# Synergy Upgrade on November 22nd, download New Mobile Apps afterwards



ParentVUE (New)



StudentVUE (New)

**Action Needed: Download the ParentVUE (New) and StudentVUE (New) Apps, after the Synergy Upgrade**

Dear NUSD Families,

NUSD is upgrading our Student Information System, Synergy, on Sunday, November 22. To keep access to your child's grades, attendance, and school messages uninterrupted, you will need to switch to the new Mobile Apps, **ParentVUE (New)** and **StudentVUE (New)**. Each of these says **New** in the App Title.

### What is changing

The older apps will stop working after November 22.  If you open the old apps and see a message that it is unsupported, this is your signal to switch. There will be a pop-up message directing users to download the New Mobile Apps. The new apps have an updated look and improved navigation designed for phones and tablets.

### What you need to do

- **Download "ParentVUE (New)"** and **"StudentVUE (New)"** for free from the Apple App Store or Google Play. They are published by Edupoint Education Systems. Be sure to choose the ones labeled "(**New**)."
    - **"ParentVUE (New)"** App icon is **Purple**.
    - **"StudentVUE (New)"** App icon is **Green**.
- **Find NUSD district.** Allow the app to use your location, or search by the zip code of the District Office: 94560.
- **Log in with your existing username.**
    - Your Username has not changed.
    - If you used the old app, select **"Already Activated"** when prompted.

    - Change the Password, by selecting the Forgot Password option.
- If you prefer, you can change the Password on the ParentVUE website.
- After logging in successfully to the New App, delete the old Apps to avoid confusion.

### Good to know

- **No app? No problem.** The ParentVUE and StudentVUE websites will keep working.
    - After the upgrade, the iPhone and Android App Links on the websites will change to go to the ParentVUE (New) and StudentVUE (New) Apps!




- **Forgot your password?** Use the forgot password buttons on the login screen of the app or on the ParentVUE website.
- **Never activated an account?** You will still need an activation code from your child's school. Please contact the school office to request one.

### Need help?

Contact the Office Manager at your School Site. You can also contact the Enrollment Center. Thank you for helping us make this transition smooth for every family.

Sincerely,

Rich Levine, Information Technology Director