ParentVUE

Parent Guide
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Overview

What is the ParentVUE portal?
To help their children get the most out of school, parents want day-to-day insight into the academic experience. With the Synergy ParentVUE web portal, parents can access near real-time information on attendance, class schedules, report cards, course history, graduation status and more.

Do I have to sign in at each school if I have a child in elementary school and another in high school?
ParentVUE offers a single sign-on to view school information for all of the siblings, regardless of the grade level or school of attendance.

Is there a way to contact the teacher or Counselor if I have a question about what I see on the screen?
Easy access to communication tools throughout the various ParentVUE screens promotes the contact between home and school that is necessary for student success.
Parents can elect to receive email alert notifications regarding timely issues, such as attendance.

Is my children's school information available to anyone on the internet?
While the website is accessible over the Internet, access is secured via a user name and password. Parents can see information about students they have “Educational Rights” to, and cannot see the records of other students.
Parent Account Activation

NOTE: To create an account, you need the web address and account activation key provided by any school your child attends.

1. In your web browser, enter the address provided by the school district and press ENTER. Click on “I am a parent>>”.

2. Click on the area “More Options” pointed at below by the red arrow.

3. The below options are displayed. Click on Activate Account.
4. **Step 1 of 3, Privacy Statement** screen, displays. Read the district’s statement and then click on “I Accept”.

![Privacy Statement Screen](image)

5. **Step 2 of 3, Sign in with Activation Key**, is presented. Look at your Activation Key letter provided by one of your child’s school. Your First Name, Last Name and Activation Key must match exactly with the letter. When filled in, click on “Continue to Step 3”.

![Sign in with Activation Key](image)

6. **Step 3 of 3: Choose username and password.** To complete your account activation, you will need to create a username and password that you will use to access ParentVUE. Your password can consist of numbers and letters and must be a minimum of 6 characters in length. When completed, click on “Complete Account Activation.”

![Complete Account Activation](image)
7. ParentVUE will open.

8. Click on the **My Account** tab to review your primary email address and make sure that it is correct. This is the email address that the school and teachers will use to communicate with you. It is also the email address that will be used to send your account information should you forget it, so it’s important that it is correct. Click the Update Account button to save any changes.
Viewing Information

Log into Account

1. In your web browser, enter the address provided by the school district and press ENTER. The ParentVUE login screen opens. Click on “I am a parent>>”

2. Enter your User Name and Password. Click Login.
Main Screen

This screen provides a general overview of all students attached to your account. Message activity from your student's teacher is presented on this screen as well as school events or messages. Clicking on a message will display its contents.
Messages

Messages display important district/classroom emails and notifications.

Initial screen: When a message has not been read by the parent, the message appears in bold type. In the example below, the message below has been read by the parent.

Click on a message to open it:

Throughout the various ParentVUE screens, teacher and staff names that are associated with your child are displayed in blue as in the example above. This is a convenient communication link to promote contact between home and school. Clicking on (pointed to with a red arrow above) will open your computer’s email and insert the teacher’s name into the email.
Calendar

Calendar displays the important details of your child’s school day.

Click **Calendar**. The school calendar lists school holidays, school events and classroom assignment details. Information in blue is a link for more detailed information. The calendar can be screened by day, week, or month.

Select the month you wish to view. Also use the filters at the top to select individual classroom assignments by teacher, category of assignment and/or by assignment status.
By default, the calendar is shown in a Monthly screen. To switch to a Weekly or Daily screen, click the buttons in the top right-hand corner of the calendar.

Scroll forward or backward through the months using the arrows to the right or left of the month displayed, or select a specific month from the drop-down list.

To see the details of a specific week in a list format, click the yellow Week bar to the left of the week to be screened. Use the scroll arrows on each side of the date range displayed to move forward or backwards.

To return to today’s date, click the icon in the top left-hand corner of the calendar.

The calendar shows two types of information: District or school events that are marked with a 🕒 or 📄. To see additional details, click the blue link describing the event or assignment.

Event Detail shows the title, date, time, and a full description of the event. To return to the main calendar, click the Calendar link at the top right of the page.
Attendance

To view attendance information, click Attendance on the Navigation bar.

- **A** - The Left and Right arrows navigate to other months.
- **B** – The calendar icon moves you to today’s date.
- **C** – The down arrow icon moves you to any selected month.
Select a **Course Title** to open a detailed attendance breakdown for that course.

Notice the date range in blue in the upper right-hand corner for the attendance being displayed.

Click on the blue date range being displayed to view all the attendance date-range options for the selected class.
Class Schedule

Click **Class Schedule** on the Navigation bar to view the current semester or term.

To view a schedule for a different term, click the term abbreviation (Quarter 1, Quarter 2/Semester 1, etc.) in the upper right-hand corner. The schedule lists the period, course title, room name, and the teacher for each class. If the teacher’s name is in blue text, click the **blue text** to send an e-mail to that teacher.

**Note:** If your student is an elementary student who takes music at a junior high school, the homeroom classroom will be listed under the ‘Year’ term and the music class will be listed under the semester term.

**Note:** While classroom assignments and student schedules are being finalized, your student’s school may choose to disable the Class Schedule screen. Your screen will be empty of any information if this is the case.
Course History

Course History is split into three main sections: Graduation Status, Test Requirements, and Student Course History.

- Graduation Status – Displays graduation information for the student. Your student’s current GPA Information displays on the right side of the screen.

When you click on a Subject Area, you will see what classes fulfilled that Subject Area:
When you toggle on the “Details Off” button next to GPA (to turn it on) and scroll down, this allows you to see, by Subject Area, how much credit, by Subject Area, is Required, Completed, In Progress, and Remaining.

- Test Requirements – Click on the Detail button to turn on (display) score information.

Details – OFF – This simply shows you what assessments are required for graduation.

Details – ON -- This shows you whether the test has been taken and if the assessment was passed. In the example below, Washing State History shows a P which is a Passing mark.
At the bottom of the screen is Student Course History. Click on the Details button to turn on the display of your child’s academic history.

The classes are grouped Grade, Term and then by Course Title.
Course Request

Secondary schools gather next year’s course requests on-line through the Course Request link in StudentVUE. Parents may view those requests via ParentVUE. However, any changes to these requests must be performed through StudentVUE and must be updated during the school’s date window.

There are 3 helpful areas on this screen:

- **Selected Course Requests** – These are the primary courses for next year that your school will attempt to schedule for your student.

- **Selected Alternate Course Requests** – If need, these are courses that may replace an appropriate primary course request.
• Graduation Status Summary – Column description:
  o **Subject Area** – Described the graduation area courses must be earned in
  o **Required** – Displays the required credit to graduate in the subject area
  o **Completed** – Displays how much credit has been earned in the subject area
  o **In Progress** – Displays the amount of credit that *could* be earned if the student passed all classes (that haven’t already received a final mark) on their current year’s schedule
  o **Credit for Requested Courses** – Displays based on the student’s requested courses for next year, how much credit *would be* earned if the student passed all classes requested
  o **Remaining** – Based on calculating all the credit above, if the student has zero (0.00) credit remaining, the row will display white. If there is any credit remaining, the row will be shaded.
Grade Book

The Grade Book screen allows you to keep track of grades, assignments and test scores posted in the Synergy Grade Book. Click Grade Book on the Navigation bar. The Grade Book Summary screen appears.

Note: You will only have access to Grade Book through ParentVUE if your student is in grades 6-12.

Click on a course title to open more details for that course.
Assignment View

To see details on an assignment, click on the assignment name in blue. Additional information about the assignment is available (total point, due date, as well as additional Resources. Click on the name in the Resources area to view additional assignment information the teacher has made available.

You can use the pull-down’s located under the screen name Grade Book to view assignment information from a different term period or a different class.
Report Card for High School and Junior High Students

The Report Card screen shows grades for each grading period. Click **Report Card** on the Navigation bar. This screen also contains period, course title, room name, teacher, marks, conduct, citizenship, and work habits. There is a grade legend at the bottom of the screen.

To see grades for a different grading period, select that grading period in the upper right-hand corner of the screen.

A PDF version of the report card may also be available, depending on school practice.

- If a PDF is available, ‘Click here to view report card…’ will be displayed at the top of the screen.
- If not, a blue row appears at the top displaying “A PDF card is not available for Semester …”.

Click ☐ to send the teacher an email.

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**Note:** While mid-term and final grades and comments are being finalized, your student’s school may choose to disable the Report Card screen.
Report Card for Elementary Students

The Report Card screen only displays grades on-screen for elementary students.

The bottom of the Report Card screen has a legend:
School Information

The School Information screen is a handy directory of your child's school. Click **School Information** on the Navigation bar. To go to the school's website, click the **Website URL**.

Two search filters are available. One for Staff Name and one for Job Title. Staff Name is the recommended search to use. Simple click into the area pointed to below and begin to type the staff member’s name. Clicking on a staff member’s name will launch your computer’s Mail program and insert the staff member’s email address into a new email.

The bottom of the School Information screen has two helpful features. The numbers 10 20 40 appear on the bottom left-hand corner. Your selection allows you to select how many staff members to display on your screen. The number of pages it takes to display the staff appear in the bottom right-hand corner. Click directly on a page number or scroll forward/backward.
Student Info

Click **Student Info** on the Navigation bar. The Student Info screen displays your child's demographic, emergency contact, physician and dentist information.

*While it appears the information displayed on this screen can be edited directly onscreen by clicking [Edit Information]...It can't be! We are currently experiencing a software bug that does not bring forward any information to be updated.*

If you click on Edit Information and receive the below blank screen, simply click on **Cancel Changes** to exit on the below screen.
Test History

Click **Test History** on the Navigation bar. The left side of the screen shows test scores, grouped by test and test year. The right side uses the scores displayed on the left and draws a line chart to depict Growth Over Time.
My Account

Review/Update Account Information
Your account information is accessible by clicking the My Account button in the upper right-hand corner.

The information boxed in green below (your Name, UserID, Home Address, Mail Address and your phone numbers) is changeable only by the school office staff. Contact any school staff your child attends.

Check Auto Notify if you wish to receive emails every time a change in attendance is recorded for your student. Emails are sent out at the top of the hour.

Primary Email is the email address all ParentVUE communications will be sent to. If you forget your password, this is the email a temporarily password will be sent to. If you click Forgot Password and don’t receive an email, contact any one of your child's school staff.

Phone Numbers may be updated on-screen. Use the + button on the far right to add new phone numbers.
Update desired information and then click **Update Account** or **Cancel**.
Miscellaneous Areas

Help
For help with the ParentVUE website, click Help in the upper right-hand corner.

Contact
To see the district contact information, click Contact in the bottom left-hand corner.

Privacy
Click Privacy in the bottom left-hand corner to view the district's privacy policy.
Forgot Password?

On the ParentVUE Account Access screen, click on the area “More Options” to open up all selections. Then click on

![ParentVUE Account Access](image)

Enter your primary e-mail address assigned to your account and click Send Email.

![Forgot Password](image)

The following screen should appear. A message will be sent to that e-mail address with your username and password information IF the email entered in the student’s record matches the email provided. If you don’t receive an email, contact your school’s office.
You should immediately receive the below email. If you don’t see it, be sure to check your junk mail and spam folders. You must click on the link provided in the email to update your password. And, you must do so within ½ hour.

![Email Image]

Northshore School District Synergy ParentVUE Password

donotreply@nsd.org

to me

Dear Daddy Apple,

We received a request for the password associated with this e-mail address. If you did not request to have the password reset, please contact the office of your student’s school.

The password for this account is: Click here to change password.

If you can’t remember your username, please contact your student’s school office. They can look it up for you.

Thank you for using ParentVUE. We hope it helps you monitor your student’s progress. You can find more information about ParentVUE at www.nsd.org/parentvue. If you ever have any questions, please don’t hesitate to contact your child’s school.

Sincerely,

Northshore School District
ParentVUE Mobile App

Overview

The ParentVUE Mobile app helps parents stay informed and connected by providing day-to-day insight into their children’s academic experience. The ParentVUE Mobile app works with the Synergy student information system in much the same way as the ParentVUE web portal, allowing parents to stay on top of upcoming school events, classroom happenings, assignments, tests, and academic performance. Parents can view their children's classroom assignments and scores, attendance, transcripts, graduation status and more.

**NOTE:** ParentVUE Mobile app is a free application for parents using the ParentVUE portal.

**NOTE:** What you see onscreen and your experience will vary depending on the device you use.

Hardware And Software Requirements

- Requires wireless or 3G Internet connection.
- Compatible with iPhone, iPod touch, and iPad. Requires iOS 6.0 or later. This app is optimized for iPhone 5.
- Requires Android 2.2 and up
- The ParentVUE Mobile app uses the same user login as the web-based ParentVUE portal.

Device Setup

1. Download and install the free app.

Android

[Click here to download the ParentVUE app for Android](#)

iPad/iPhone

[Click here to download the ParentVUE app or iPhone/iPad](#)

2. Start the app.
3. Swipe left. If location services has been enabled on your device, a message displays requesting to allow “ParentVUE” to access your location while you use the app?

4. This is to locate your school district’s URL location. Options are:

   - **Allow** – This is the easiest option. If chosen, StudentVUE will use your location to provide a list of school districts near you. Tap the name of your school district.
Don't Allow – To find Northshore School District, enter your zip code. ParentVUE will provide a list of school districts near that zip code. Tap the name of your school district.

OR

Don't Allow – Tap in the bottom corner of the screen. The URL Entry screen opens. Enter the URL for Northshore School District’s Synergy Student Information System, which is https://parentvue.nsd.org, in the space provided and tap . ‘Northshore School District’ displays. Tap Done. The Settings screen will save and display previously entered district URLs.
Log In

The ParentVUE Mobile app uses the same user login as the web-based ParentVUE portal. If you need help please go to the web-based ParentVUE portal at https://parentvue.nsd.org/Login_Parent_PXP.aspx and click on “Forget your password? Click here.” You will be prompted to enter your primary email address and you will be sent an email with your username and password.

5. Enter your Username and Password.

6. Decide if you want your device to Save Username and Password. This option can be selected at a later time.

*Important: For security purposes, Northshore School District recommends saving your username, but not saving your password.*

7. Tap Login.
Viewing Information

A few functions, such as course history, available through the web-based ParentVUE portal application are unavailable through the ParentVUE mobile app.

The Navigation screen in the ParentVUE mobile app operates much the same as the Navigation bar in the web-based ParentVUE portal.

To view any of the screens, tap anywhere inside the bar. The screen opens in a new window.

![Navigation Screen](Image)

Tap **Events** to see grading period dates, school events, attendance notes, and local notifications set up by you (see below).

Note that the preferences and notifications accessed by selecting **Settings** in the lower left corner are not support by Northshore School District at this time.
Messages

Messages display important district/classroom messages and emails. The number of unread messages displays in the red circle.

New messages display with a closed envelope.

Tap on a message to view.

Student List

In ParentVUE, all your children attending this district have their names listed on the screen. Tap the child’s name to view his or her information.
Calendar

Calendar displays School and District events. Alternate from the month to day view and the day to month view by tapping 📄.

You can also add your own reminders, which are saved to your local device. They are not synced to the server.

Tap **Reminders**. The Add Reminders screen opens.

Enter the **Message** and **Select Date and Time**.

Tap **Save**. The message displays on the Reminders screen and on the Calendar screen for the day and time selected.
Attendance

Attendance displays all the days you child was marked absent or tardy.

The Legend screen provides and explanation for the icons used in the Attendance screens. Tap to see the detail of an attendance record. Tap to email the instructor.

The Summary screen displays totals by period at the bottom of the list.
Student Info

The Student Info screen displays your child’s demographic information, emergency contact, and physician information.

Tap **Emergency Contacts** to display the Emergency screen.

Tap 📍 to view a map of the address displayed.

Tap ✉️ to send an email to your child.

Tap ☑️ to call the primary phone number associated with the account. A prompt displays before the call is placed.

Tap ✉️ to send an email to the homeroom teacher.

Tap ☑️ if you need to call your hospital. A prompt displays before the call is placed.

Tap ☑️ to call your dentist. A prompt displays before the call is placed.
Class Schedule

The schedule lists the period, course title, room name, and the teacher for each class. To send an email to the teacher, tap 💌.

Grade Book

**Note:** You will only have access to the Grade Book screen if your school is using Synergy Grade Book.

The Grade Book screen allows you to keep track of your grades, assignments and test scores that have been posted in Synergy Grade Book.

Grade Book allows users to post on Facebook, Twitter or send emails to others from within the application. Tap 💌 and select from a post option.
Tap to email the instructor.

Tap to view a list of assignments and tests for that class.

Tap on any assignment record to see the specifics.

**Daily Assignments**

Daily Assignments is another way to view assignments. This screen opens showing the current day highlighted for quick access.

Tap to view more details.

Tap to select a filter to narrow the list of assignments to view. The options are to show only missing assignments or selecting one class to view.
The filter can be reset by tapping **Clear All Filters**.

Tap ⬇️ to quickly scroll to the end of the list.

Tap ▼ to hide 🔃.

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### School Information

The School Information screen lists the details about your child’s school including a handy school directory.

- **Hope High School**
  - Grade: 10
  - Principal: Rob Wilson
  - School: Hope High School
  - School Address: 123 Main St Phoenix, AZ 85694
  - Phone: 949-555-1212
  - Fax: 949-555-1213
  - URL: [http://HopeHS.org](http://HopeHS.org)

Tap **Show Staff List** to open the Staff Contact List screen. Tap ✉️ to email a staff member.