FEDERAL WAY
PUBLIC SCHOOLS
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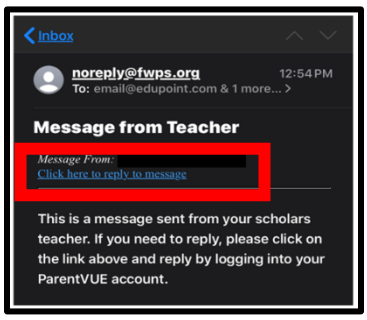
Department of
Information Technology Services

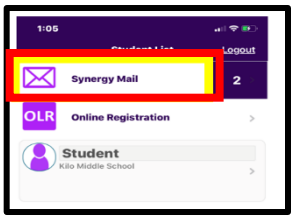
Reply to Synergy Mail from ParentVUE or StudentVUE Mobile Device APP

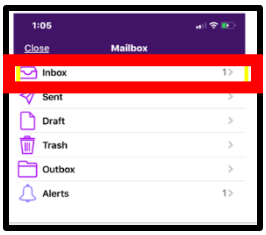
Synergy mail is a teachers' primary means of communicating with families. When a teacher sends a message through TeacherVUE, the parent/guardian and student receives a message in their ParentVUE/StudentVUE account and a notification in their email. The email includes the teacher's message along with a hyperlink which will then open the App on your your mobile device. This prompt is for a secure login to ParentVUE/StudentVUE account to reply to the message if necessary.

Step 1: Parent/Student receives e-mail notification and message. Select the hyperlink if response is necessary.



Step 2: Once logged into ParentVUE/StudentVUE application, select "Synergy Mail".

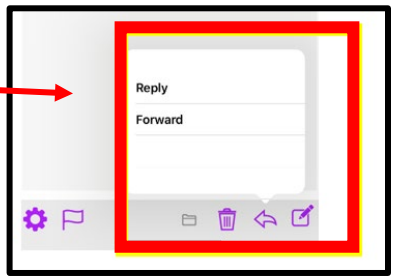


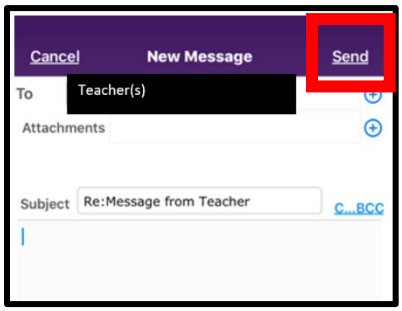


Step 3: Select "inbox".

Step 4: Select the message that needs a response.

Step 5: Click the "Reply" located at the bottom of the screen (arrow icon).





Step 6: Compose a response and send message.

Further support can be obtained by contacting ParentVUE Support:

- grades@fwps.org
- Message Line (253) 945-2100

4.17.20