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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.

Before You Begin

Before installing any of the Edupoint family of software products, be sure to review the system requirements and make sure the district’s computer hardware and software meet the minimum requirements.

Software and Document History

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Updates:
- Updated [StudentVUE My Account](#) for auto notification options
- Added [Communications in ParentVUE and StudentVUE](#) in Communication
- Added [Viewing Concurrent Report Cards](#) in Report Card
- Added content for receiving auto notify emails on the StudentVUE mobile application in [StudentVUE My Account](#)
- Added Online Registration on the Student List screen in [Student List](#)
- Added a step for adding a doctor's note or document in [Reporting Future Absences](#) (mobile app)
- Added text and note for submitted future absence notification in [Enabling Notifications](#)
- Added [Acknowledgements](#) in Communication
- Added content for deleting a message in [Messages](#)
- Added a step for adding a doctor's note or document in [Reporting Future Absences](#) (web version)
- Added [Deleting an Emergency Contact Record](#) in Managing Student Info
- Added a step for including additional staff when sending emails in [Viewing the Class Schedule](#)
- Added text for [Course Duration](#) column in [Managing Course Requests](#)
- Updated [Viewing the Calendar](#) for the new interface
- Added a step for selecting the Phone and Text values in [ParentVUE Account Information](#)
- Added [Paying Fees Using SchoolPay](#) in Managing Fees
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Overview

Parents and students access ParentVUE and StudentVUE 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.

- The Navigation bar contains links to display records for the selected child.
- 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.
- Parents use the focus menu to select from the children actively enrolled in the district.
- Streams allows parents to communicate with teachers, if enabled.

- The My Account tab accesses the parent’s account information.

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

- The Online Registration tab opens Online Registration, if available.
• All screens contain Logout, Contact, and Privacy links.
• 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.

• Parents can enable Accessibility Mode, if needed.
• Parents can report future absences.
StudentVUE

StudentVUE offers single sign-on access to student and classroom information and offers different types of communication from the school or district. Students can only see their information and cannot see the records of other students. Your parents can access your information if they have a ParentVUE account.

StudentVUE Home Screen

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

An Acknowledgment displays before the Home screen, if it is available.

- The Navigation bar contains links to display your records.
- 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.
- Streams allows students to communicate with teachers if enabled.
• The My Account tab accesses the student’s account information.

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<table>
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<tr>
<th>Name</th>
<th>User ID</th>
<th>Home Address</th>
<th>Mail Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
</table>
| Billy Abbott | Billy | 1979 S Velitas Dr | Same as Home Address | * Home: 480-855-1214  
          |        | Mesa, AZ 85204 |              | Cell: 480-555-1412  |
```

StudentVUE My Account Setup Screen

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

• The Online Registration tab opens Online Registration if available.

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

• Your district might support additional languages. If so, select one at the bottom of the StudentVUE screen.

• You can enable Accessibility Mode if needed.
Managing Account Information

Logging In to ParentVUE and StudentVUE

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

![ParentVUE and StudentVUE Access Screen](image)

ParentVUE and StudentVUE Access Screen

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 – Click I am a student >>. The StudentVUE Account Access screen opens.
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.

- If you have an activation key, see Account Creation.
Account Creation Using Activation Keys

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

The following steps use the StudentVUE screens. The ParentVUE screens are similar. Use these steps to create a ParentVUE account. You can also complete these steps using the mobile version of ParentVUE or StudentVUE.

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

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.
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.

The password must be a minimum of 6 characters in length and can consist of numbers and letters, but not special characters.
The password is case-sensitive.

8. (Parents Only) Enter the Primary E-Mail address.

9. Click Complete Account Activation.

![Step 3 of 3: Choose user name and password](StudentVUE Step 3 Of 3: Choose User Name And Password Screen)
Forgot Your Password

1. Click More Options.
2. Click Forgot Password.

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.

Enter your name exactly as it displays on the account.

8. Click Change Password.

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

The Account Information screen differs between parents and students. Both screens allow 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.

   - View Acknowledged Documents.

![ParentVUE Account Information Screen](Image)
3. Select values for **Phone** and **Text**, as needed.

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<th>Delete</th>
<th>Primary</th>
<th>Type</th>
<th>Phone</th>
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<td>School Communications</td>
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<td>208-303-1234</td>
<td></td>
<td></td>
<td>None</td>
<td></td>
<td>None</td>
</tr>
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</table>

*ParentVUE My Account Screen*

4. Click **Update Account**.

**StudentVUE My Account**

1. Select the **My Account** tab.
2. Make updates to your account as needed.
   - Click Change Password to change your password.
   - Add or edit your email addresses.
   - Select or deselect the notification options in the Auto Notify section.
   - Click Update Account.

Changes made in the StudentVUE app automatically update the StudentVUE screen in Synergy SIS and changes made in StudentVUE in Synergy SIS automatically update the StudentVUE app.
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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.

![ParentVUE Student Info Screen](image)
1. Click **Student Info** in the Navigation bar.
2. Click **Edit Information** to make changes to the student’s information, if enabled.

Click the staff name to send a Stream message or click the Email icon to send an email to notify the school of any demographic information changes.
3. Edit the fields.

![ParentVUE Student Info Screen]

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**.

<table>
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<tr>
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<th>Changed Value</th>
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<td></td>
</tr>
<tr>
<td></td>
<td>Name</td>
<td>Care Roberts</td>
<td>Care Roberts</td>
</tr>
<tr>
<td></td>
<td>Release To</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Relationship</td>
<td>Guardian</td>
<td>Guardian</td>
</tr>
<tr>
<td></td>
<td>Home Phone</td>
<td>480-922-3357</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Work Phone</td>
<td>480-111-2222</td>
<td>480-111-2222</td>
</tr>
</tbody>
</table>

**Student Info Screen**

Reporting Future Absences


2. Enter the **Start Date**.

   *The Start Date defaults to the current date. This field does not display the current date if absences are reported from the Attendance screen.*

3. Select an **End Date**.
4. Select a reason for the absence.
5. Enter a **Note** if needed.
6. Click **Add doctor’s note or document**.

![Report Absences Screen]

a. Select the file to upload. The uploaded file displays on the window with a delete option.

![Report Absences Screen]

7. Click **Save**.

   ![The document saves on the Documents tab of the Student screen.]

   "The document saves on the Documents tab of the Student screen."
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.
Viewing Health Information

The Health screen lists the student’s visits to the school nurse, their health conditions, and immunization record.

1. Click Health in the Navigation bar.

2. Click the record link in the Health Summary to view the Nurse Visit Detail. This displays the assessment of the student's condition, the action taken, and the name of the staff who recorded the visit.

Click the Streams icon or the Email icon to communicate with the staff member.

Health Summary Screen, Nurse Visit Detail
3. 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)

4. 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](image)
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.

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.
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.

4. Click Unofficial Transcript to see a PDF of the student's transcript.

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

The Discipline screen displays all of the student’s discipline events. The summary of events shows the Incident Date, Incident Time, Incident Role, and Comment to describe the incident.

1. Click Discipline in the Navigation bar.
2. Click an incident in Discipline Summary to see additional details about the incident.

The Discipline Detail displays the associated staff member and the Discipline Disposition Summary section, if applicable.

3. Click Summary to return to the original screen.
Viewing Special Education Information

The Special Education screen displays the student’s Special Education documents, such as the Individualized Education Plan (IEP) and Progress Reports, if a student is receiving services. The screen also displays the Next Annual Review Date and the Next Reevaluation Date.

1. Click Special Ed in the Navigation bar.
2. Click the date link to view a PDF of the current IEP, Placement Determination, or Progress Report. You can use your browser to print or save a copy of the PDF files.

A date does not display when a document is not available.
Viewing Documents

The Documents screen displays all documents attached for the student.

1. Click Documents in the Navigation bar.
2. Click the Document link to view the document.
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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.

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

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.

![Attendance Screen]

4. Hover over a course in the Totals by Course section to view the absence details.

![Attendance Screen]
5. **Toggle Detail to on** in the Days of Attendance section. The icons indicate the attendance information for that period and date.

![Attendance Screen](image-url)

**Attendance Screen**
Viewing the Class Schedule

The Class Schedule screen lists the period, course title, room name, and the teacher for each class. Secondary schedule information displays all courses the student takes in the semester.

Class Schedule Screen

Elementary schedule information typically displays only one course in the class schedule, labeled with the student's grade.
1. Click Class Schedule in the Navigation bar.
2. Click the primary teacher’s name or the envelope icon next to the primary teacher’s name for the class you want to email. This opens the New Message window.

- The To field displays the primary teacher’s name and additional staff members for that class.

Selecting the primary teacher’s name also sends the emails to the additional staff members for that class.
3. Click the Term abbreviation (for example, Fall, Spring, 1st Qtr, 2nd Qtr) to view a different semester’s schedule.

- The schedule lists the Period, Rotation Days, Course Title, Room Name, and the Teacher for each class.

The Class Schedule displays the Rotation Days for each course if the school has rotation days defined.

- The staff member associated with the incident displays as a communication link.

<table>
<thead>
<tr>
<th>Class Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hope High School Student Schedule for Fall (07/04/2016 - 11/25/2016)</strong></td>
</tr>
<tr>
<td>Period</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>7</td>
</tr>
</tbody>
</table>

*Class Schedule Screen*
Using Digital Locker

The Digital Locker screen lists all files uploaded for online storage. These files can be drafts of papers or other works in progress. Only students can upload documents to the Digital Locker.

Files that students submit for a specific assignment are stored in Grade Book if your district uses Grade Book. See Viewing Grade Book for more information.

1. Click Digital Locker in the Navigation bar. The Digital Locker displays the date of upload, the file name, notes about the file entered by the student, and the size of the file.
2. Click the Document name to download a copy of the file.

Use the browser to print or save a copy of the file.
Uploading Documents

1. Click **Browse** to locate the document on your computer.

   ![Digital Locker Screen](StudentVUE_Digital_Locker_Screen.png)

2. Click **Upload**.

   Click **Remove** to remove a document.

   ![Digital Locker Screen](StudentVUE_Digital_Locker_Screen.png)
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.

   ![Report Card Screen]

   This only displays if a PDF report card is available for the term.

   - Standards-based report cards display the standard and the associated mark. These are typically used in elementary schools.

   ![Report Card Screen]
Viewing Grade Book

The Grade Book screen allows parents and students to keep track of grades, assignments, and test scores posted in Grade Book if your district uses Grade Book.

1. Click Grade Book in the Navigation bar to show grades for each grading period and progress period. The screen opens to the current grade period.

   Grade Book displays the Rotation Days for each course if used by the school.

2. Click any available quarter or progress period to view another summary.
The following charts display depending on your school's setup.

<table>
<thead>
<tr>
<th>Description</th>
<th>Grade Book Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>The percent of students in the section earning each mark/grade.</td>
<td><img src="image" alt="Class Grades Chart" /></td>
</tr>
<tr>
<td>Top 5 marks are colored blue, pin, yellow, green, and light blue.</td>
<td><img src="image" alt="Class Grades Chart" /></td>
</tr>
<tr>
<td>Gray are marks lower than the top 5.</td>
<td><img src="image" alt="Class Grades Chart" /></td>
</tr>
<tr>
<td>Gray indicates the total possible percentage a student can earn.</td>
<td><img src="image" alt="Class Performance Whisker Chart" /></td>
</tr>
<tr>
<td>Green is the actual percentage the student earned.</td>
<td><img src="image" alt="Class Performance Whisker Chart" /></td>
</tr>
<tr>
<td>TOTAL bar combines the values for all of the other bars.</td>
<td><img src="image" alt="Class Performance Whisker Chart" /></td>
</tr>
<tr>
<td>Shows trends in overall grade for sections.</td>
<td><img src="image" alt="Grade History Chart" /></td>
</tr>
<tr>
<td>Green is the current value.</td>
<td><img src="image" alt="Grade History Chart" /></td>
</tr>
<tr>
<td>Blue is the highest overall grade earned for the section.</td>
<td><img src="image" alt="Grade History Chart" /></td>
</tr>
<tr>
<td>Red is the lowest overall grade earned for the section.</td>
<td><img src="image" alt="Grade History Chart" /></td>
</tr>
<tr>
<td>Line represents the overall grade changes that are not equal to the highest, lowest, or current grade.</td>
<td><img src="image" alt="Grade History Chart" /></td>
</tr>
<tr>
<td>Description</td>
<td>Grade Book Item</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Displays the Current Grade and Percent of Grade the student earned for the section</td>
<td><img src="image" alt="Category Weighting Bar Graph" /></td>
</tr>
<tr>
<td>Shows assignments due today or tomorrow</td>
<td><img src="image" alt="Upcoming Assignment Details" /></td>
</tr>
<tr>
<td>Shows the next 5 assignments if nothing is due today or tomorrow</td>
<td></td>
</tr>
</tbody>
</table>
3. Click a Subject or Course Title link. The Assignment View tab displays the assignments for the class. The Category Weighting graph shows the assignment type, current grade, and percentage of grade.

**GRADE BOOK**

![Grade Book Screen](image)

**Select a subject or course to view assignments from another class.**

**GRADE BOOK**

![Grade Book Screen](image)

Select the Standards View tab to display the Standards Summary view if your district or school uses Standards. See [Standards View](#) for more information.
4. Select an assignment that has a date in the Drop Box column to upload documents to assignments.

![Assignments Table]

- **Grade Book Screen**
  - **4.** Select an assignment that has a date in the Drop Box column to upload documents to assignments.
  - **a.** Select a location for the document.
  - **Selecting Google Drive or OneDrive opens the appropriate application.**
  - **b.** Enter the credentials to authenticate if requested.
  - **c.** Select the document to upload to the dropbox.

5. Click an Assignment. The Assignment Detail screen displays.
   - **Assignment Detail** – The summary displays the information for the assignment, including the Course, Period, and Teacher.
     - **Click the Teacher link to view the Class Websites screen.**
   - **Standards** – Standards associated with the assignment display in this section if available. See Standards View.
   - **Resources** – Electronic files or links to a website display in this section if available.
- Digital Drop Box – Electronic files posted for the assignment display in this section.

**GRADE BOOK**

**Assignment Details**

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Type</th>
<th>Date</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subtract Whole Numbers</td>
<td>Project</td>
<td>4/12/2018</td>
<td>4/12/2018</td>
</tr>
</tbody>
</table>

**Score** 9

<table>
<thead>
<tr>
<th>Score Type</th>
<th>Raw Score</th>
<th>Points</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.90 / 1.0000</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Description**
The learner will subtract any whole numbers of up to 4 digits, with or without regrouping.

**Standards**

<table>
<thead>
<tr>
<th>Standard</th>
<th>Performance Indicator</th>
<th>62.86 / 100.00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Make estimates appropriates to a given situation or computation with whole numbers.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Compare and order whole numbers through six digits by applying the concept of place value.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Strand 1: Number and Operations</td>
<td>84.52 / 100.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>90.00 / 100.00</td>
</tr>
</tbody>
</table>

**Resources**

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>test</td>
<td>test</td>
</tr>
</tbody>
</table>

**Rubrics**

Any Grade Book scoring rubrics used display on the Grade Book Assignment Detail.
Standards View

1. Click Standards View to view the standards aligned with the subject area.

   ![Standards View Image]

   Your district might not use standards.

2. Click an assignment to view the Assignment Detail.

   ![Assignment Detail Image]
Taking Assessments

See Synergy SIS – Assessment User Guide for more information on taking assessments.

Viewing Class Websites

The Class Websites screen displays teacher-created and class-specific postings, such as announcements, homework assignments, and class resources.

1. Click Class Website in the Navigation bar.
2. Select a topic.
3. Select the class to view.
4. Use the links to access classroom documents or class resources.
5. Select a Curriculum Plan, if available, to access scheduled lesson plans and classroom documents.

Class Websites Screen
a. Select a class.

b. Select a week to view.

c. View the scheduled lessons and resources by the day of the week.

Alternate Web Pages

Your school might use an alternate web page for displaying classroom information.

- Select the class to view.
- Select a unit or book.
- Click the Expand icon to expand the panel to full screen.
- Click any links to view additional information, take assessments/assignments, or view other lessons.
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. ①
   - View the Test Part Performance level and test Year. ②
   - Use the arrows to sort the columns in ascending or descending order. ③
Chapter 4: Communication

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Emergency Response System

Your school can activate the Emergency Response System that allows students to self-report their status from StudentVUE on the web or the mobile application.

1. Log in to StudentVUE.
   - Are you at school today?
   - Are you safe?
   - Where are you?

3. Click Save.
Viewing Messages or Alerts

Synergy Mail replaces the Messages screen if used by your school.
Online Registration notifications display if used by your district.

Without Synergy Mail

The Messages screen displays important district/classroom messages and emails.

1. Click Messages in the Navigation bar.
   - The number of unread messages displays in the Navigation bar.
   - Read messages display with an open envelope.
   - Unread messages display with a closed envelope.
   - Select the message to view the details.
   - Click X to remove a message.

   ![Messages Screen]

   You receive a link through Messages before the school year to register your child if your district uses Online Registration. See Synergy SIS – Online Registration with ParentVUE Account document for more information.

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.

   ![Synergy Mail Screen, Alerts]

See Using Synergy Mail for more information.
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

Synergy Mail in ParentVUE

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.

ParentVUE To Screen
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]

   b. Select CC or BCC to locate the recipients.

   ![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]

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.]
Synergy Mail in StudentVUE

1. Select Synergy Mail in the Navigation bar.
2. Click Compose.
3. Select the recipients for the message in To.
   - My Teachers, My Counselor, and My Groups display as tab options in the To screen.
   - Click Add All on the My Teachers tab to send an email to all of your assigned teachers.
   - Students only see contact distribution lists that they belong to.

   The Teachers tab displays the teachers for the current grading period.
   You can only send mail to Student Groups if they have an assigned staff member.
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]

   b. Select CC or BCC to locate the recipients.

   ![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]

7. Click Send to send the message or Close to save the message in the Drafts folder.
Communications in ParentVUE and StudentVUE

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

- Some functionality is different when Synergy Mail is enabled.

Communications with Synergy Mail Enabled

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.
2. Select a communication to open the View Message window.

- Click [trash] to delete the communication.
- Click [reply] to reply to or forward the communication.
- The communication displays with a date and time stamp.

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.

You can view and download attachments.
Communications with Synergy Mail Disabled

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

   Unread communications display bold.

2. Select a communication to open the View Message window.

   - Click [ ] to delete the communication.
     
     You receive a confirmation message when deleting a communication with Synergy Mail disabled.

   - Click [ ] to reply to or forward the communication.

   - The communication displays with a date and time stamp.

Deleting a communication from the StudentVUE Home screen also deletes the communication from the Messages tab.

You can view and download attachments.
Viewing the Calendar

The Calendar screen displays the important details of the school day, such as district and school holidays and events for the selected student. Assignments display if your district uses Grade Book.

1. Click Calendar in the Navigation bar to open the student's calendar.

You can view the calendar by Classes, Assignment Type, or Assignment Status.

- Classes – Displays the current classes including the Period, Course Title, Term that the class meets, Section ID, and Teacher Name

If there are no assignments for a grading period, that grading period does not display on the Classes list.

If a class is deselected, it no longer displays in the calendar and the associated assignments.

ParentVUE Calendar Screen

ParentVUE Calendar Screen
- **Assignment Type** – Displays the assignment types for the assignments

  If there are no assignments for a grading period, that grading period does not display on the **Classes** list.
  
  If a class is deselected, it no longer displays in the calendar and the associated assignments.

- **Assignment Status** – Displays the missing, due, and scoreless assignments

  If an **Assignment Status** is deselected, it no longer displays the assignments associated with the status.
  
  When an assignment is scoreless, it displays a red icon.
The other options on the Calendar tab include:

- **Today** – Click this option to display the current Month, Week, or Day view.

  displays for the current date.
- **Show Rotation Day** – Select this option to display the period rotation definition for the school.

Not all schools use Rotation Days.
You can select the **Show Rotation Day** option on the Month view.
If the **Show Rotation Day** option is selected, the period rotation definition code displays for the Month, Week, or Day view.

![ParentVUE Calendar Screen](image-url)
Events – Displays the Assessments, Assignments, Holidays, and School Events

If an Event is deselected, it no longer displays on the calendar.

Calendar (on the right-hand side) – Displays a month in the calendar year

Selecting a date resets the calendar to Day view and displays the assessment, assignment, holiday, or event, if any, for the selected date.
Using Streams

Streams allow parents and students to maintain a running dialog with teachers. You can access this from the Streams tab if enabled by the district.

Sending Messages to Teachers

1. Select the Streams tab.

2. Type your message to the recipient in the Post box.

3. Click Post.
Sending Documents to Teachers

1. Click Post Document to send a document to the recipient.
2. Click Choose Document to locate the file on your computer.

3. Select the file and click Open.
4. Enter a note that pertains to the document in the message box, if necessary.
Managing Posts

- Click Edit Post to edit the message.

![Edit Post](image)

Streams Screen

- Click Delete Post to delete the post and associated documents.

![Delete Post](image)

Click Last 90 Days to view posts within this time frame.

Click All to view all posts.
Managing Fees

The Fee screen displays a summary of fees owed and paid. There are two types of fee systems the schools can use.

- **Standard Fee Model** – Displays a Fee Summary with links to Fee Detail
- **Direct Payment Fee Model** – Displays Current Fees and Paid Fees

**Standard Fee Model**

**Viewing Fee Information**

1. Click Fee in the Navigation bar. The Fee Summary screen displays each fee with the Date, Fee Code, Description, Fees, Payments, Balance, Fee Category, and Course.
2. Click the fee to view additional details. The Fee Detail screen displays.

<table>
<thead>
<tr>
<th>Date</th>
<th>Code</th>
<th>Description</th>
<th>Fees</th>
<th>Payments</th>
<th>Balance</th>
<th>Fee Category</th>
<th>Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/16/2017</td>
<td>BK</td>
<td>Lost Book: Algebra II</td>
<td>$45.00</td>
<td>0.00</td>
<td>$45.00</td>
<td>Textbook</td>
<td>-</td>
</tr>
<tr>
<td>09/12/2017</td>
<td>BK</td>
<td>Tom Cover: Great Expectations</td>
<td>$5.00</td>
<td>0.00</td>
<td>$5.00</td>
<td>Textbook</td>
<td>-</td>
</tr>
<tr>
<td>09/19/2017</td>
<td>BK</td>
<td>Book Damages</td>
<td>$3.00</td>
<td>0.00</td>
<td>($5.00)</td>
<td>Payment</td>
<td>-</td>
</tr>
<tr>
<td>01/06/2018</td>
<td>ARTS</td>
<td>Art Supplies</td>
<td>$15.00</td>
<td>0.00</td>
<td>$15.00</td>
<td>Art Supplies</td>
<td>-</td>
</tr>
<tr>
<td>03/13/2018</td>
<td>ALLSP</td>
<td>Sports Participation Fee</td>
<td>$100.00</td>
<td>0.00</td>
<td>$100.00</td>
<td>Sports</td>
<td>-</td>
</tr>
<tr>
<td>05/31/2018</td>
<td>PRK</td>
<td>Parking Permit</td>
<td>$15.00</td>
<td>0.00</td>
<td>$15.00</td>
<td>Parking Permit</td>
<td>-</td>
</tr>
<tr>
<td>05/31/2018</td>
<td>YBK</td>
<td>Year Book</td>
<td>$105.00</td>
<td>0.00</td>
<td>$105.00</td>
<td>Yearbook</td>
<td>-</td>
</tr>
</tbody>
</table>

**Fee Summary Screen**
3. Click Summary to return to the Fee Summary screen.

![Fee Summary Screen, Fee Detail](image-url)
Paying Student Fees

The Standard Fee model allows you to make payments towards the total amount of all fees owed for a child. You cannot make payments towards a specific fee or make payments for multiple children at the same time. For example, Billy owes $12.00 for his remaining Balance in fee charges and any payments made go towards his balance.

1. Click Pay Fees. The payment screen for the selected provider opens.

2. Enter all appropriate payment information.

3. Confirm your payment.

The payment service provider displays a receipt after your purchase and sends a copy to your email. Payments can take up to 24 hours to reflect as paid in ParentVUE or StudentVUE.
Direct Payment Fee Model

Viewing Fee Information

1. Click Fee in the Navigation bar. The Fee Summary displays the Date, Fee Code, Description, Fees, Payments, Balance, Fee Category, Course, and Fee Status.
2. Click the fee to view additional details. The Fee Detail screen displays.

---

**Fee Summary Screen**
3. Click Summary to return to the Fee Summary screen.
Paying Student Fees

The Direct Payment Fee Model allows you to select which fees to pay. You can also pay for multiple children in the same transaction.

1. Click Pay Fees.

The Fee Payment section reflects fees the student has incurred that need to be paid. The screen might require that you pay fees with the highest priority first.

The Optional Fees section lists additional items that you can purchase.
2. Click Add to add a fee to your cart.

**Fee Summary Screen**

Pay fees marked with a Priority of 1 first.

The Cart at the top of the screen reflects the number of items and the total amount of selected fees.

Click Remove to remove an item from the cart.

Click another child if using ParentVUE to add fees from other children to the cart.
3. Select a Payment Method.
4. Click Checkout if finished selecting fees. The Finalize Fee Payments screen displays all the fees currently in your cart.

![Fee Summary Screen]

5. Click Checkout.

![Finalize Fee Payments Screen]

6. Enter all appropriate login and payment information in the payment screen for the selected provider.
7. Confirm your payment.

The payment service provider displays a receipt after your purchase and sends a copy to your email. Payments can take up to 24 hours to reflect as paid in ParentVUE or StudentVUE.
**Viewing Pending Fee Payments**

1. Open ParentVUE for a parent with a pending payment.
2. Click Fee in the Navigation bar.
3. Select the link in the Date column for an Outstanding Fee to open the Fee Detail and Payment History.

**ParentVUE Fee Summary Screen**

*Pending* displays in the Payment Status column of the Payment History section or in the Pending Payment History section for the pending fees.
Paying Fees Using SchoolPay

Parents and students can access SchoolPay using ParentVUE and StudentVUE if the district has enabled SchoolPay.

1. Log in to ParentVUE or StudentVUE.
2. Select the parent or the student.
3. Select Fee.
4. Click Pay Fees. The parent or student is logged in to SchoolPay and the required and optional fees display.
5. Click Add To Cart for the fees you want to pay.

The fee Priority (from 1 to 9, 1 being the highest) as set on the
Student Fees screen and SchoolPay is enforced in SchoolPay
when the parent or student pays fees. Higher level fees must be
paid before the lower level fees.

When there is an unselected higher-priority item, the following
message displays: “Not all mandatory items have been purchased.”
You can either click Cancel to return to the School Payments
screen or click Add to place the higher-priority fee in the cart.

6. Click Billing.
7. Complete the Payment information.
8. Click Review Order.
9. Review the information and edit any errors by clicking on Edit Billing Info or Edit Cart.
10. Click Finish. An acknowledgement is emailed to the address entered by the parent or
student.
11. Click Return to ParentVUE or StudentVUE.

The payment of required (Synergy Items) fees displays in ParentVUE Fees, StudentVUE
Fees, and Synergy SIS Student Fees as Paid in Full. The optional fees display only in
SchoolPay.
Viewing Conference Information

The Conference screen displays information about parent/student/teacher conferences for the student, conference history, and upcoming scheduled conferences. This only displays in ParentVUE.

1. Click Conference in the Navigation bar.

<table>
<thead>
<tr>
<th>Conference Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting Date</td>
</tr>
<tr>
<td>06/11/2018</td>
</tr>
<tr>
<td>06/11/2018</td>
</tr>
<tr>
<td>06/04/2018</td>
</tr>
<tr>
<td>05/23/2018</td>
</tr>
<tr>
<td>05/23/2018</td>
</tr>
<tr>
<td>04/25/2018</td>
</tr>
<tr>
<td>04/24/2018</td>
</tr>
</tbody>
</table>

The Parent Scheduled Conferences tab displays a list of time slots. The parent can select a time slot to schedule a conference for the teacher and student. Available times have an open checkbox. The time the parent selected displays in green.
Managing Course Requests

The Course Request screen allows parents and students to view or modify course requests for the next semester. This screen displays the following information:

- A list of the student’s current course requests
- Any alternate elective requests if selected
- The Course Duration column displays the duration for a course in the Selected Course Requests and Selected Alternate Course Requests sections.
- The Comment column with messages about the status of the request
Click the arrow next to the Course ID to view more details on the course.

![Selected Course Requests Table]

### Graduation Status Summary

A summary of the student's current progress towards graduation is located at the bottom of the screen. Subject areas highlighted in yellow have credits remaining for completion.

![Graduation Status Summary Table]
Add a Course Request

1. Click Click here to change course requests. The Course Request Selection screen opens.
2. Use the search criteria at the bottom of the screen to enter course information.

3. Click Add Request to add the course as a request or Add Alternate to add it as an alternate choice.

4. Click Click here to move selected requests to Selected Course Requests to move the selected course either to the Selected Course Requests table or the Alternate Elective Requests table.
5. Repeat this process to make additional selections.
6. Click Click here to return to course request summary when finished.
Remove a Course Request

1. Click here to change course requests.
2. Click Remove for the course to remove.

<table>
<thead>
<tr>
<th>Selected Course Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>Remove</td>
</tr>
<tr>
<td>Remove</td>
</tr>
<tr>
<td>Remove</td>
</tr>
<tr>
<td>Remove</td>
</tr>
<tr>
<td>Remove</td>
</tr>
<tr>
<td>Remove</td>
</tr>
<tr>
<td>Remove</td>
</tr>
<tr>
<td>Remove</td>
</tr>
</tbody>
</table>

Course Request Selection Screen

3. Click here to return to course request summary. The courses removed no longer display.

Finalize Course Selections

You cannot modify the request once you lock the course request.

1. Enter the Password the school provided you with.
2. Click Lock Course Requests.
3. The school reviews and approves the request.
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.

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

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.

<table>
<thead>
<tr>
<th>CUSTOM TAB</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Vocabulary Learning Games</td>
<td></td>
</tr>
<tr>
<td>Math Help</td>
<td></td>
</tr>
</tbody>
</table>

*Custom Tab Screen*
Overview

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

ParentVUE and StudentVUE 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

- Only school districts using Synergy SIS version 10.5 and higher can support the ParentVUE and StudentVUE mobile apps.
- Your device must access the internet through a wireless or data connection.
- The ParentVUE and StudentVUE mobile apps use the same user login as the web-based ParentVUE and StudentVUE 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.

<table>
<thead>
<tr>
<th>ParentVUE</th>
<th>StudentVUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Android</td>
<td>• Android</td>
</tr>
<tr>
<td>• iPhone/iPad</td>
<td>• iPhone/iPad</td>
</tr>
</tbody>
</table>

2. Launch the mobile application.
3. Swipe left. A message displays asking you to enable location services on your device.

![ParentVUE Welcome Screen]

Welcome to ParentVUE

This app must connect to your school district’s server. To find your school district swipe left.
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.
• 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 and StudentVUE mobile applications can alert parents and students to updates regarding Health, Discipline, Grades, Assignments, Attendance, and submitted future absences.

Both Android and Apple devices support notifications.

A notification is sent when:

- An assignment score is less than the set threshold.
- A grade is less than the set threshold.
- Attendance updates for the student.
- A student has a new discipline incident.
- A student has a new health related record.
- Future absences for students are submitted.

Future absences notification is currently available only in iOS devices, version – 8.1.6 and above and in Android devices, version – 5.4.2 and above.
1. Open **Settings** on your device.
2. Tap **Notifications**.
3. Tap ParentVUE or StudentVUE.
4. Select **Allow Notifications**.

![ParentVUE Settings Screen, Notifications](image-url)
Setting Thresholds

1. Open the mobile app.
2. Open settings.

- Tap on the Navigation screen in StudentVUE and select Preferences.

- 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.

5. Tap Save.
Logging In

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

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

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.
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.
- Students can manage their emails.
- Parents and students 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.
c. Tap **Update**.

### ParentVUE My Account Screen

- **Name**: Jean Acevedo
- **User ID**: parent
- **Home Address**: 4283 E Princess St, Mesa, AZ 85206
- **Mail Address**: Same as Home Address
- **Phone Numbers**:
  - **Home**: 480-555-2807
  - *** indicates primary contact phone**

**Edit Account Information**: The following information is editable - please contact school office staff to change secured personal information. Click the Update Account button to save any changes.

- **First Name**: Jean
- **Last Name**: Acevedo
- **Employer**: 
- **Primary Language**: 

**Alerts** Notify: Check the events below for which ParentVUE will e-mail information to you when an event occurs for your children.

- **Attendace**: Notify me when my child is tardy or misses a class
- **Discipline**: Notify me when my child has a discipline occurrence
- **Nurse**: Notify me when my child visits the school nurse for any reason
- **Grades**: Notify me when my child's current term grades are posted
- **Gradebook**: Notify me when my child's grades are posted

**Send messages Every**: Sunday

**Go Paperless**: I want to receive my child's report card online, do not send me a printed report card.
2. Tap the Emails tab.
   a. Tap Update.
   b. Enter the Email addresses as needed.

3. Tap the Phones tab.
   a. Tap + to add a new contact.
b. Enter the Phone number.

c. Enter the Extension if any.

d. Select the Type of phone.

e. 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

f. Tap Add.

g. Tap Update.
StudentVUE

1. Tap on the Navigation screen in StudentVUE and select My Account.

2. Edit the Primary Email address if needed. You can leave this field blank.
3. Tap Update.
4. Select the Notify tab to select whether to receive Auto Notify emails for Attendance, Grade, Health, Discipline, and Grade Book on the StudentVUE mobile application.

This step is skipped on the iPad.

5. Select or deselect Auto Notify options as needed.

6. Tap Update.

7. Tap OK.

The Options selected on the My Account screen display in the Notify Options section on the StudentVUE screen.
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.
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.

![ParentVUE Reset Password Screen]

An email with the User ID and a 7-digit temporary Verification Code is sent on requesting a password reset.

The Verification Code in the forgot password email expires after 15 minutes.

![Forgot Password Email]
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 and StudentVUE applications have, such as class websites, course requests, and digital locker.

Test History and Course History display on ParentVUE and StudentVUE 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.

ParentVUE Student List Screen
● 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 new messages or Synergy Mail messages available displays. Tap Messages or Synergy Mail to view them. Your school determines which messaging service is used. 

● Parents can report future absences for their children. 

● 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 StudentVUE or 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>Assignment less than 80 %, [−] [+]</td>
</tr>
<tr>
<td>Attendance</td>
<td></td>
</tr>
<tr>
<td>Grades</td>
<td>Grades less than 75 %, [−] [+]</td>
</tr>
<tr>
<td>Discipline</td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td></td>
</tr>
</tbody>
</table>

ParentVUE Settings Screen
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.
  - **Use Reminders** – Tap to allow reminders.
  - **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.
  - Enter the number of Days before the due date and the Time for the reminder. If using Bell Schedule Time, enter only the Days.

  ![Remind me](image)

  ParentVUE Preferences Screen

- **Click Reset Reminders** to reset and regenerate the reminders that were deleted in the web-based StudentVUE application.

  ![ParentVUE Settings Screen, Preferences Tab](image)
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.

2. Tap Family or the student name.

3. Select the documents to upload.
Reporting Future Absences


![ParentVUE Home Screen]

2. Select the Start Date.

   The Start Date defaults to the current date. This field does not display the current date if absences are reported from the Attendance screen.

3. Select an End Date.
4. Select a reason for the absence.
5. Tap Add doctor’s note or document link to upload a doctor’s note or other document for future absences.

![Report Absences Screen]
a. Tap Camera or Library.
b. Tap Attach. The attached document displays with a delete option.

This is currently only available on iOS devices, version 8.1.6 and above and on Android devices, version 5.4.2 and above.
6. Enter a Note if needed.

![Report Absences Screen](Image)

7. Tap Save.

A success message displays after the request is successfully submitted. The message also states if the attendance requests were previously submitted for a given date.

For example,
- Absence request submitted for dates
- Absence request already submitted for dates
Navigation

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

• The Concurrent icon displays if the student is concurrently enrolled in another school. Tap the icon to view the concurrent school information. ı
• Tap the Record icon to record or edit a recording of a student’s name. See Recording a Student’s Name for more information. 2
• 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. 3
• This indicates the number of new messages or Synergy Mail messages available to view. Tap Messages or Synergy Mail to view them. 4 Your school determines which messaging service is used.
• Tap the Settings icon to set additional preferences and notifications. See Managing Notifications and Managing Preferences for more information. 5
Recording a Student’s Name

The following screen displays if you select your child in ParentVUE or if the student logs into StudentVUE 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.
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 or StudentVUE. 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.

Student Info

Billy C. Abbott, Jr.
Grade: 12
Hope High School

Student Name: Billy C. Abbott, Jr.
Perm ID: 905483
Gender: Male

Nick: Bill
Grade: 12

Phone: 480-555-1214
Birth Date: 03/15/2000

Home Address: 1979 S Val Vista Dr, Mesa, AZ 85204
email: bill@email.com

Home Room Teacher: Kathy Jackson
School Name: Hope High School
Counselor Name: Wilson, Rob

Emergency Contacts

1. Friend
   - Christopher Johnson
   - Home Phone: 480-555-7788
   - Work Phone: 602-555-1234
   - Other Phone: 949-558-9073

2. Relative
   - Laureta Jones
   - Home Phone: 480-555-1545

Physician Contacts

- Physician Name: Mesa Peds
  - Physician Phone: 949-555-0831
  - Ext: 222
  - Hospital: Desert Samaritan Hospital Or Mesa

- Physician Name: Dr Jones
  - Physician Phone: 623-555-1234
  - Hospital: Mesa Office

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.

![ParentVUE Student Info Screen](image)
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.

Changes must be approved in Synergy by the school.
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.

![ParentVUE School Information Screen](image)

- Tap the Email icon to email a staff member.

![ParentVUE Staff Contact List Screen](image)
Health

The Health screen lists visits to the school nurse, student health conditions, and immunization records.

### Nurse Visits

- Tap Nurse Visits to see a list of visits.
- Tap a visit to see the details.
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 medication.</td>
</tr>
</tbody>
</table>
```

StudentVUE Health Condition Summary Screen

 Discipline

The Discipline screen displays a list of all discipline incidents.

- Tap a record to see the details of an incident.
- View the detention total hours, served hours, and the balance of hours not served.

Only the detention hours for the student's home school display if the student is concurrently enrolled.

```
<table>
<thead>
<tr>
<th>Incident Date</th>
<th>Incident Time</th>
<th>Violation</th>
<th>Staff Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>10/31/2018</td>
<td>11:05 AM</td>
<td>Tardies</td>
<td>Luft, Noam</td>
<td>Other During School Hours</td>
</tr>
<tr>
<td>10/20/2018</td>
<td>10:05 AM</td>
<td>Tardies</td>
<td>Tom McGrew</td>
<td>Other During School Hours</td>
</tr>
<tr>
<td>10/30/2018</td>
<td>10:39 PM</td>
<td>Tardies</td>
<td></td>
<td>Other During School Hours</td>
</tr>
<tr>
<td>09/05/2018</td>
<td>9:17 PM</td>
<td>School</td>
<td>Hope High School</td>
<td></td>
</tr>
<tr>
<td>07/08/2018</td>
<td>7:15 PM</td>
<td>Comment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

ParentVUE Discipline Screen
Course History

The Graduation Status screen displays the Diploma Type selected in the Graduation Information section on the Other Info tab of the Student screen.

![StudentVUE Graduation Status Screen](image)

Report Card

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

![ParentVUE Report Card Screen](image)
Tap PDF to view a report card or progress report.
Viewing Concurrent Report Cards

You can view both report cards available for students enrolled in concurrent schools in the ParentVUE and StudentVUE mobile apps.

Concurrent School Example

Tap the link below the school to display the report card.

---

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Home School Example

ParentVUE Report Card Screen

ParentVUE Report Card Screen
Documents

The Documents screen displays all documents attached for the student. Tap a document to view it.

Accessing Student ID Cards

You can access a digital copy of the student ID card generated by your school from the iOS version of the StudentVUE mobile application if your school uses student ID cards.

Tap the ID Card icon at the bottom of any StudentVUE screen to open the electronic version of the student ID card.
Special Education

The Special Ed screen displays the special education details for the student.

- Tap Special Ed to see the Special Ed documents.
- Tap the document to open it.
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.  

ParentVUE Attendance Screen
• Tap Legend to view descriptions for the icons used on the Attendance screens.

<table>
<thead>
<tr>
<th>Legend</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Icon" /></td>
<td>Excused Tardy</td>
</tr>
<tr>
<td><img src="image2.png" alt="Icon" /></td>
<td>Unexcused Absent</td>
</tr>
<tr>
<td><img src="image3.png" alt="Icon" /></td>
<td>Excused</td>
</tr>
<tr>
<td><img src="image4.png" alt="Icon" /></td>
<td>Activity</td>
</tr>
<tr>
<td><img src="image5.png" alt="Icon" /></td>
<td>Unexcused Tardy</td>
</tr>
</tbody>
</table>

ParentVUE Legend Screen

• Tap Summary to view the Summary screen. This displays totals by period for each attendance reason.

Summary

<table>
<thead>
<tr>
<th>Legend</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Icon" /></td>
<td>36</td>
</tr>
<tr>
<td><img src="image2.png" alt="Icon" /></td>
<td>17</td>
</tr>
<tr>
<td><img src="image3.png" alt="Icon" /></td>
<td>8</td>
</tr>
<tr>
<td><img src="image4.png" alt="Icon" /></td>
<td>5</td>
</tr>
<tr>
<td><img src="image5.png" alt="Icon" /></td>
<td>0</td>
</tr>
</tbody>
</table>

ParentVUE Summary Screen
# Class Schedule

The Class Schedule screen lists the information for each class period, course title, room name, teacher, additional staff, and meeting days. The class schedule information for both schools display if the student is enrolled in concurrent schools.

Tap the Email icon to send an email to the teacher.

<table>
<thead>
<tr>
<th>Period</th>
<th>Class</th>
<th>Room</th>
<th>Teacher</th>
<th>Additional Staff</th>
<th>Meeting Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>1: Study Hall</td>
<td>204</td>
<td>Beth F.</td>
<td>Teacher: Cheryl Dunham</td>
<td>MWF, Wed</td>
</tr>
<tr>
<td></td>
<td>2: Study Hall</td>
<td>CAFE</td>
<td>Cheryl Dunham</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3: World Lit</td>
<td>231</td>
<td>Bill Simmons</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4: Fashion and Interior Design</td>
<td>No Room</td>
<td>All Teachers: Chris Becker, Cara Bollum, Justin Berg, Polly Bishak</td>
<td>MWF, Wed, Thurs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5: Home Economics</td>
<td>No Room</td>
<td>All Teachers:</td>
<td>MWF, Wed, Thurs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6: Journalism</td>
<td>No Room</td>
<td>All Teachers:</td>
<td>MWF, Wed, Thurs</td>
<td></td>
</tr>
</tbody>
</table>

---

*StudentVUE Class Schedule Screen*
Grade Book

The Grade Book screen keeps track of the student’s grades, assignments, and posted test scores. This screen only displays if your district uses Grade Book.

Use the field at the top to select which school to view if the student is enrolled in concurrent schools.
Viewing Grades for a Class

1. Tap a class.

   ![ParentVUE Grade Book Screen]

2. Tap Standards View to view the standards information for the class, if available.
   
   - Use the field at the top to select another standard.

   ![ParentVUE Standards/Assignment Screen]
3. Tap Assignment View to view the assignments for the class.

![ParentVUE Standards/Assignments Screen, Assignment View Tab](image)

4. Tap an assignment to view the assignment details.

![ParentVUE Assignment Details Screen](image)
Viewing Assignments

StudentVUE Assignment Screen

- Tap the term to view a list of assignments and tests for that class.  
- Tap the Share icon to share the assignment information.  
- Tap the Email icon to email the teacher.  
- Tap Summary to see the posted grades for the assignment.

StudentVUE Summary Screen
- Tap any assignment record to view details.
- Tap Dropbox Documents to view documents in the student dropbox if available.

See Adding Documents using Drop Box for more information.
Daily Assignments

Tap Daily Assignments on the Navigation screen to display the current day only.

![ParentVUE Daily Assignments Screen]

- Tap an assignment to view more details. ①
- Tap Change Student to select another child if using ParentVUE. ②
- Tap the Scroll icon to quickly scroll to the end of the list. ③
- Tap the Filter icon to select a filter and narrow the list of assignments to view. You can show only missing assignments or select a single class to view. ④

Tap Clear All Filters to reset the filter.

![ParentVUE Class Filter Screen]
Class Notes

Tap Class Notes on the Navigation screen to view the notes entered from StudentVUE.

- Tap the class to view the notes.
- Tap Date to change the date.

Taking Notes

- Students can only enter notes in StudentVUE.
  Parents cannot enter notes.

- Tap the appropriate class and tap inside the notes pane to enter text.
- Tap the Notebook icon to edit a note.
- Swipe left on the note and tap Delete to delete a note.
Adding Documents Using Dropbox

1. Tap Grade Book.
2. Tap the Grading Period.
3. Tap the Class.
4. Tap the Assignment.
5. Tap Dropbox Documents.
6. Tap the Add icon to open the menu.

- To load a document from Google Drive:
  a. Tap Use Google Drive.
  b. Access Google Drive.
  c. Sign in with Google.
  d. Tap Load google drive files.
Chapter 5: ParentVUE and StudentVUE Mobile Apps

- Select the file to upload.

<table>
<thead>
<tr>
<th>Cancel</th>
<th>Google Files</th>
<th>Sign Out</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SVUE word Dropbox3.docx</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SVUE powerpoint example.pptx</td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>SVUE excel doc.xlsx</td>
<td></td>
</tr>
</tbody>
</table>

**Google Files Screen**

- Tap Upload to Dropbox.

**StudentVUE Documents Screen**

- To load a document/image from your device.
  - Tap Generate PDF.
  - Tap Camera to take a picture of the document or Library to use an existing file.
  - Tap Save to Dropbox.

**StudentVUE Drop Box Image Picker Screen**

- Enter a file name.
- Tap Save.
The Dropbox Documents icon on the Details screen shows the number of documents uploaded.

<table>
<thead>
<tr>
<th>Place Activity</th>
<th>Score</th>
<th>Type</th>
<th>Date</th>
<th>Due Date</th>
<th>Points</th>
<th>Score Type</th>
<th>Notes</th>
<th>Description</th>
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<tbody>
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<td>Formative</td>
<td>9/5/2017</td>
<td>9/5/2017</td>
<td>0.00 / 20.00</td>
<td>Raw Score</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Assessments

A student receives notification when a new assessment is available.

1. Tap Assessment to open the StudentVUE Assessment screen.

2. Tap the Assessment you are taking.
3. Tap Start to begin.

See Taking Assessments for more information.

Class Websites

The Class Websites screen displays class-specific postings created by teachers, such as announcements, homework assignments, and class resources. Alternate web pages display if used by your school.
Chapter 5: ParentVUE and StudentVUE Mobile Apps

1. Tap a topic.
2. Tap a post. The Details screen displays.

ParentVUE Details Screen

3. Tap Open to view an attached document.

ParentVUE Class Document Screen
Communication

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.

Calendar

The Calendar screen displays the important details of the student’s school day, including the student’s current schedule and any assignments due on the current date.

- Tap Today to view the day’s details.  
- Tap a day to view the events for that day.  
- Tap the Calendar icon at the top right to alternate between Month and Day view.  
- Tap Reminders to add reminders.

Reminders save to your local device and do not synchronize with the server.

1. Enter the Message.
2. Select the Date and Time.
3. Tap Save.
Conference

The Conference screen displays information about parent/student/teacher conferences.

- Tap a conference date to see the details of the conference.

![ParentVUE Conference Screen]

- Tap the Email icon to email the staff member.

Fees

The Fee Summary screen displays the fee transaction date, description, fee amount, payments received, and remaining balance.

![ParentVUE Fee Summary Screen]
• Tap on any fee entry to see details of the transaction.

![ParentVUE Fee Details Screen](image-url)
Messages

Messages display important district/classroom messages and emails.

- Tap on a message to view it.
- Read messages display with an open envelope icon.
- Unread messages display with a closed envelope icon.
- To delete a message:
  - For iOS – Hold finger on the message while sliding left
  - For Android – Tap and hold the message
Synergy Mail

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

<table>
<thead>
<tr>
<th>Close</th>
<th>Mailbox</th>
</tr>
</thead>
<tbody>
<tr>
<td>💌 Inbox</td>
<td>➤</td>
</tr>
<tr>
<td>👉 Sent</td>
<td>➤</td>
</tr>
<tr>
<td>📜 Draft</td>
<td>➤</td>
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<tr>
<td>🗑️ Trash</td>
<td>➤</td>
</tr>
<tr>
<td>📂 Outbox</td>
<td>➤</td>
</tr>
<tr>
<td>📥 Alerts</td>
<td>➤</td>
</tr>
<tr>
<td>💾 My important mails</td>
<td>➤</td>
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</tbody>
</table>

*ParentVUE Mailbox Screen*
Acknowledgements

Acknowledgments requiring a signature display after the parent or student logs in to ParentVUE or StudentVUE. The Acknowledgement screen displays after the parent or student logs in.

ParentVUE Acknowledgement Screen

StudentVUE Acknowledgement Screen
Enter your full name or click the parent/student name on top to populate the signature name of the parent/student in the field.

The currently logged in parent/student name displays on top.

ParentVUE Acknowledgement Signature Screen

StudentVUE Acknowledgement Signature Screen
Viewing Synergy Mail

Both the iOS and Android versions of the ParentVUE and StudentVUE 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.
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, 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.

- **StudentVUE** – The My Teacher, My Counselor, and My Groups display with the Staff, Students, and Contact Lists.

In the Android version, the recipient screen displays options for My Teachers, My Counselors, My Groups, Staff, Students, and Contact Lists.
5. Tap **Send** to send the message or tap **Cancel** to save the message as a draft or discard it.

![ParentVUE New Message Screen](image)

**Viewing Custom Tabs**

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

![ParentVUE Custom Tab Screen](image)

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