE screen only changes the language on the interface. See [Managing Your Account](#) to change the language for email notifications.

10. Parents can enable Accessibility Mode, if needed.
Managing Account Information

Logging In to ParentVUE

1. Parents and students open the web address provided by the school district.

2. Select the preferred language at the bottom, if necessary. The screen default is English.

3. Select an option:
   - Parents – Click I am a parent >>. The ParentVUE Account Access screen opens.
   - Students – StudentVUE account access is not available for DMUSD students.

4. Log in to your account.
   - If you already have an account, enter the User Name and Password.
   - Click Login.

You might be required to change your password on your next log in. The new password must be at least six characters in length and cannot be the same as the current password.

If you forgot your password:
1. Click Forgot your password? Click here.
2. Enter the primary email address. A message is sent to that email address with the username and password information. Contact your school if you encounter any issues.
Account Creation Using Activation Keys

Use the following steps if your school district provided you with an activation key to create an account.

1. Click More Options.
2. Click Activate Account.
3. Click I Accept after reading the Privacy Statement to agree to it.

![Step 1 of 3: Privacy Statement Screen](image)

4. Enter the **First Name**, **Last Name**, and **Activation Key** as provided in the Activation Key Letter. The first name and last name must exactly match the information in the letter.

5. Click Continue to Step 3.

![Step 2 of 3: Sign in with Activation Key Screen](image)

6. Enter the **User Name** that was provided or create a unique **User Name**.

   An error message displays if someone is already using the user name entered.

7. Enter a **Password** and re-enter it in **Confirm Password**.
8. (Parents Only) Enter the **Primary E-Mail** address.

9. Click **Complete Account Activation**.

   ![StudentVUE Step 3 Of 3: Choose User Name And Password Screen](image)

**Forgot Your Password**

1. Click **More Options**.

2. Click **Forgot Password**.

   ![Login Screen](image)

3. Enter the primary email address. ParentVUE/StudentVUE sends a message to that email address with the username and password information and a link to change your password.

4. Click **Send Email**.
5. Open the email.
6. Click the link to change your password.

7. Enter the **First Name**, **Last Name**, **New Password**, and **Confirm New Password**.

   ![My Account Password Screen](image)

   A message indicating that the application made the changes successfully displays.
Managing Your Account

The Account Information screen allows you to change your password, update email addresses, and view your login history. Parents can define which type of emails to receive, how often they want to receive them, and other information as the district permits.

ParentVUE Account Information

1. Select the My Account tab.
2. Make updates to your account as needed.
   - Click Change Password to change your password.
   - Decide which notifications to receive and how often in the Auto-Notify section.
   - Add or edit your email addresses.
   - Change your First Name, Last Name, Employer, and Primary Language if available on the screen.

Changing the Primary Language also changes the language of email notifications sent from ParentVUE.
3. Select values for Phone and Text, as needed.

4. Click Update Account.
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- Viewing Course History Information ........................................ 34
Managing Student Info

The Student Info screen displays the student’s demographic information. The Student Info screen in ParentVUE also displays the emergency contact and physician information.

Parents can make changes to their child’s information if the district allows. They must notify the school of any changes to make if the district does not allow parents to make changes. Students cannot make changes.

1. Click Student Info in the Navigation bar.
2. Click Edit Information to make changes to the student’s information, if enabled.
Click the Email icon to send an email to notify the school of any demographic information changes.

3. Edit the fields.
4. Click **Save Changes**.

The school staff must review and accept the change before the information updates.

The date of the Student Info update displays at the top of the screen. Parents cannot submit further changes until the school staff accepts the pending changes.

### Deleting an Emergency Contact Record

Selecting **Delete Record** displays a line in the Changes section on the Review PVUE Updates screen indicating an Emergency Contact was deleted.

1. Log in to ParentVUE.
2. Click **Student Info** in the Navigation bar.
3. Select **Edit Information**.
4. Locate a contact to delete in the Emergency Contacts section.
5. Select **Delete Record**.
6. Click **Save Changes**.
**Viewing School Information**

Click **School Information** in the Navigation bar to view a directory of the student’s school.

Click the **Website URL** to go to the school’s website.

Click the **Email** link in the School Staff Contact List to email a member of staff.

![School Information Screen](image)

**Viewing Health Information**

The Health screen lists the student’s health conditions and immunization record.

1. Click **Health** in the Navigation bar.

2. Select the **Health Conditions** tab to view the Health Condition Summary. This displays the student’s health conditions, such as asthma or allergies.

![Health Summary Screen, Health Conditions Tab](image)
3. Select the **Immunizations** tab to view the Immunization Summary. This displays a record indicating compliance and non-compliance for immunizations.

![Health Summary Screen, Immunizations Tab]

### Viewing Course History Information

The Course History screen displays all of a secondary student’s courses, the grades received for all years and all schools, the cumulative GPA, and graduation ranking.

1. Click **Course History** in the Navigation bar.

![Course History Screen]
2. Click **Detail** to view additional detail for Graduation Status, Test Requirements, or Student Course History.

   The Graduation Status section provides detailed credit and test requirement information if appropriate to the student’s school grade level.  
   This is the same information that displays on the student’s transcript.

   ![Course History Screen](image1)

3. Select **Detail** in the Student Course History section. Each course displays with the **Mark** earned, **Credit Attempted**, **Credit Completed**, and **Verified Credit**.

   The **Mark** column displays an indicator when a student withdraws from a course.

   ![Student Course History Screen](image2)
4. Click **Unofficial Transcript** to see a PDF of the student's transcript.

*Course History Screen*

A message displays when a transcript is not currently available.
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Viewing Attendance Information

The Attendance screen displays the student’s attendance records. Information displays in two main sections. The Attendance Calendar displays a visual record of absences for the student. The Totals By Course and Totals By Period sections display the attendance totals by course and period. You can also view the attendance total by days in the Days of Attendance section.

1. Click Attendance in the Navigation bar.

![Attendance Screen]

2. Hover over the Calendar Date to see the daily attendance code.

![Attendance Screen]

- The ParentVUE / StudentVUE calendar does not display future attendance.

3. Click the right or left arrows to scroll between months or click ▼ to select a month to view.
4. Hover over a course in the Totals by Course section to view the absence details.

5. Toggle Detail to on in the Days of Attendance section. The icons indicate the attendance information for that period and date.
Viewing Report Cards

1. Click Report Card in the Navigation bar to see grades for each term and progress periods.

   Section-based report cards display the period, course title, room name, teacher, marks, conduct, citizenship, and work habits. A grade legend displays at the bottom of the screen.

   Select Click here to view report card for <<term/period>> to print the report card for the current term or period.
Standards-based report cards display the standard and the associated mark. These are typically used in elementary schools.

### Viewing Test History

The Test History screen displays the student test scores with the test part, score, and year information. It also displays the graph of a student’s progress in a specific part over time.

1. **Click Test History** in the Navigation bar to display the Test History screen.
   - View the historical test score information in the Growth Over Time graph, if available.
   - Hover over the **Score** to view the value.
   - View the **Test Part Performance** level and test **Year**.
   - Use the arrows to sort the columns in ascending or descending order.
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Viewing Messages or Alerts with Synergy Mail

1. Click Synergy Mail in the Navigation bar.
2. Click Alerts. This screen displays important district/classroom messages.
3. Click the link in the Subject to view the details.

Sending Emails to Teachers

You can send email to teachers and staff by clicking the Email icon next to their name.

A message compose window opens in your designated email program, such as Microsoft Outlook or Synergy Mail.
Using Synergy Mail

You have access to Synergy Mail when one of your children's schools uses Synergy Mail.

You cannot use **Reply All** when replying to emails.

1. Select **Synergy Mail** in the Navigation bar.
2. Click **Compose**.
3. Select the recipients for the message in **To**.
   - The recipient options associated with the focused child display. For example, Billy Abbott's parent sees **Billy’s Teachers**, **Billy’s Counselor** and **Billy’s Groups** as tab options in the **To** screen.
   - Click **Add All** on the **Teachers** tab to send an email to all of your child's assigned teachers.
   - Parents only see contact distribution lists that they belong to.

   **The Teachers** tab displays the teachers for the current grading period.
4. Select whom to send a copy or blind copy to if needed.
   a. Click CC and/or BCC to display the CC and BCC fields.

   ![New Message Screen](image1)

   **New Message Screen**

   b. Select CC or BCC to locate the recipients.

   ![New Message Screen](image2)

   **New Message Screen**

5. Enter the message text in the body section.

6. Use the options in the text editor window to customize formatting, use templates, or add links.

   ![New Message Screen](image3)

   **New Message Screen**

7. Click **Send** to send the message or **Close** to save the message in the **Drafts** folder.

   Click **Close** and focus to another child to send emails to recipients for more than one of your children. Open the draft and select the recipients for the focused child.
Communications in ParentVUE

You can interact with communications in ParentVUE directly from the Home screen.

In the example below, TeacherVUE Communications display on the StudentVUE Home screen.

1. Log in to StudentVUE. Communications display on the Home screen.

   ![Unread communications display bold.](image)

2. Select a communication to open the View Message window.
   - Click to delete the communication.
   - Click to reply to or forward the communication.
   - The communication displays with a date and time stamp.

![View Message Window](image)
Communication is deleted from the Synergy Mail inbox when it is deleted from the Home screen.

Communication sent to a class or group always displays on the ParentVUE and/or StudentVUE Home screen.

Communication sent to specific parents displays on the ParentVUE Home screen. This is indicated on the TeacherVUE Communication screen in the To section.

**Viewing Custom Tabs**

Your district can create custom tabs in the Navigation bar. These custom tabs contain district-chosen links to support the educational community.

1. Select the **Custom** tab in the Navigation bar.
2. Click the link to open a new tab or window depending on your browser settings.

ParentVUE/StudentVUE remains open in the original web page.
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Overview

The ParentVUE mobile applications help parents and students stay informed and connected by providing day-to-day insight into the student’s academic experience. The ParentVUE mobile applications work with Synergy SIS in the same way as the ParentVUE web applications. It allows parents and students to view upcoming school events, classroom happenings, assignments, tests, and academic performance.

ParentVUE mobile applications are free applications.

The following images are from an iPad. Android devices might display minor differences in appearance, but the functionality is the same as in iOS.

Hardware and Software Requirements

- Your device must access the internet through a wireless or data connection.
- The ParentVUE mobile apps use the same user login as the web-based ParentVUE applications.

Your screens might not look exactly like those shown in this guide. Screens vary slightly by device.

Check the Apple App Store and Google Play Store for the latest versions of the mobile apps and supported operating systems.

Device Setup

1. Download and install the mobile application.

2. Launch the mobile application.

3. Swipe left. A message displays asking you to enable location services on your device.
4. Select an option on the location message.

Allow – The mobile application uses your location to provide a list of school districts near you. Tap the name of your school district.
To find school district enter zip code of your school district office location:

Zip Code: __________________________

Synergy SIS school district(s) near your location:

Hillcrest Academy
2.2 mi
Mesa AZ 85206
https://hillcrest.synergy.org

Higley Unified School District
3.2 mi
Gilbert AZ 85296
https://parentview.husd.org/index

Boys & Girls Club of the East Valley
5.1 mi
Mesa AZ 85210
https://sgbCTORPstudents.com/

Early Career Academy Arizona Inc
7.9 mi
Chandler AZ 85226
https://scz-eaca.edupoint.com/

Create Academy
10.3 mi
Tempe AZ 85282
https://scz-eaca.edupoint.com/

Apache Junction Unified School District
10.6 mi
Apache Junction AZ 85120
https://synergyschools.ajusd.org

Kyrene School District
13.7 mi
Mesa AZ 85204

Acquired Current Location: 85204

Don’t Allow – Enter the Zip Code to find your school district or tap Enter Manually to enter the school district URL.

a. Enter the school district URL in the space provided and tap Test. The school district name displays.

You can find your school district URL on the Account Access screen of the ParentVUE/StudentVUE web portal.
b. Tap **Done**. The Settings screen saves and displays previously entered district URLs.
Enabling Notifications

The ParentVUE mobile applications can alert parents and students to updates regarding Grades, and Attendance.

Both Android and Apple devices support notifications.

A notification is sent when grades or attendance are updated for the student.

1. Open **Settings** on your device.
2. Tap **Notifications**.
3. Tap ParentVUE or StudentVUE.
4. Select **Allow Notifications**.

Setting Thresholds

1. Open the mobile app.
2. Open settings.
Tap ☰ on the Navigation screen in StudentVUE and select Preferences.

StudentVUE Navigation Screen

Tap ☰ on the Student List screen in ParentVUE.

3. Tap ☑ to activate the notification. Activated notifications display ☑.
4. Tap - or + to select the threshold percentage for Assignments and Grades.

Preferences Window

5. Tap Save.
Logging In

The mobile application uses the same user login as the web-based ParentVUE.

Contact your school to receive your access URL and login information.

1. Enter your login information or activate your account. See Account Activation for more information.

   Tap Save next to your User Name and Password to save the information in the application. You can modify this option whenever you log in.

   You can log in to multiple districts at the same time if you save your login information.

2. Select the Current Language.

   You can modify this option later.

3. Tap Login.
**Account Activation**

1. Tap Yes.
2. Enter your **First Name**, **Last Name**, and the **Activation Key** provided to you.
3. Tap **Continue to Step 3**.

![Parent Account Activation Screen](image)

4. Enter a **User Name** and **Password**.

    Tap **Save** next to your **User Name** and **Password** to save the information in the app. You can modify this option whenever you log in.

5. Enter the password again in **Confirm Password**.
6. Enter a **Primary E-Mail address**.
7. Tap **Complete Account Activation**.

![Parent Account Activation Screen](image)

**Editing Your Account Information**

The **My Account** and **My Info** screens allow parents and students to manage their account information in the mobile application. Both Android and iOS devices support the **My Account** information. The options available are set by your district and might include the following:

- Parents can view or edit the email addresses.
- Parents can add, edit, or delete phone numbers.
- Parents can change the password.
- Parents and students can set up notification preferences.
• Parents can elect to receive paperless report cards.
• Parents can change their passwords.

The Home Address, User ID, and Mail Address fields are read-only and cannot be edited.

ParentVUE

1. Tap My Account on the Student List screen.
   a. Modify your name and Primary Language if needed.
   b. Tap ☑ to select the type of events you wish to receive emails for and if you want to receive report cards online. Activated notifications display ✔.

   Smaller devices have a Notify tab to accommodate the smaller screen size. This tab contains the Auto Notify section from the My Info tab of the larger devices.

   ParentVUE My Account Screen, Notify Tab

c. Tap Update.
2. Tap the Emails tab.
   a. Tap Update.
   b. Enter the Email addresses as needed.

3. Tap the Phones tab.
ParentVUE My Account Screen, Emails Tab

- Tap + to add a new contact.

ParentVUE My Account Screen, Phones Tab

- Enter the **Phone** number.
- Enter the **Extension** if any.
- Select the **Type** of phone.
- Tap ☑️ to select the contact type for the phone number. The selected contact type displays ☑️:
  - **Primary** - Primary contact number
  - **Contact** - Additional contact number
  - **Not Listed** - Number is not listed in the phone directory
- Tap **Add**.

- Tap **Update**.
Change Password

1. Tap Change Password on the My Account or My Info screen.

2. Enter the Current Password, New Password, and Confirm New Password.

3. Tap Change Password to save. A message displays that the account password was changed and asks you to log in again with the new password.
StudentVUE Change Password Screen

Reset Password

1. Tap **Forgot password** to open the Reset Password screen.
2. Enter the email to receive the password reset information or the user name of the account that is requesting the password reset information in Email or User Name.

If you enter the user name to request the password reset information, the email is sent to the email address associated with that account.

3. Tap Send Email or I already have verification code if you already have an email with the password reset information. This opens the Reset Password screen.

4. Enter the User ID and Verification Code from the forgot password email sent by the district as the User Name and Verification Code.
5. Enter the New Password and Confirm New Password.
6. Tap Change Password.

A message displays when the password is successfully changed for the account.

The forgot password success email is sent.
Viewing Information

The mobile application does not display certain screens that the web-based ParentVUE applications have, such as class websites, course requests, and digital locker.

Test History and Course History display on ParentVUE apps.

StudentVUE Navigation Screen
Student List

ParentVUE has the Student List screen that lists all children attending this district. Tap the child’s name to view the Navigation screen that contains their information.

A screen opens for you to record your child’s name when you first select a child if your district has Name Pronunciation enabled. See Recording a Student’s Name for more information.

- The concurrent school name displays under the primary school name if your student is enrolled at more than one school.

- Tap Show Events to view District and School Events.

- Tap the Settings icon to set additional preferences and notifications. See Managing Notifications and Managing Preferences for more information.

- The number of Synergy Mail messages available displays. Tap Synergy Mail to view them.
• Online Registration can be launched from ParentVUE. Tap Online Registration and tap the Open Online Registration link to open the Online Registration screen.

Registration Enabled must be selected on the Online Registration Setup screen in SynergySIS to use this functionality. See the Online Registration Guide for more information.

Managing Notifications

The Settings screen displays when you tap the Settings icon in ParentVUE. Tap each notification type to receive app notifications for the student for Assignments, Attendance, Grades, Discipline, or Health.

Use the Minus or Plus icons displayed in Assignments and Grades to set notification thresholds. For example, the following settings display notifications for Assignments if the score is less than 80%, and notifications for Grades if the grade is less than 75%.

<table>
<thead>
<tr>
<th>Notification</th>
<th>Preferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments</td>
<td></td>
</tr>
<tr>
<td>Assignment less than 80 %</td>
<td>[ ]</td>
</tr>
<tr>
<td>Attendance</td>
<td>[ ]</td>
</tr>
<tr>
<td>Grades</td>
<td>[ ]</td>
</tr>
<tr>
<td>Grades less than 75 %</td>
<td>[ ]</td>
</tr>
<tr>
<td>Discipline</td>
<td>[ ]</td>
</tr>
<tr>
<td>Health</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

Managing Preferences

Tap the Preferences tab to edit preferences.

• Grade Book - threshold value (0 to 100) – Enter the score value that triggers a low mark indicator on an assignment. For example, enter 10 to indicate if the student receives a 9 or lower on an assignment.

• Reminders – Set assignment notifications on the Calendar screen.
  o Use Reminders – Tap to allow reminders.
  o Use Bell Schedule Time for assignment reminders (if available) – Uses the Time for the assignment due date reminder according to the Bell Schedule created at the school if allowed by the school.
  o Enter the number of Days before the due date and the Time for the reminder. If using
Bell Schedule Time, enter only the **Days**.

![Reminder](image)

**ParentVUE Preferences Screen**

**Uploading Documents to Online Registration**

You can upload documents and images to Online Registration if the school uses Online Registration.

> You can also upload a photo of a document.

1. Tap **Online Registration**.

![Student List](image)

**ParentVUE Student List Screen**

2. Tap **Family** or the student name.

![Documents](image)

**ParentVUE OLR Documents Screen**

3. Select the documents to upload.
Navigation

Tap the link on the Navigation screen to view any of the screens.

- Tap the **Record** icon to record or edit a recording of a student’s name. See [Recording a Student’s Name](#) for more information.
• Tap the **School** icon to see grading period dates, conference events, discipline events, school events, attendance notes, nurse log notes, and any local notifications you created.

• This indicates the number of new Synergy Mail messages available to view. Tap **Synergy Mail** to view them.

Tap the **Settings** icon to set additional preferences and notifications. See [Managing Notifications](#) and [Managing Preferences](#) for more information.

**Recording a Student’s Name**

The following screen displays if you select your child in ParentVUE and the student’s name was not recorded.

1. Select one of the options on the screen.
   
   • Tap **Yes** to record the student’s name and go to the next step.
   
   • Tap **No** to record the student’s name later.
   
   • Tap **Never remind again** to never record the student’s name.

![ParentVUE Student Name Not Recorded Message](#)

2. Tap the **Record** icon to start the recording.
3. Record the name.
4. Tap **Stop** to stop recording.

5. Tap **Play** to listen to the recording.
6. Tap **Save**.
7. Tap **OK** to close the confirmation message. An icon representing the child's recorded name displays in the header.

**Deleting a Recording**

1. Tap the icon representing the child's recorded name in the header of the Navigation screen.
2. Tap the **Delete** icon.
3. Tap Yes to confirm deletion.
Viewing Student Information

The school can enable or disable certain modules from displaying in ParentVUE. The school disabled access to the module if you do not see it in your mobile application.

Student Info

The Student Info screen displays the student’s demographic information, emergency contacts, and physician information.

![ParentVUE Student Info Screen]

- Tap the Mail icon to send an email to the student's homeroom teacher.
- Tap Additional Info to view other student data specified by the district.
Editing Student Information in ParentVUE

Your school can allow parents to edit their student’s information in the mobile application.

1. Tap Edit.

2. Make the changes.
3. Tap Save Changes.

**School Information**

The School Information screen lists the details about the student's enrolled school, including a staff list.

Tap **Show Staff List** to open the Staff Contact List screen.
Tap the Email icon to email a staff member.
Health

The Health screen lists student health conditions and immunization records.

Immunizations

- Tap Immunizations to see the student’s immunization record.

StudentVUE Immunization Summary Screen

- Tap a specific immunization to see the details.

StudentVUE Immunization Summary Screen
Health Conditions

Tap Health Conditions to see the details of the health conditions on record.

<table>
<thead>
<tr>
<th>Start Date</th>
<th>End Date</th>
<th>Condition Code</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Heart</td>
<td>Student has a heart murmur.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Asthma</td>
<td>Student has periodic asthma attacks that are treated with...</td>
</tr>
</tbody>
</table>

Report Card

The Report Card screen shows grades for each term and for progress periods between the quarters.

Tap PDF to view a report card or progress report.
Viewing Classroom Information

The school can enable or disable certain modules from displaying in ParentVUE or StudentVUE. The school disabled access to the module if you do not see it in your mobile application.

Attendance

The Attendance screen displays all the days the student was marked absent or tardy and the date for the entry. Attendance information for both schools display if your student is enrolled in concurrent schools.

Tap a day to view more detail.
Tap the Email icon to email the instructor.

Tap Legend to view descriptions for the icons used on the Attendance screens.
Tap **Summary** to view the Summary screen. This displays totals by period for each attendance reason.
Synergy Mail

Synergy Mail allows parents and students to send email to staff. This functionality is only supported in ParentVUE 2.0.

![ParentVUE Mailbox Screen]

Acknowledgements

Acknowledgments requiring a signature display after the parent logs in to ParentVUE. The Acknowledgement screen displays after the parent or student logs in.
Enter your full name or click the parent name on top to populate the signature name of the parent in the field.

The currently logged in parent name displays on top.
**Viewing Synergy Mail**

Both the iOS and Android versions of the ParentVUE mobile apps support Synergy Mail. The following images display the iOS version.

- A circle icon displays next to unread messages.
- Emails with attachments display a paper clip icon.
- You can only delete messages after moving them to the **Trash** folder.

![ParentVUE Inbox Screen](image)

**Icons for Synergy Mail are:**

- The **Settings** icon allows you to create signatures for both new messages and replied to/forwarded messages.
- The **Flag** icon marks a message as **Read** or **Unread**.
- The **Folder** icon moves the current message to the **Inbox**, **Sent**, **Trash**, **Alerts**, or custom folders.
folders, depending on the folder in focus.

- The Trash icon removes messages.

  The icon changes to Delete when viewing the Trash folder.

- The Arrow icon replies to or forwards messages.
- The Edit icon opens the New Message screen.
Creating Folders

1. Tap the + sign in the bottom left corner in the iOS version or tap Folder at the top right corner in the Android version.

2. Tap Create New Folder.
3. Enter a folder name.
4. Tap Save.

Composing Messages

1. Tap the bar at the bottom of the screen to select a student to focus to and access the icons. Select a student to focus to in ParentVUE.
2. Tap the **Inbox** and tap the **Arrow** to reply to a message or tap the **Edit** icon in the bottom right corner of the mailbox screen.

3. Tap **To**.

4. Locate the recipients to add.
ParentVUE – The student’s Teacher, Counselor, and Groups display with the name of the student in focus.

In the Android version, the recipient screen displays options for student’s Teachers, Counselors, Groups, Staff, and Contact Lists.

5. Tap Send to send the message or tap Cancel to save the message as a draft or discard it.
Viewing Custom Tabs

Custom tabs contain links selected by your district to support the educational community. Tap a link to view the information.

The district defines the name of your tab. Links can include academic support sites or sites that manage cafeteria costs.

ParentVUE Custom Tab Screen