# Synergy® Education Platform | ParentVUE Support Guide

How to activate and use your ParentVUE account
This guide is for parents/guardians of MCPS students. Click the topic below to learn more.

How do I activate my ParentVUE account for the first time?

As a result of our transition to the Synergy Student Information System, the previous myMCPS Parent Portal has been replaced with a new parent portal application called **ParentVUE**. To access ParentVUE, parents will need to activate a new parent portal account. In order to activate your account, MCPS parents will receive an account activation letter that includes a unique Activation Key or URL necessary for setting up a ParentVUE account. If you are a new parent who has never enrolled a student in MCPS before, you will need to contact the school directly before receiving a ParentVUE account.
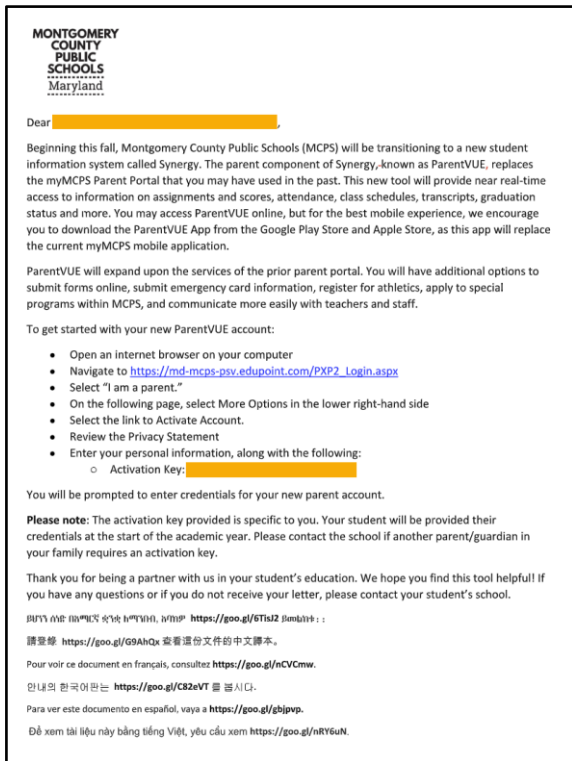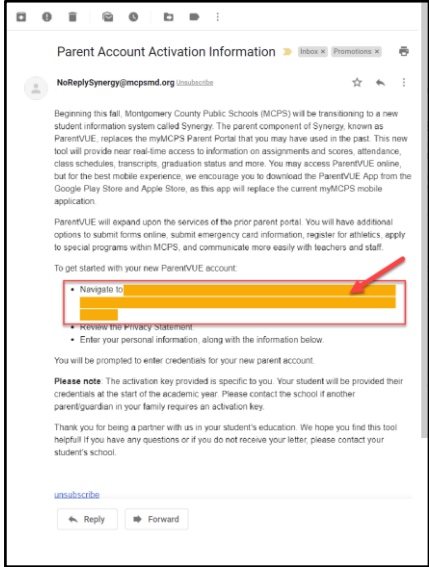

Sample Activation Letter
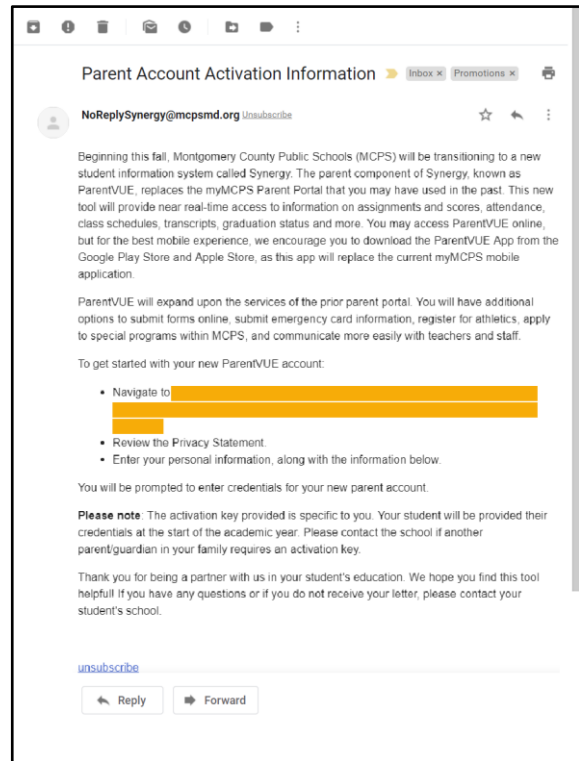
Sample Activation Email

PLEASE NOTE: *The directions for activating your account with a letter that was mailed to your home address and the activation letter sent via email are slightly different. Emailed activation letters contain a unique URL that automatically connects the existing parent record information and therefore does not require you to enter your name and activation key. Please review the directions below for the directions that are specific to activating your account if you have received the account activation mailer or an activation email.*

ParentVUE Support Guide

| Mailer Activation Directions	Email Activation Directions
Step 1: Navigate to md-mcps-psv.edupoint.com and select "**I am a parent**" 	**Step 1:** Click on the unique link provided in the email. **Please note:** The activation link provided is specific to you and includes the activation key necessary for activating your account.
Step 2: In the lower right hand corner of the login page, click "**More Options**" and then select "**Activate Account**"	**Step 2:** Review the **Privacy Statement** and click "**I Accept**"
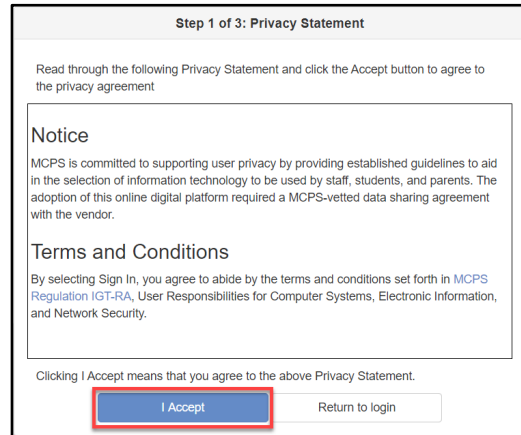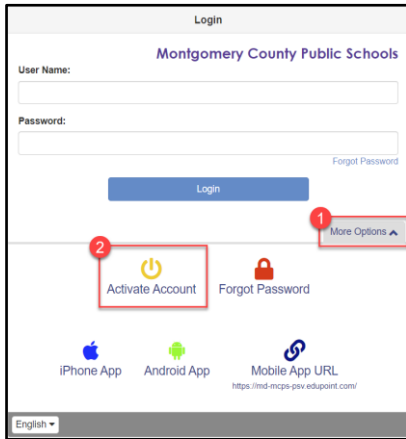
Step 3:
Review the **Privacy Statement** and click "**I Accept**"
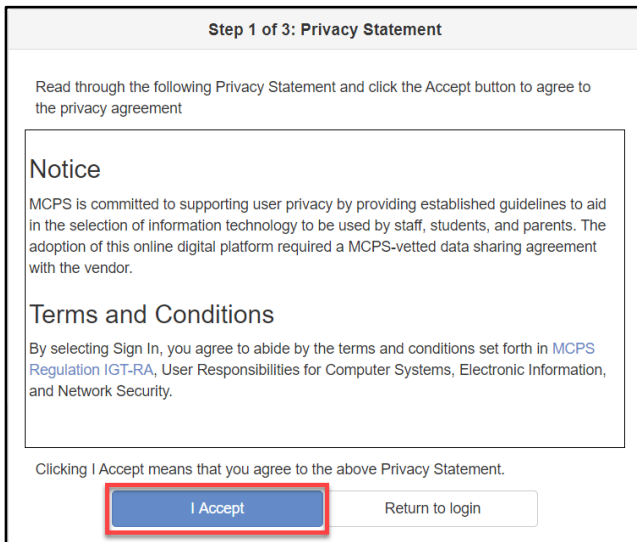
Step 3:
Enter a **User Name**, **Password**, and **Primary E-Mail** and click "**Complete Account Activation**"
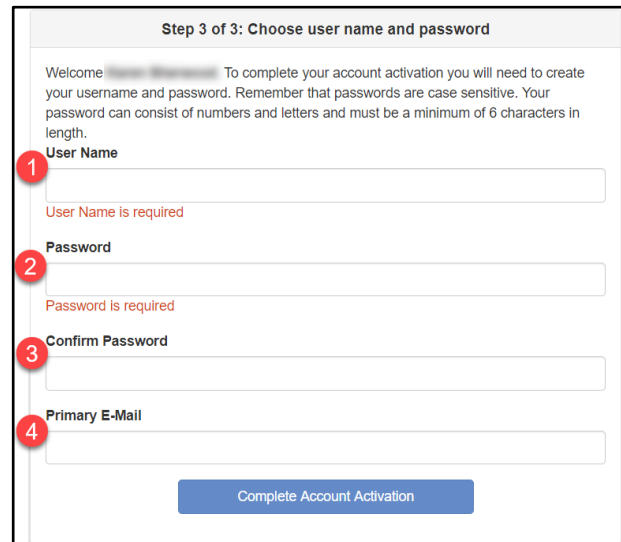
Step 4:
Enter your **First Name**, **Last Name** and the **Activation Key** exactly as they appear in your account activation letter, then click "**Continue to Step 3**"

You are now in **ParentVUE**!
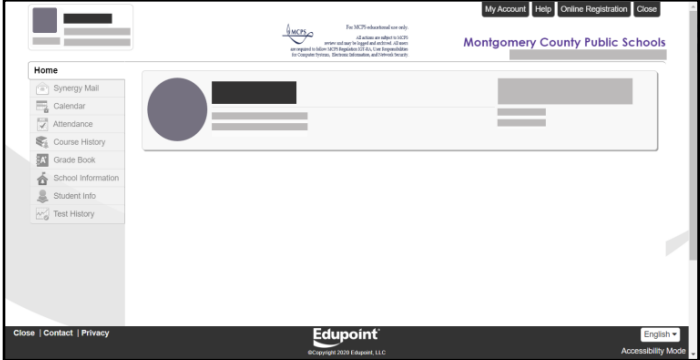
Step 2 of 3: Sign In with Activation Key

Please enter your first name, last name and the 7 character authentication key (provided to you by the district), to activate your ParentVUE account:

1 **First Name**

2 **Last Name**

3 **Activation Key**

Continue to Step 3

Step 5:
Enter a **User Name**, **Password**, and **Primary E-Mail** and click "**Complete Account Activation**"

Step 3 of 3: Choose user name and password

Welcome _____. To complete your account activation you will need to create your username and password. Remember that passwords are case sensitive. Your password can consist of numbers and letters and must be a minimum of 6 characters in length.
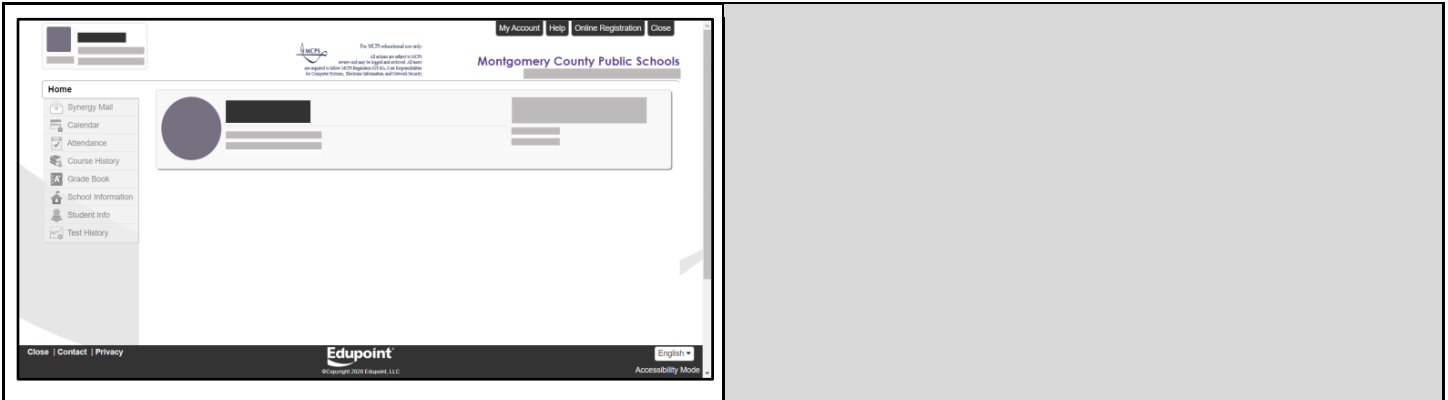
1 **User Name**

User Name is required

2 **Password**

Password is required

3 **Confirm Password**

4 **Primary E-Mail**

Complete Account Activation
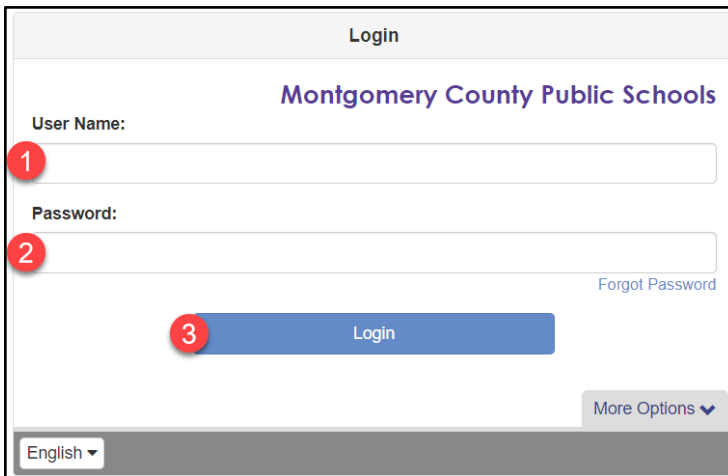
You are now in **ParentVUE**!

How do I access ParentVUE after activating my account?

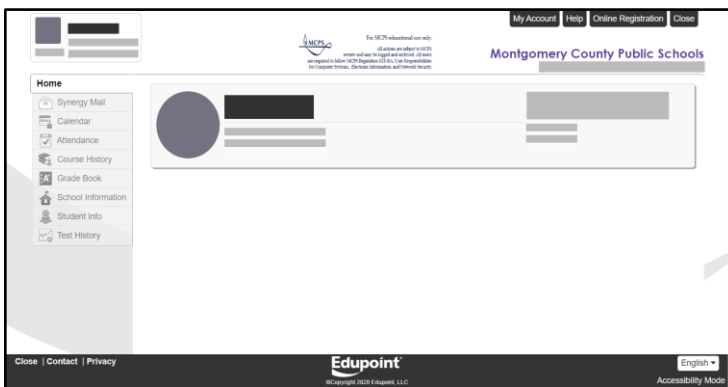To access ParentVUE again after you have activated your account:
1. Navigate to https://md-mcps-psv.edupoint.com/PXP2_Login.aspx
2. If prompted, select "**I am a parent**"

3. Enter the **User Name** and **Password** you created during the account activation process
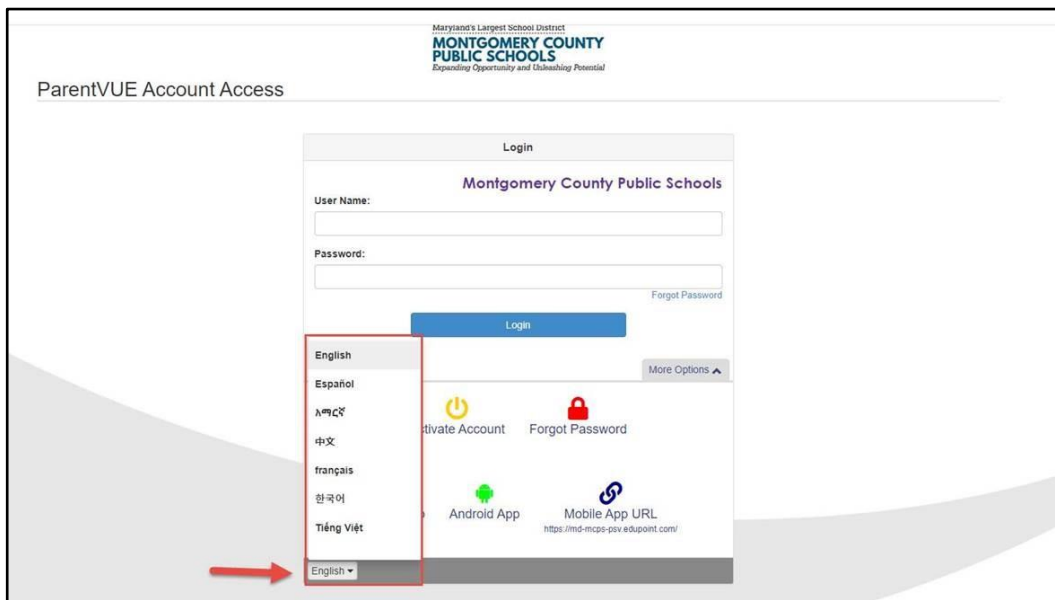

4. You are now in **ParentVUE**

How do I change languages?

ParentVUE supports multiple languages. To select a different language, click the dropdown menu in the bottom left hand corner of the login page.

Please note that changing the language here only changes the menu and content text of ParentVUE and will not change the language for documents that are uploaded by MCPS.

How do I switch student views?

If you have more than one student in MCPS schools, follow the steps below to switch student views:
1. Navigate to the ParentVUE web application and log in.
2. At the top left of the ParentVUE screen, click on the drop down arrow next to the student name and select another student.
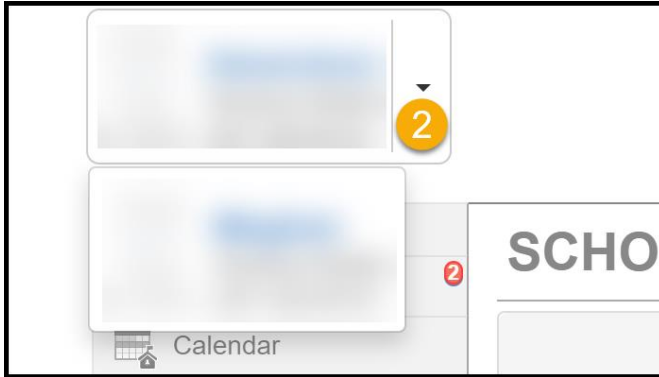
What information can I access in ParentVUE?

Synergy Mail: How do I send a message to a teacher?

Follow the steps below:

1. Navigate to the ParentVUE web application and log in.
2. Click on **Synergy Mail** in the left-side menu.
3. View the mail in your Inbox.
4. To compose a new email, click the green **Compose** button.
5. Click the **To** field.
6. Select your teacher, counselor, or a staff member.
7. Click **OK**.
8. Type a Subject for your email.
9. Type an email message.
10. Click **Send**.
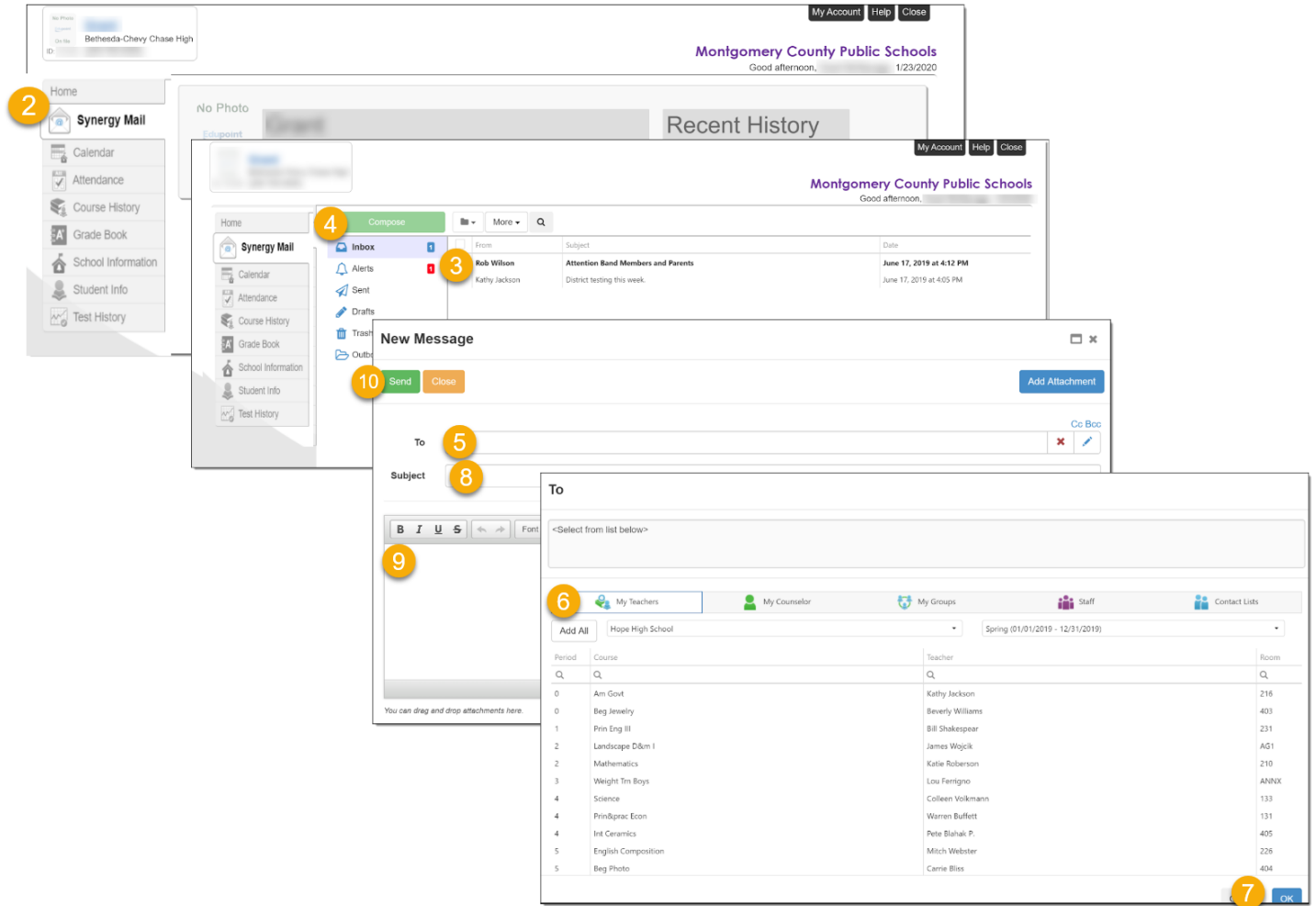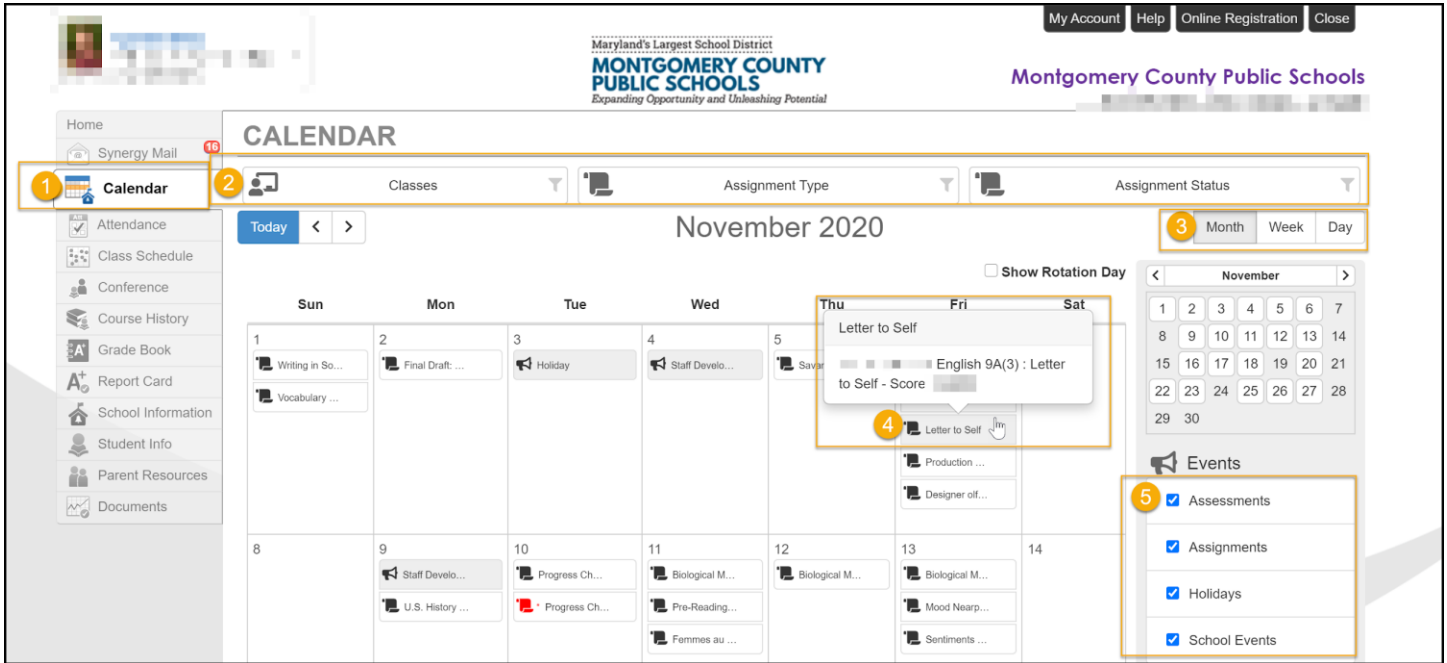
Calendar: How do you check assignments and due dates?

The Calendar can be used to view assignments and events from your child's school and teachers. Please note, the calendar is a reflection of what teachers have entered into their grade book. If a teacher has yet to enter an assignment in the gradebook, it will not appear on the calendar. The best place to find current due dates on assignments is in myMCPS Classroom/Canvas (see section below).

Follow the steps below:

1. Click on **Calendar** in the left-side menu.
2. Sort assignments/events by class, assignment type or assignment status.
3. Change your calendar view to see events by day, week, or month.
4. Click on an assignment for more details about the assignment, score, and resources.
5. Choose which type of events are displayed on the calendar.

Attendance: How do I view attendance details?
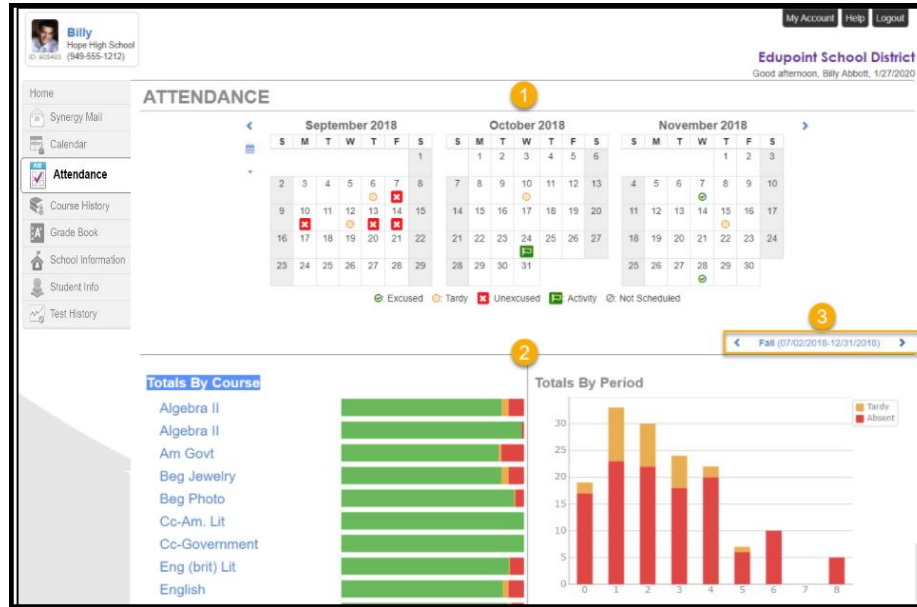
Attendance details can be viewed in three key areas:
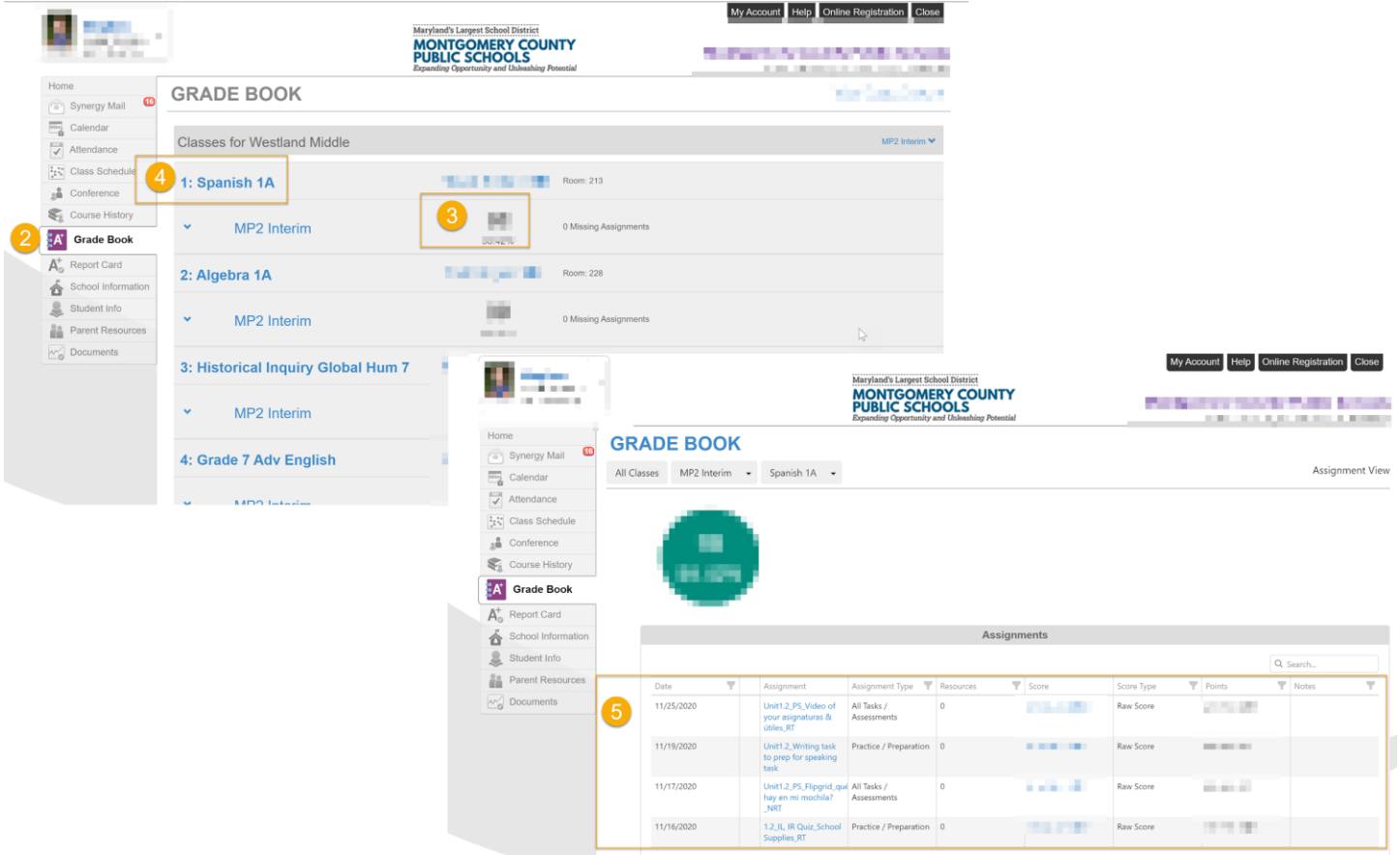
1. Monthly views include icons to indicate days marked absent, tardy, or in an activity.
2. Totals can be seen in graph form by course and or period
3. You can change term dates for attendance graphs

Grade Book: How do I check my current grades?

Follow the steps below:

1. Navigate to the ParentVUE web application and log in.
2. Click on **Grade Book** in the left-side menu.
3. Review the overall grades in each of your classes.
4. Click on the class title to see the assignment details for a particular class.
5. View assignment details and any teacher notes.
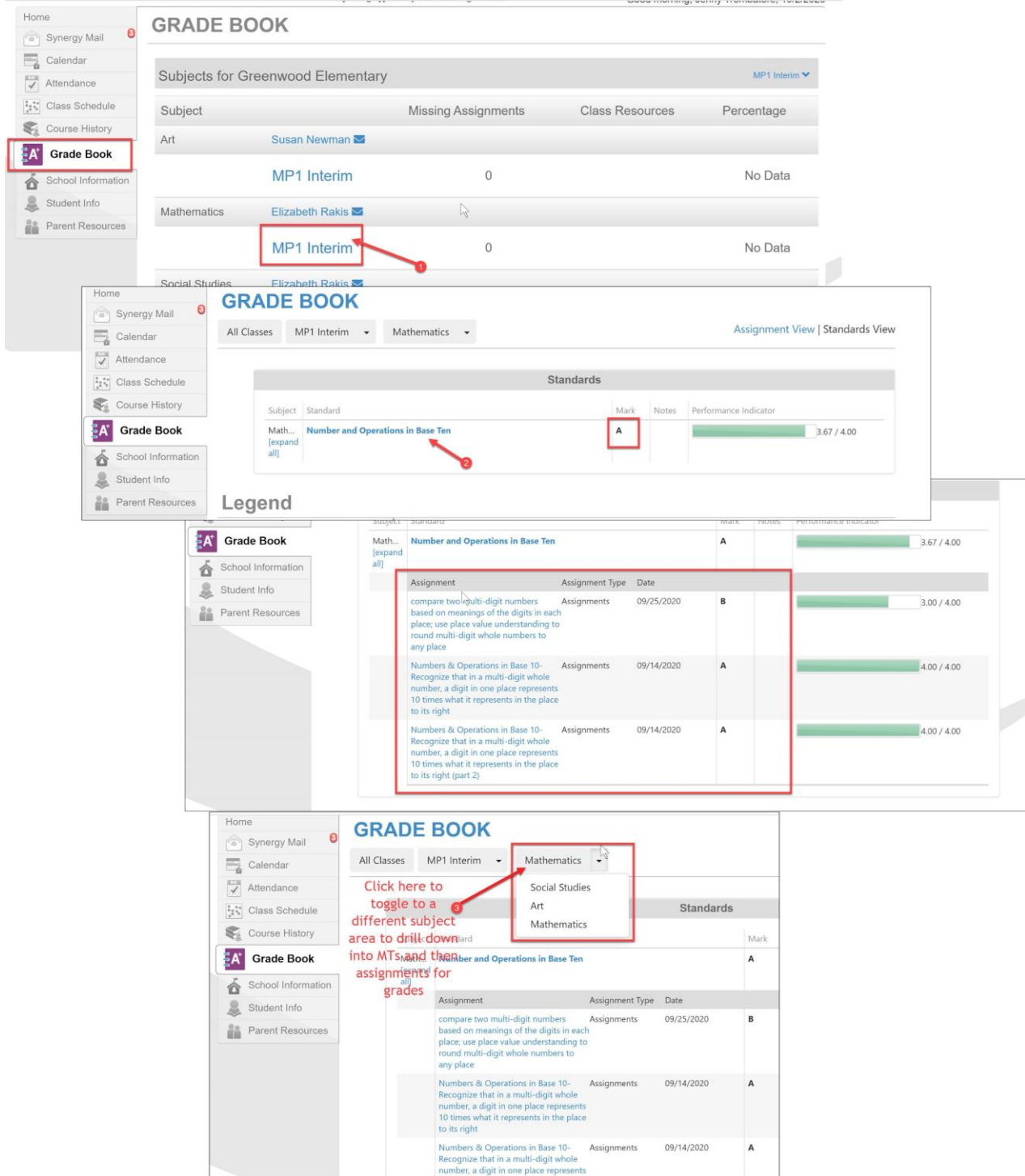
NOTE: Due to the standards based grading in elementary, parents viewing the elementary Grade Book will not see grades until you click on the marking period link.

Secondary Example

Elementary Example

School Information: How can I contact school staff?

Follow the steps below:

1. Navigate to the ParentVUE web application and log in.
2. Click on **School Information** in the left-side menu.
3. Phone, address, and website information can be found under the school information section.
4. Teacher contact/email information can be found under the school contact list.

Student Information: How do I see student information?

Follow the steps below:

1. Navigate to the ParentVUE web application and log in.
2. Click on **Student Info** in the left-side menu.

3. Review the information about your child.

Report Card: How do I see my child's report card (secondary)?

Follow the steps below:

1. Click on **Report Card** in the left-side menu.
2. Choose the correct marking period.
3. Review grades for each course/class.
4. Click to view a PDF copy of the report card.
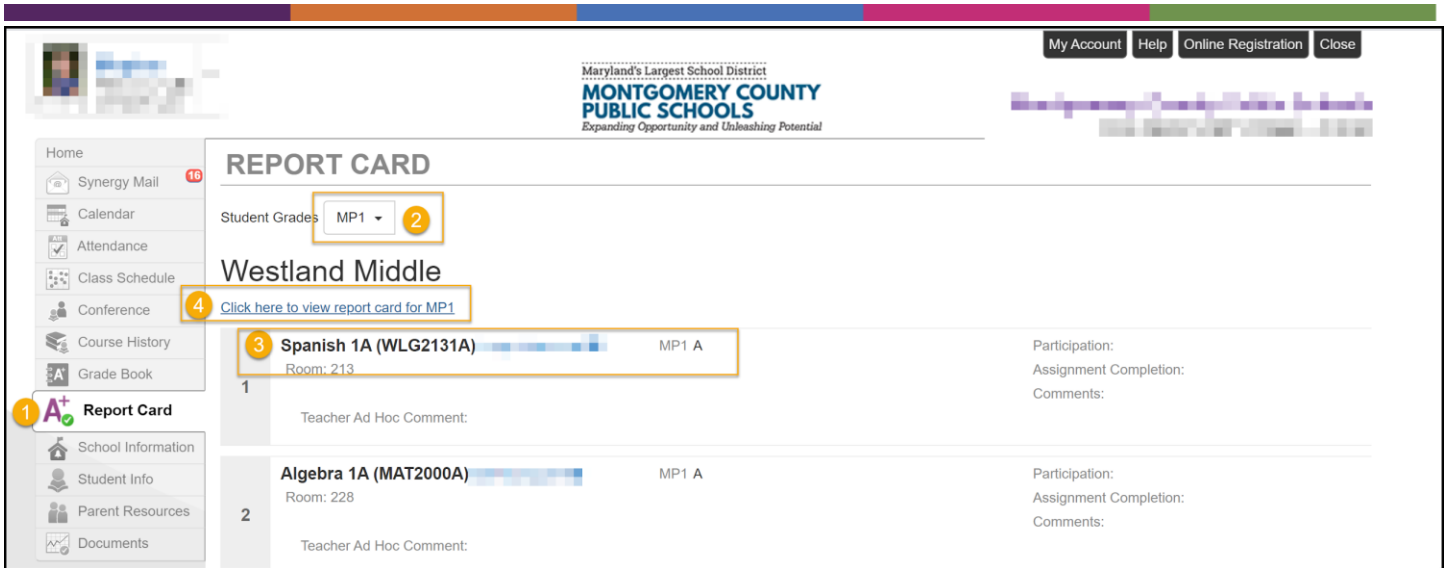
Report Card: How do I see my child's report card (elementary)?

And… Test Scores: How do I view standardized test reports such as MAP/NWEA?

Follow the steps below:

1. Click on **Documents** in the left-side menu.
2. Click on the test report you wish to view as a PDF.

myMCPS Classroom: How do I see Student Classwork/Zoom Links?

Note: You will automatically be logged into myMCPS Classroom/Canvas if you enter myMCPS Classroom/Canvas via ParentVUE.

Follow the steps below:

1. Click on **Parent Resources > MyMCPS Classroom** in the left-side menu.
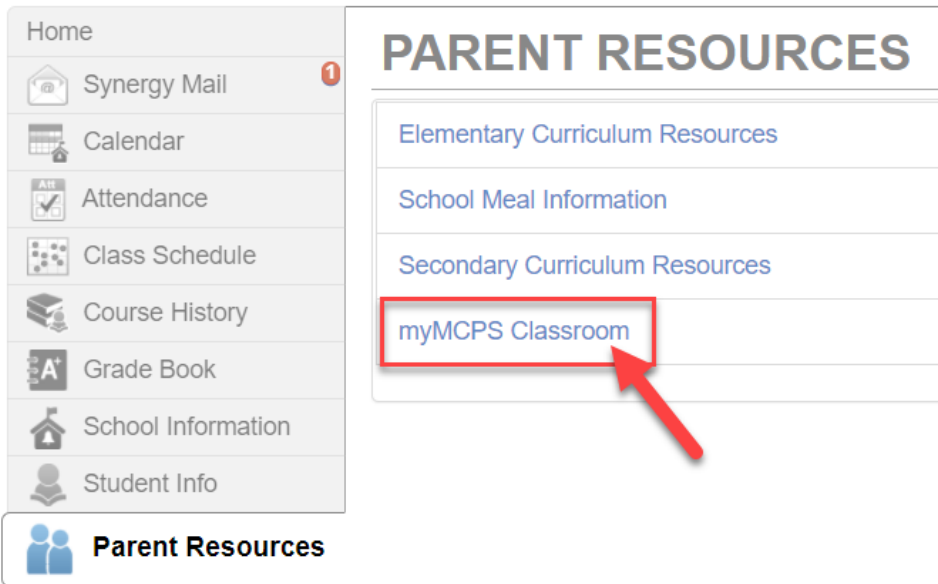
2. Select one of your child's classes to review.
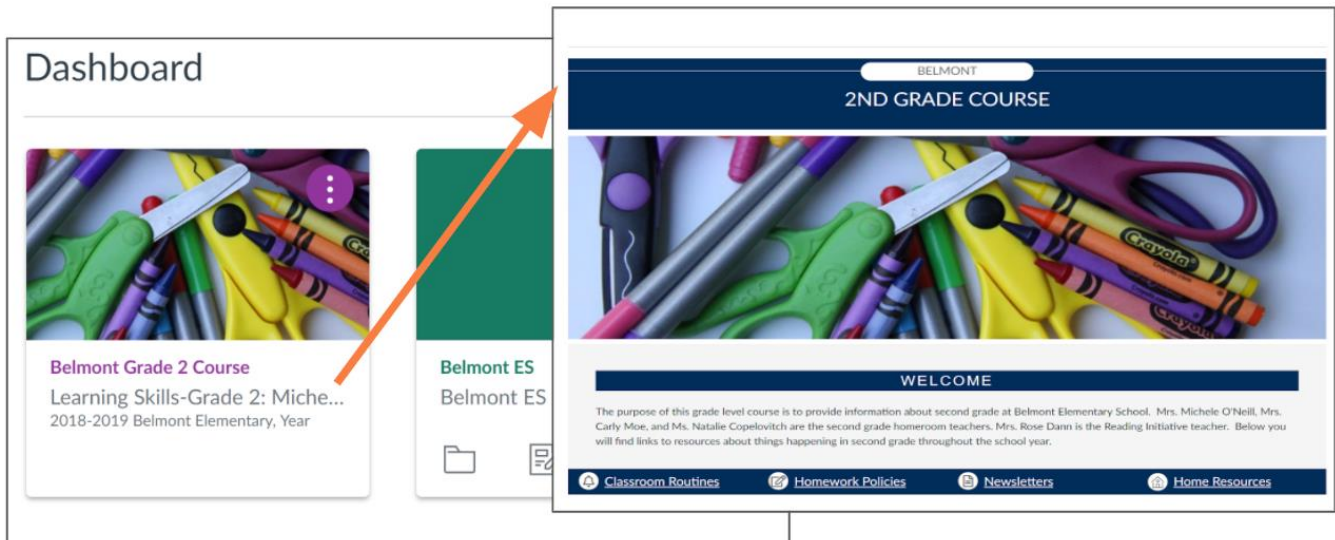
3. Parents can check the assignment status, description and grade from the Assignment tab. Parents can also check assignment due dates and description from the calendar. Parents will not see feedback or the actual assignment
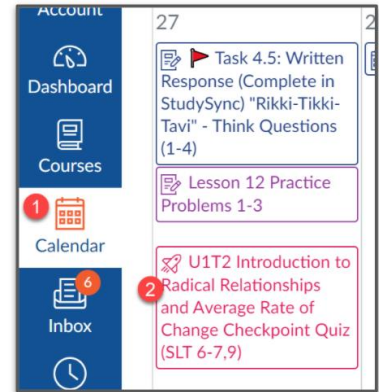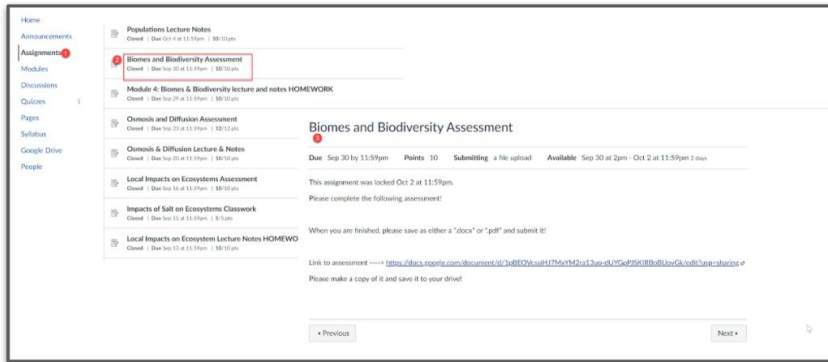
How do I access ParentVUE on a mobile device?

NOTE: Your ParentVUE account must first be activated through a web browser following the steps above before you can log into the mobile app.

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 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.

1. Download and install the mobile application(s).

ParentVUE	StudentVUE
Apple	Apple
Android	Android

2. Launch the mobile application and swipe left to choose MCPS.
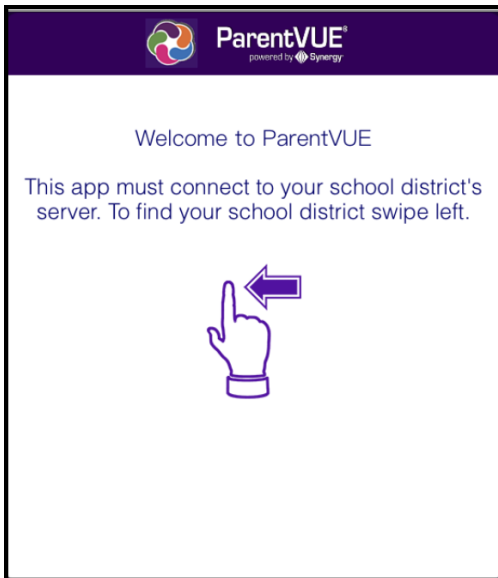
3. A message displays asking you to enable location services on your device. Choose Allow. You can also select Don't Allow and manually enter the zip code **20850**.
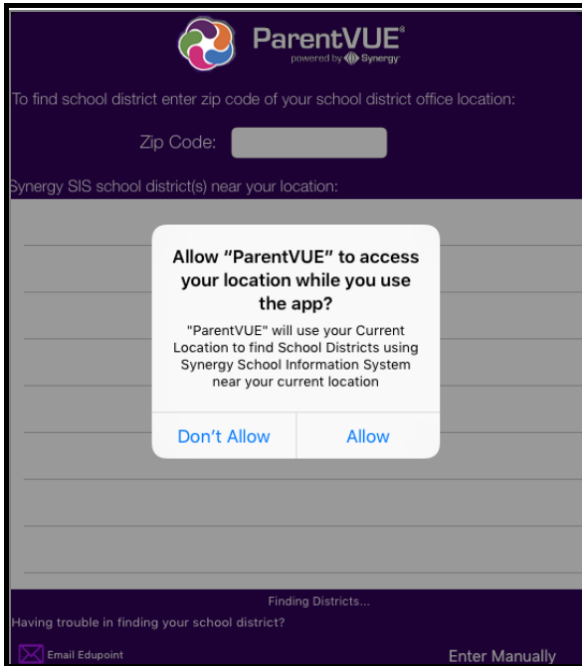
4. Tap **Montgomery County Public Schools** from the list of school districts.
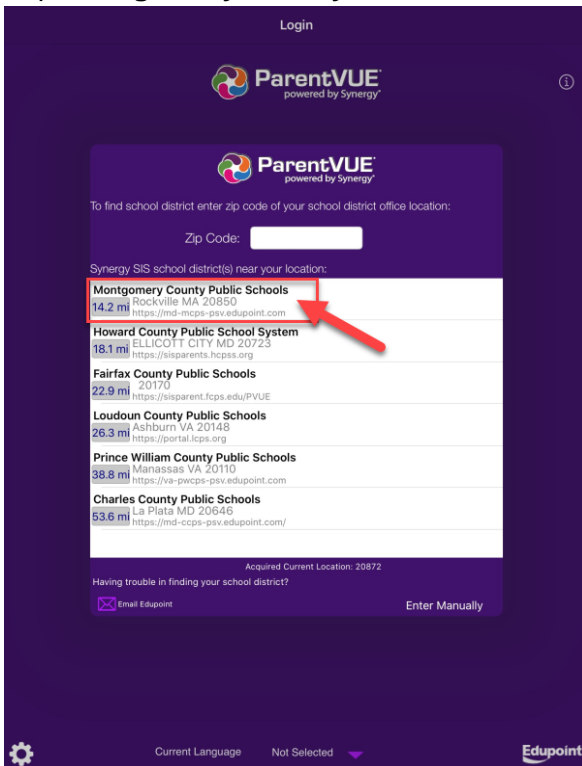
5. Once you have connected to the MCPS Synergy server, if prompted, click "Already Activated" and then log in with your ParentVUE credentials. You can also choose to save your credentials to make logging in easier the next time you access the application.
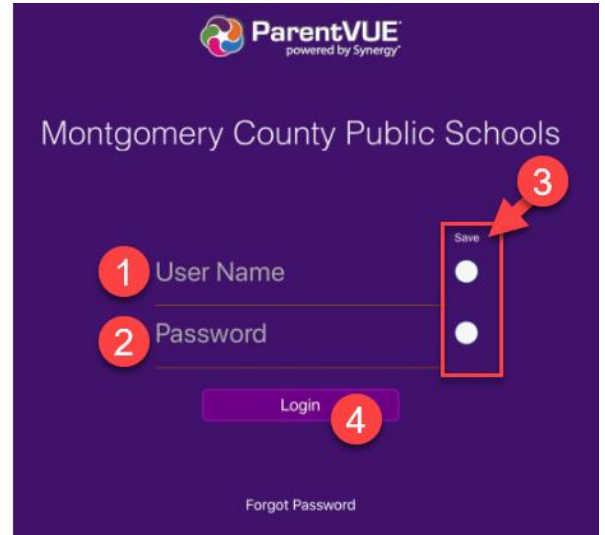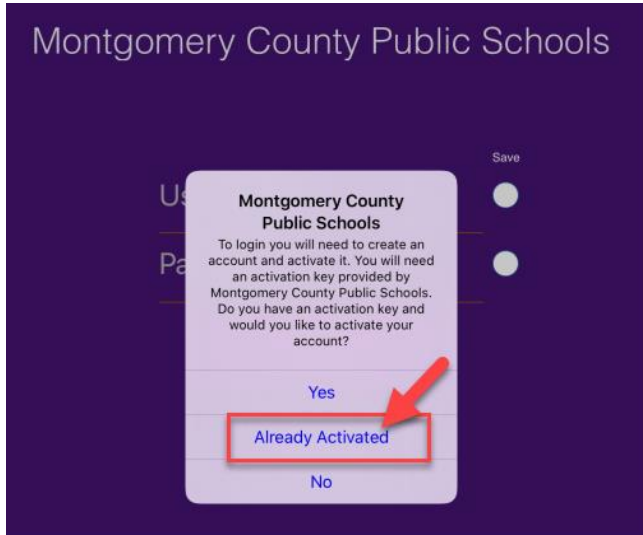
How do I navigate and view information in the ParentVUE mobile app?

Coming Soon!

How do I complete the annual verification of information through Online Registration?

In the past, yellow emergency cards and a variety of other forms were sent home with students on the first day of school so that families could communicate updates about contact information, health, directory wit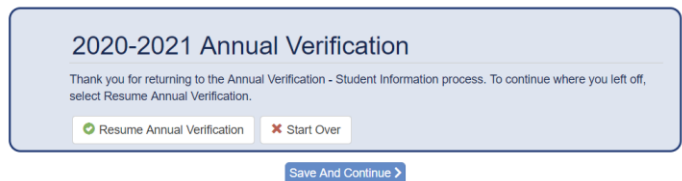hholdings, emergency contacts, and more. This process will now take place in ParentVUE using Online Registration. The directions below are a general outline for how this process will take place. However, keep in mind, there are some variances depending on the grade level and options that are checked while completing the form.
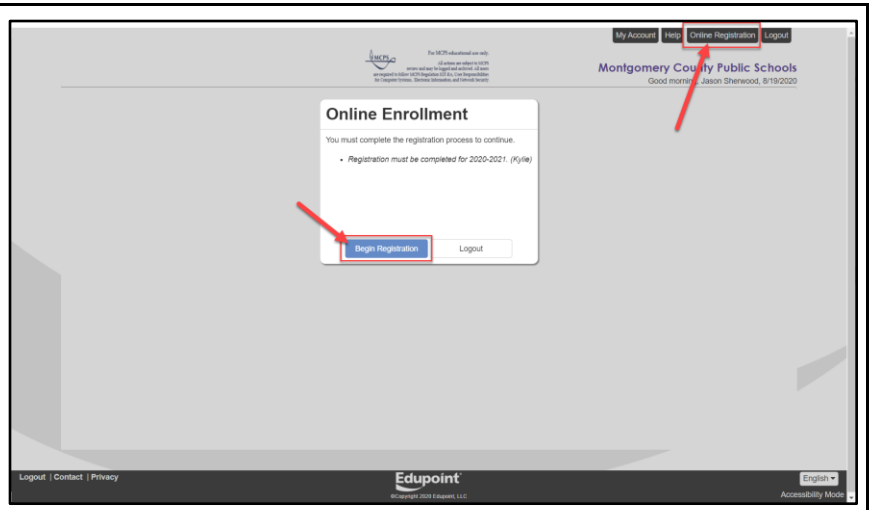
NOTE: If you leave the annual verification process before completion, you will be prompted to resume or start over when you return.

Resume Annual Verification

2020-2021 Annual Verification

Thank you for returning to the Annual Verification - Student Information process. To continue where you left off, select Resume Annual Verification.

⊘ Resume Annual Verification   ✖ Start Over

Save And Continue ❯
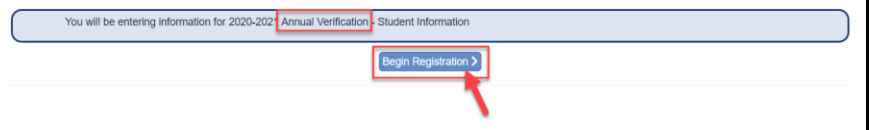
|	
Navigating to Annual Verification: To begin, you will either be prompted to begin registration or you can navigate to annual verification by clicking on the **Online Registration** button in the upper right hand corner.	
Begin: Be sure "Annual Verification" is selected and click **Begin Registration**.	

Synergy® Education Platform

| Introduction - Welcome:	
Review the directions on the welcome screen and click **Continue**.	
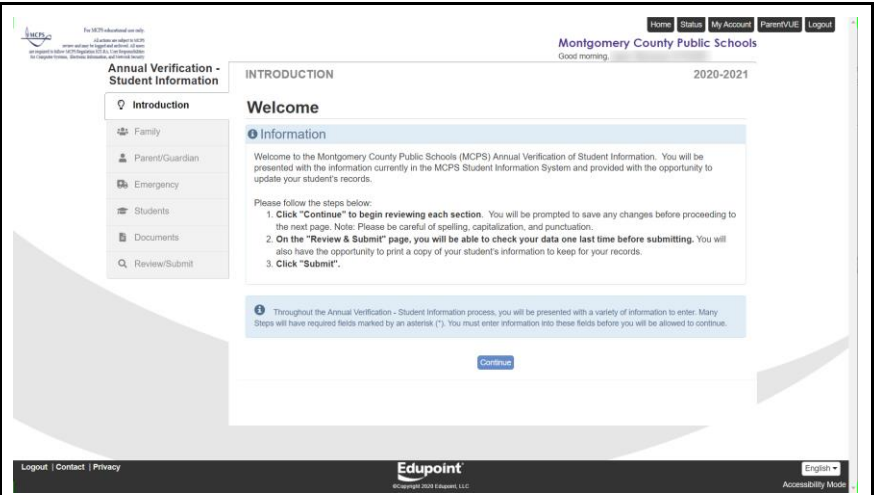
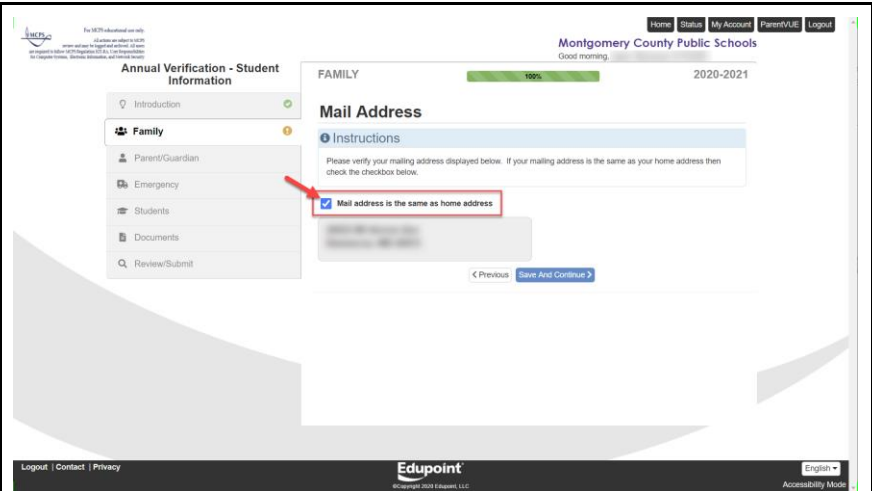| Introduction - Student Summary:	
Review the students that are available for you to update. Click **Save and Continue**. **NOTE:** If you believe there is an error in the students who are listed, or a student is not showing up, you will need to contact the school.	
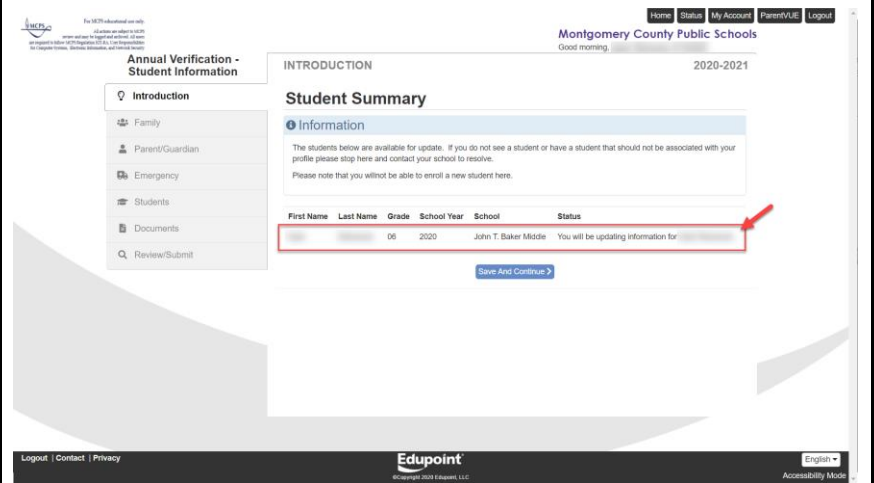
Family - Home Address:	
Verify your home address. If you need to make a change, check the box and enter the correct address. Click **Save and Continue**. **NOTE:** A change of address will require you to upload or deliver an address verification document.	
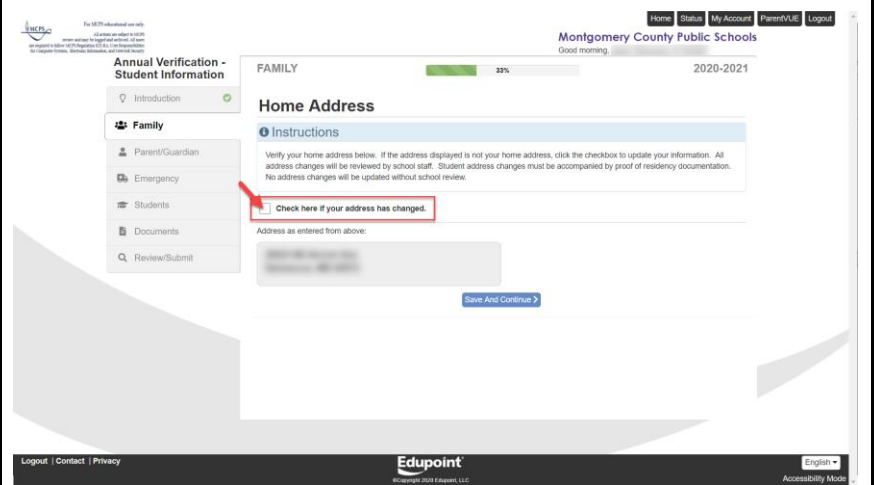
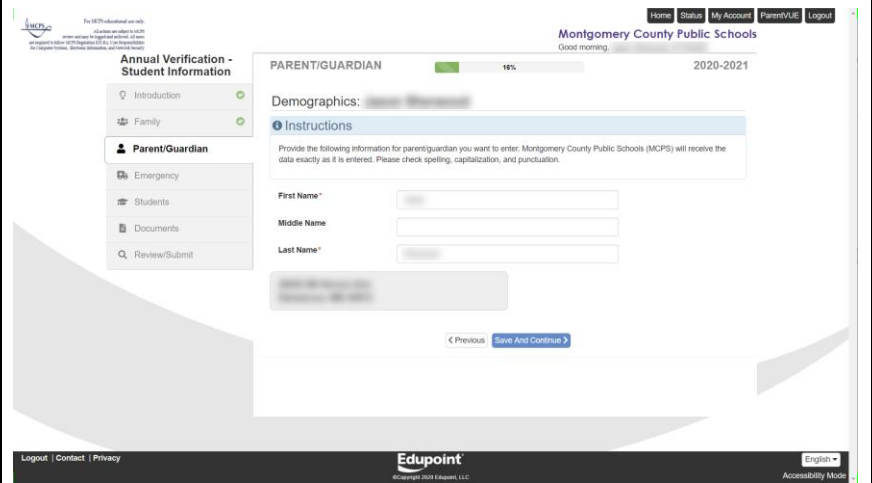|	
Family - Mail Address: Verify if your mail address is the same as your home address. If your mailing address is different, uncheck the box and enter the correct mailing address. Click **Save and Continue**.	
Parent/Guardian - Demographics: Verify the spelling of your first and last name. Middle name is optional. Click **Save and Continue**.	
Parent/Guardian - Employment: Indicate if any of the employment options apply to you. Click **Save and Continue**.	
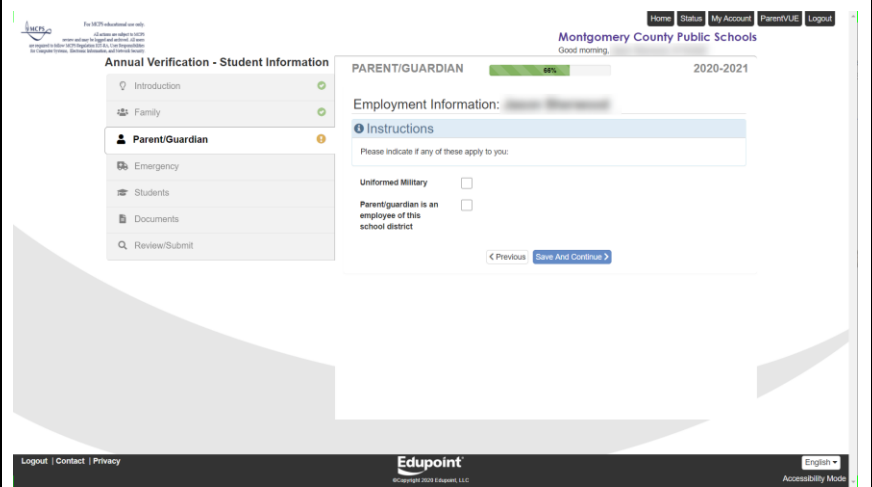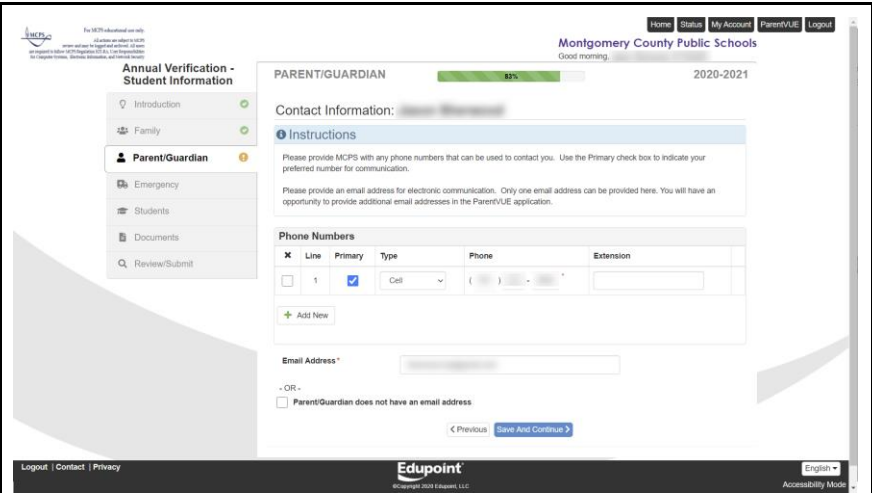
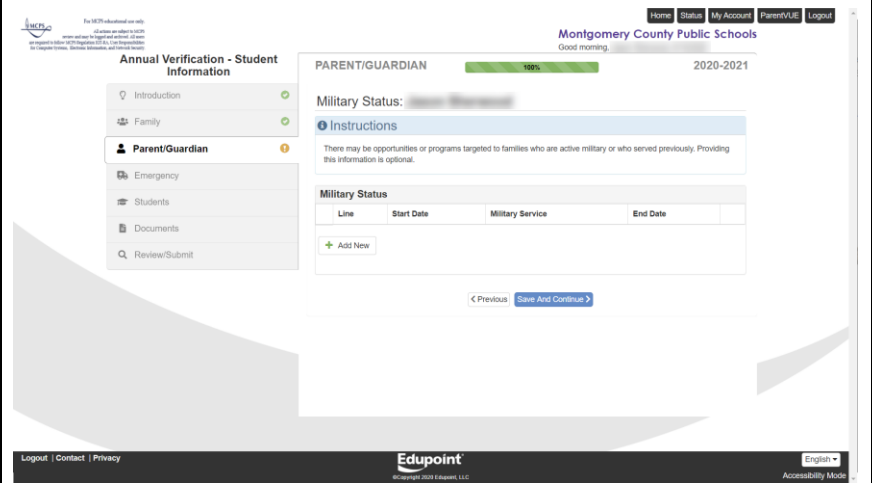|	
Parent/Guardian - Contact Information: Verify your contact information. You must provide at least one phone number and strongly recommended that you also provide a valid email address. If you do not have an email address, be sure to check the box indicating this. Click **Save and Continue**.	
Parent/Guardian - Military Status: Include military status if applicable. Click **Save and Continue**.	
Parent/Guardian - Other Parent/Guardians: Once you complete the verification of information for yourself, you will then be able to repeat the steps for any other parent/guardian that also share the same address. To verify their information, click the Edit button next to their name. When all eligible parents/guardians have been reviewed, click **Save and Continue**. **NOTE:** You cannot edit information for anyone who does not live at the same address.	

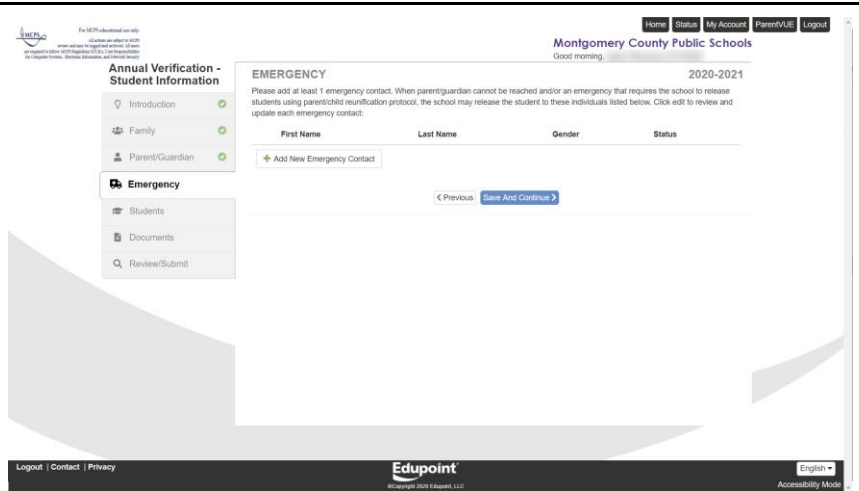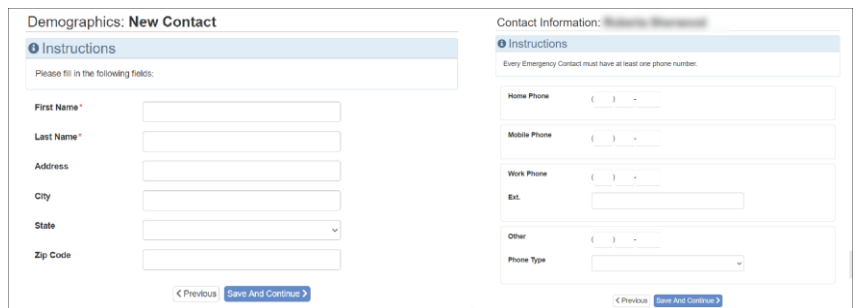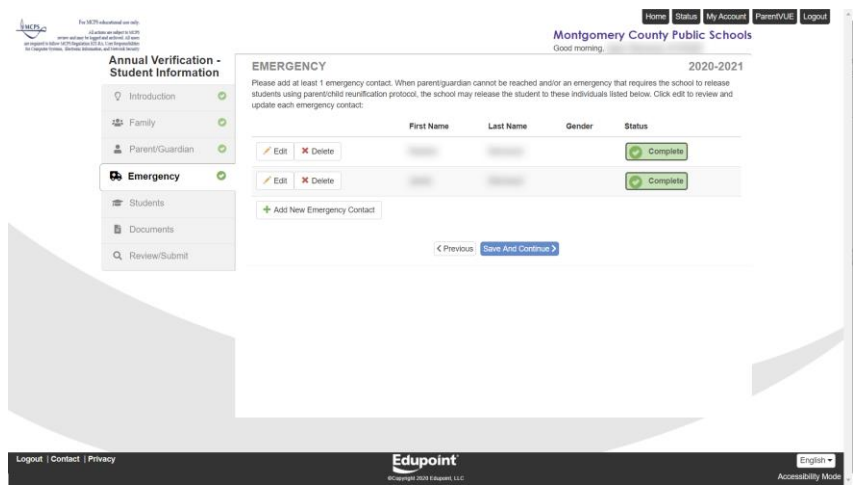|	
Emergency - Contacts: Add at least one emergency contact by clicking the **Add New Emergency Contact** button.	
Emergency - New Contact Information: Enter a first and last name and at least one phone number for each new emergency contact. Click **Save and Continue**.	
Emergency: Once you have entered your emergency contacts, confirm that you get the green complete button for each, and then click **Save and Continue**.	

Students:

On the first screen of the Students tab, you will see a list of all students associated with your parent account that you have rights to edit. Click **Edit** to review/update the information for each student.

NOTE: If one or more students are no longer attending MCPS, or you want to skip a student for now and still be able to submit updates, you can click **Exclude** for those students.
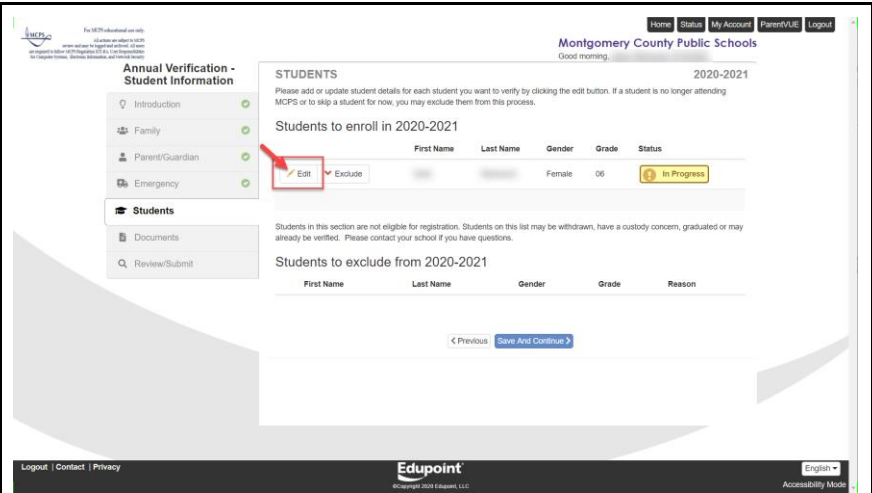
Students - Home Address:

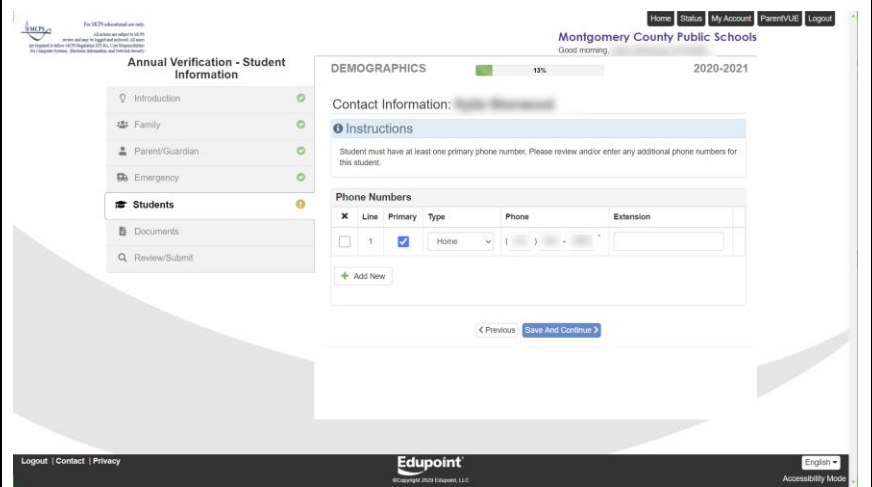Indicate the parent/guardian that the student primarily lives with. Click **Save and Continue**.

NOTE: If you see any errors in the student information fields that are grayed out, you will need to contact the school to make the correction.
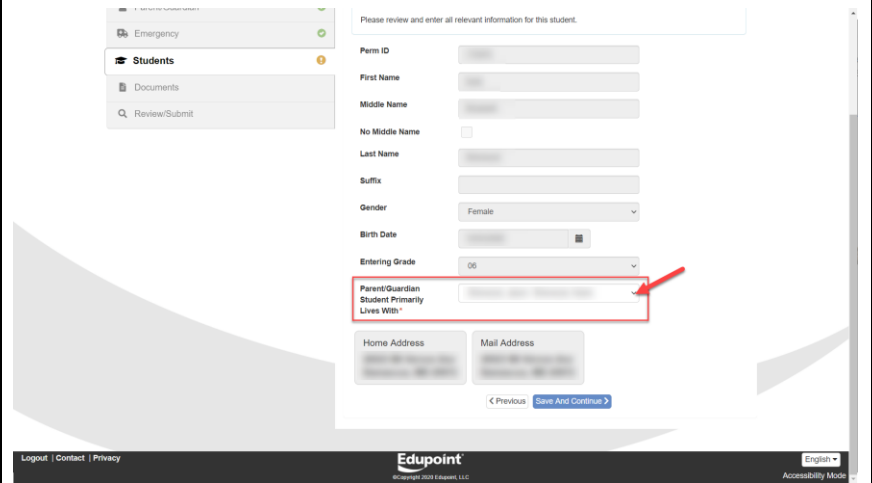
Students - Contact Information:

Provide at least one primary phone number for each student. This should be the number that is used for receiving all home communication from the school. After entering any additional phone numbers, click **Save and Continue**.
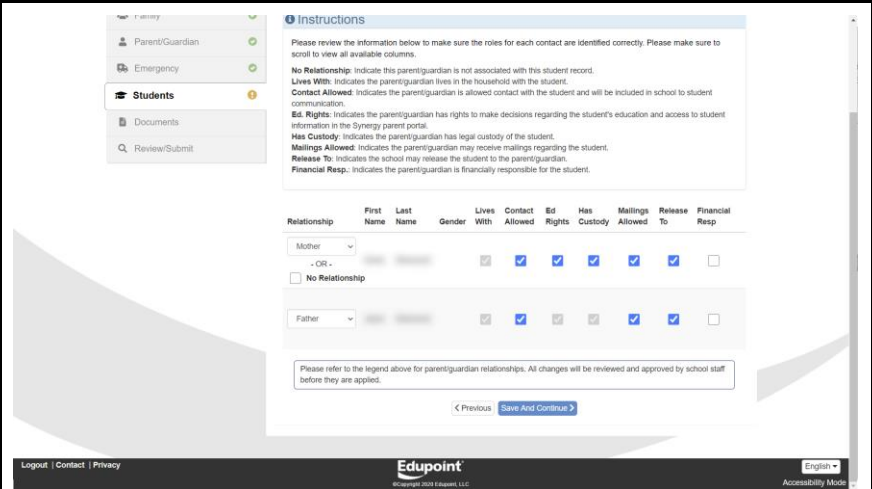
NOTE: By default, the parent home phone is listed as the primary phone number. If you wish to receive school communication to a different number, be sure to add the number and check the box marked **Primary**.

Montgomery County Public Schools

Office of the Chief Technology Officer

Translated Guides:

Español / 中文 / français / tiếng Việt / 한국어 / □□□□

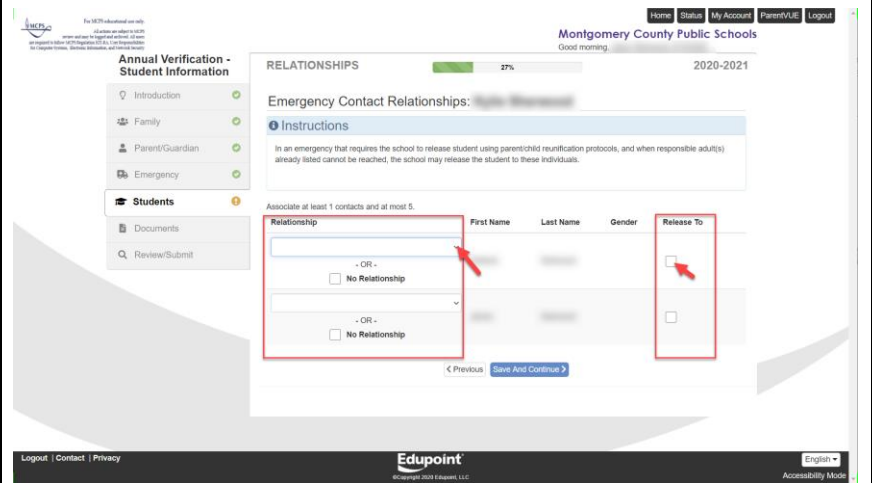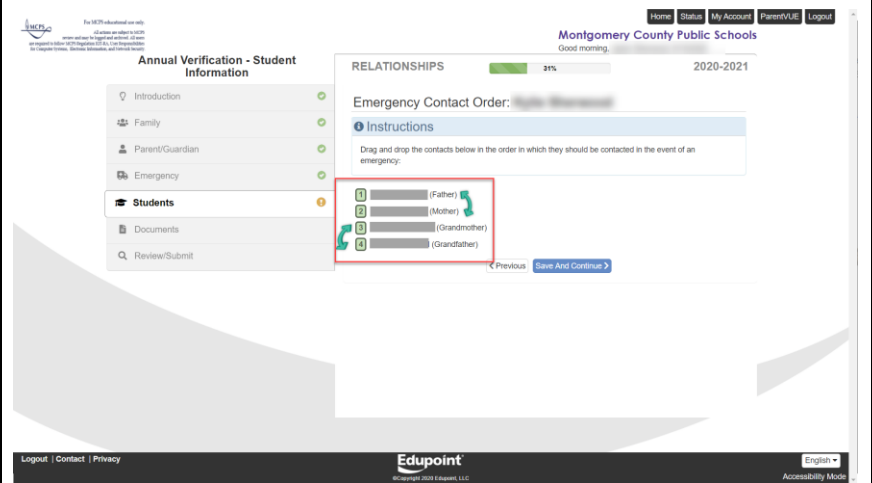|	
Students - Parent/Guardian Relationships: Indicate the relationship of each parent/guardian and make sure the correct roles are checked for each. Click **Save and Continue**. **NOTE:** Any change to the role of a parent will require review and approval by school staff before updates can be accepted.	
Students - Emergency Contact Relationships: Identify the relationship of each emergency contact. If you are allowing the release of the student to the emergency contact(s) listed, be sure to check the **Release To** box in the last column. Click **Save and Continue**.	
Students - Emergency Contact Order: Click and drag the emergency contacts in the order they should be contacted. Click **Save and Continue**.	
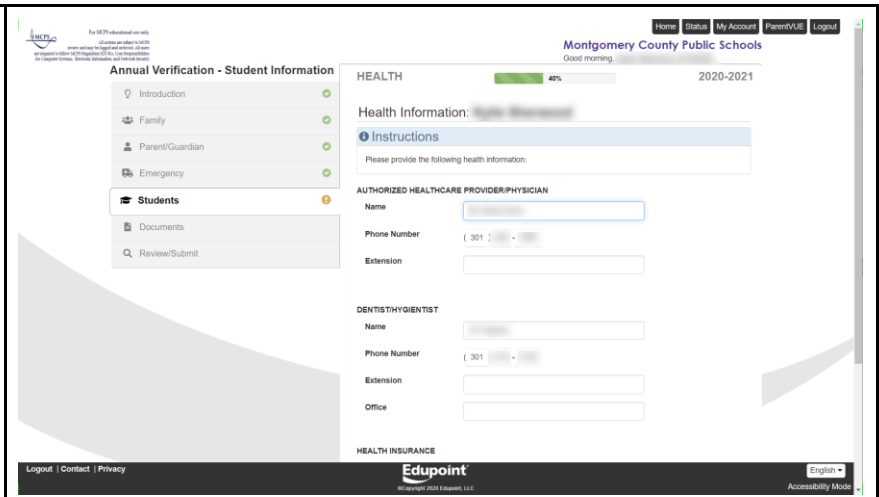
Students - Health Information: Provide information for physician, dentist, and health insurance. Click **Save and Continue**.	
Students - Health History: Provide information about your student's health history. Be sure to answer all required questions and if you answer Yes to any question, please provide more detail and complete the required forms as needed. Click **Save and Continue**.	
Students - Medications: Provide information about prescribed medications or treatments. If you answer Yes to any question, please provide more detail and complete the required forms as needed. Click **Save and Continue**.	
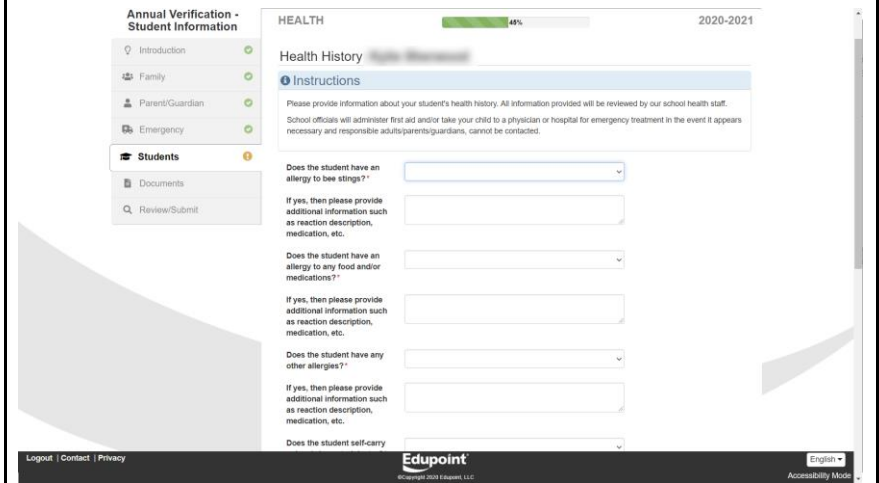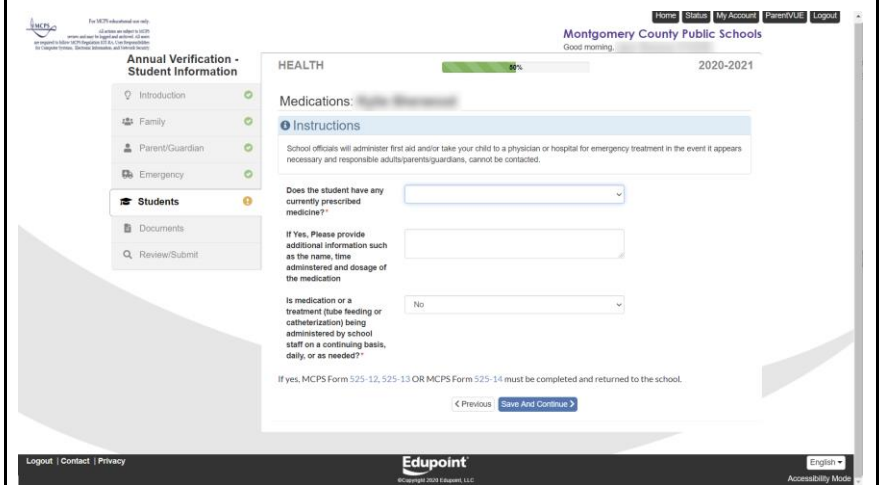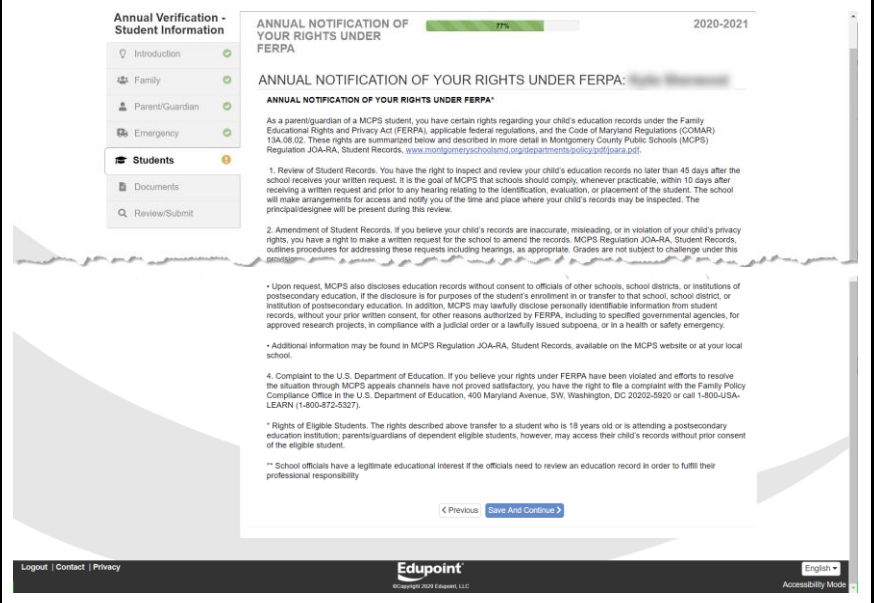
Students - Directory Information Withholding:

If you wish to withhold any directory information, check the boxes for each category. If you do not want **ANY** information released, you can just check the box **Any of the Above**. You can also check the exceptions for any withholding request in the bottom section. Click **Save and Continue**.
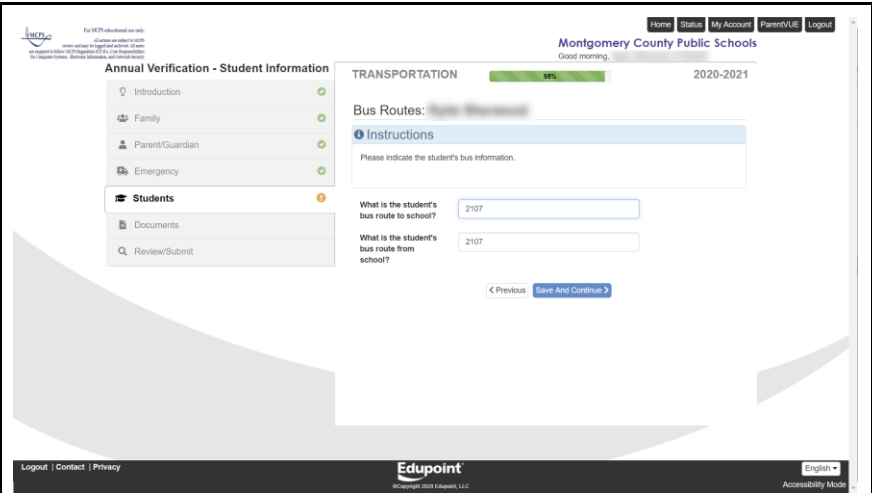
Students - FERPA Rights

Review the Annual Notification of Your Rights Under FERPA and click **Save and Continue**.
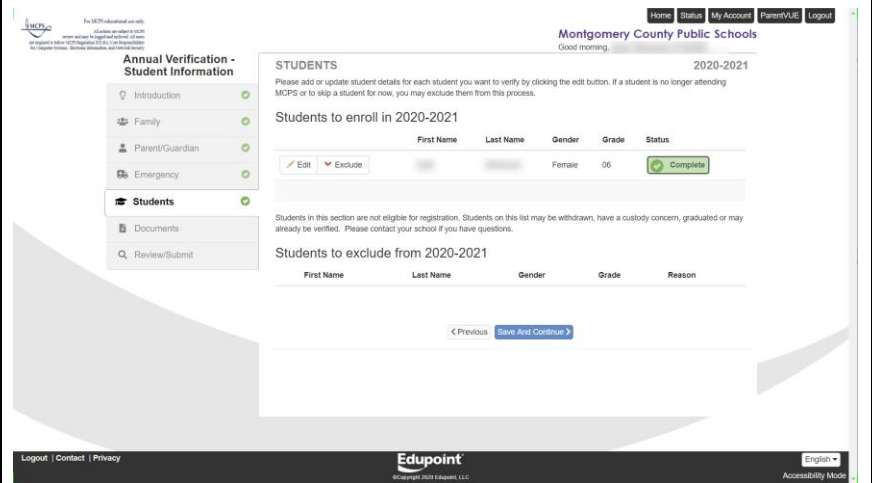
Students - Bus Routes Verify the correct bus route if transportation is provided by the school and click **Save and Continue**.	
Students - Review If you have multiple students, you will repeat the same process as above for each student by clicking **Edit** for each student listed. When all students show a green **Complete** button in the last column, click **Save and Continue**	
Documents - Upload or Deliver: If any of your updates require documentation or submission of a form, you can either upload digital copies of the documents or check the box to indicate that you will deliver a hard copy to the school. Click **Save and Continue**.	
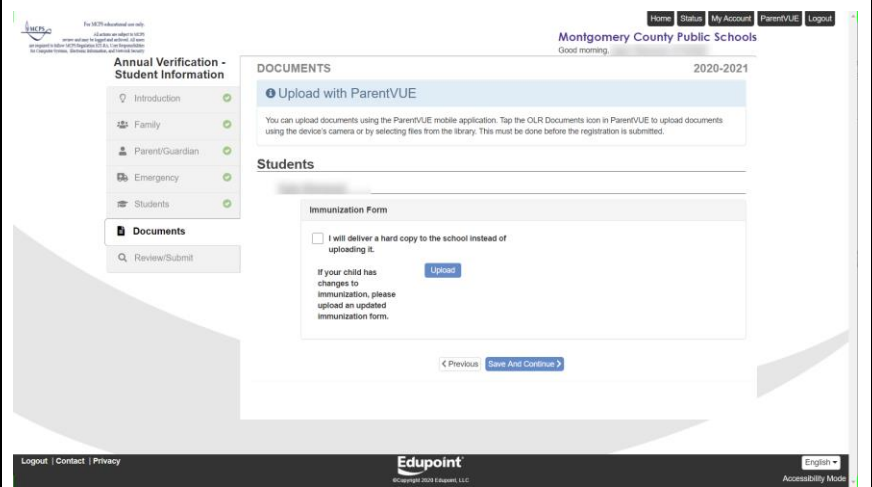
Synergy
Education Platform®

Review/Submit: Before you can submit your annual verification of information, you must review all of your changes by clicking the **Review** button.	
Review/Submit: You can either scroll through the review page or click the **Previous/Next Change** buttons to verify all information was entered correctly. If you need to change anything, you can click the **Edit** button next to the category that needs any additional updates or changes. If you have the **Show Changes** turned on, all your changes will be highlighted in yellow. You can hover over the highlighted changes to see the previous information that was changed.	
Review/Submit: Once you have reviewed and verified all registration data, check the box at the bottom of the page and click **Submit**.	
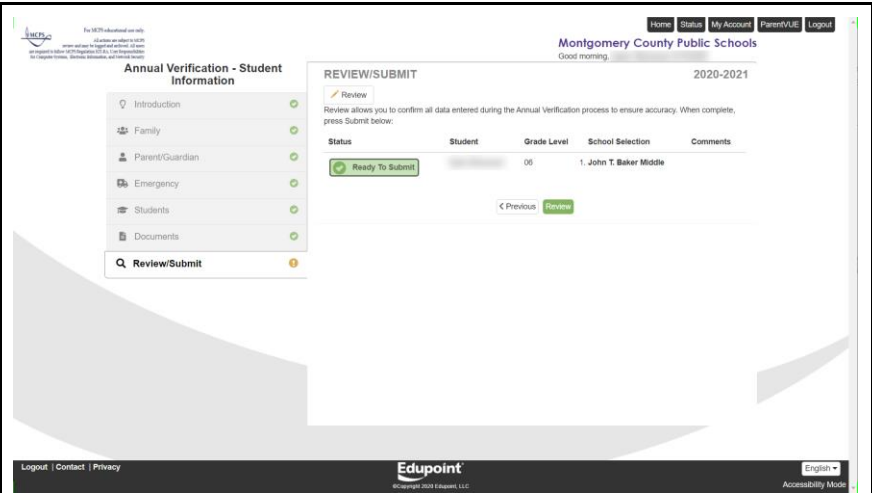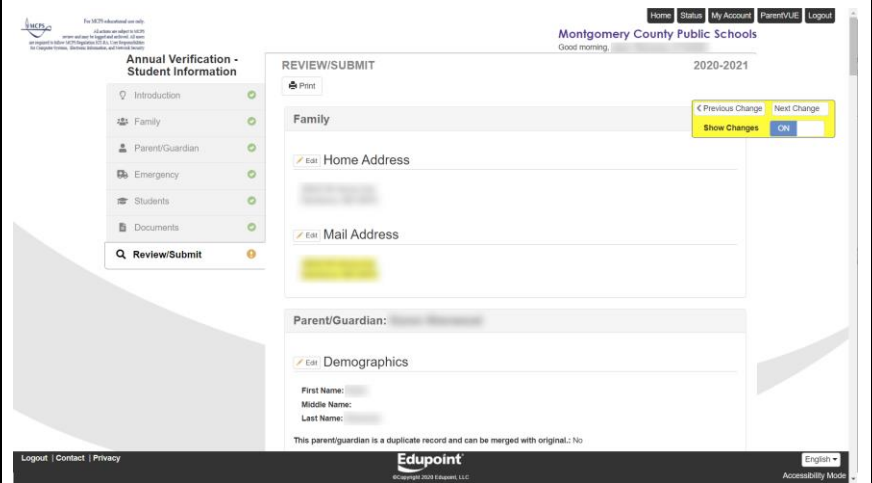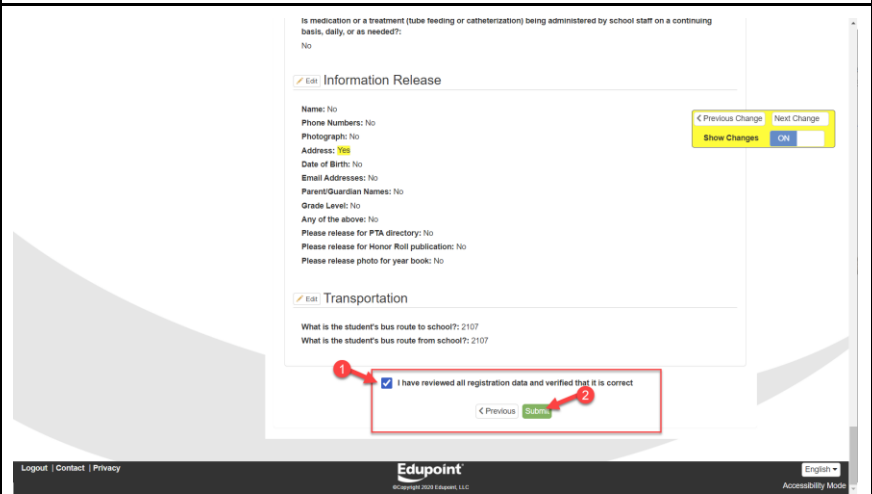
Review/Submit - Confirm: You will be prompted to confirm your submission and acknowledge that will not be able to make any furter changes unless the school reactivates the registration for you. Click **OK**.	
You are done! You can view the status of your submission by clicking the Status button. You will also receive an email confirmation indicating your submission has been accepted or denied. Keep in mind that in some cases, changes need to be reviewed by school staff before you receive this notification.	
To return to **ParentVUE**, click the **ParentVUE** tab in the upper right hand corner.	
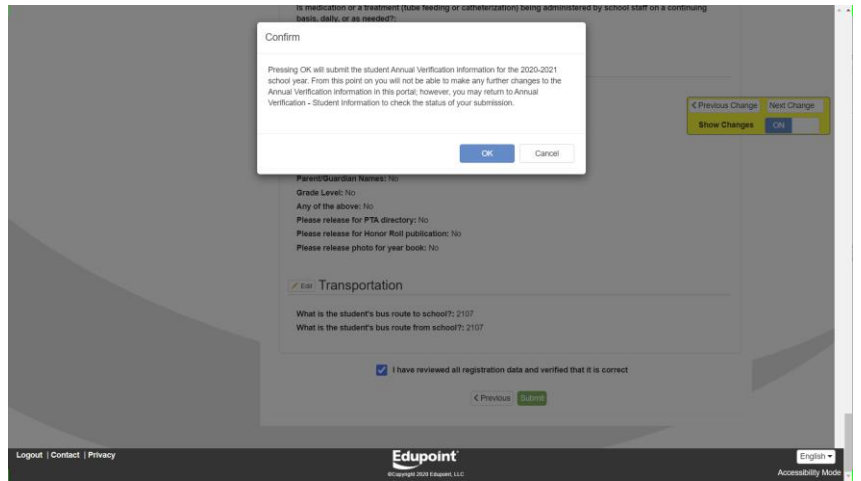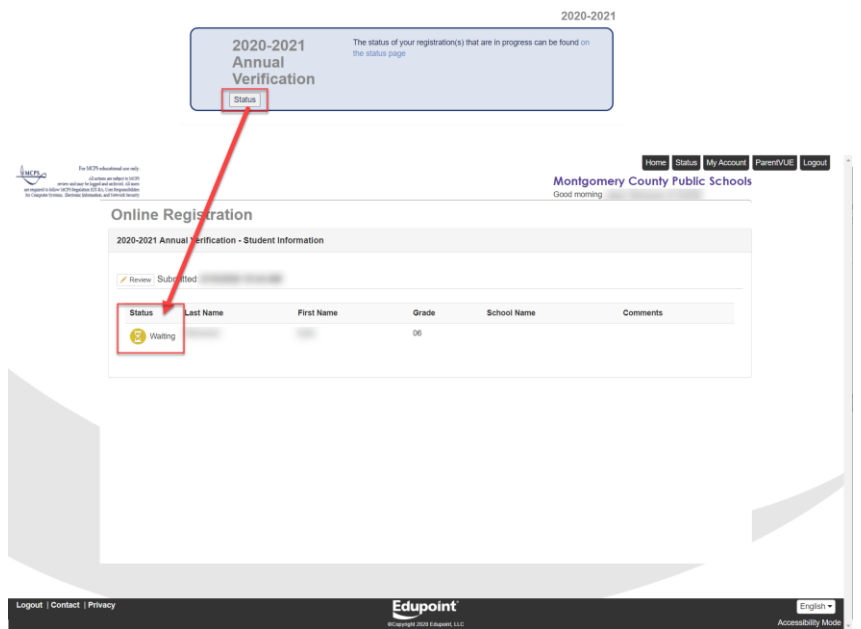
How do I complete online Athletic Registration?

Athletic Registration is completed in ParentVUE using Online Registration. After logging into ParentVUE:
1. Click on the "Online Registration" menu link in the upper right hand corner
2. Select "Athletic Registration" from the dropdown menu
3. Click "Begin Registration.
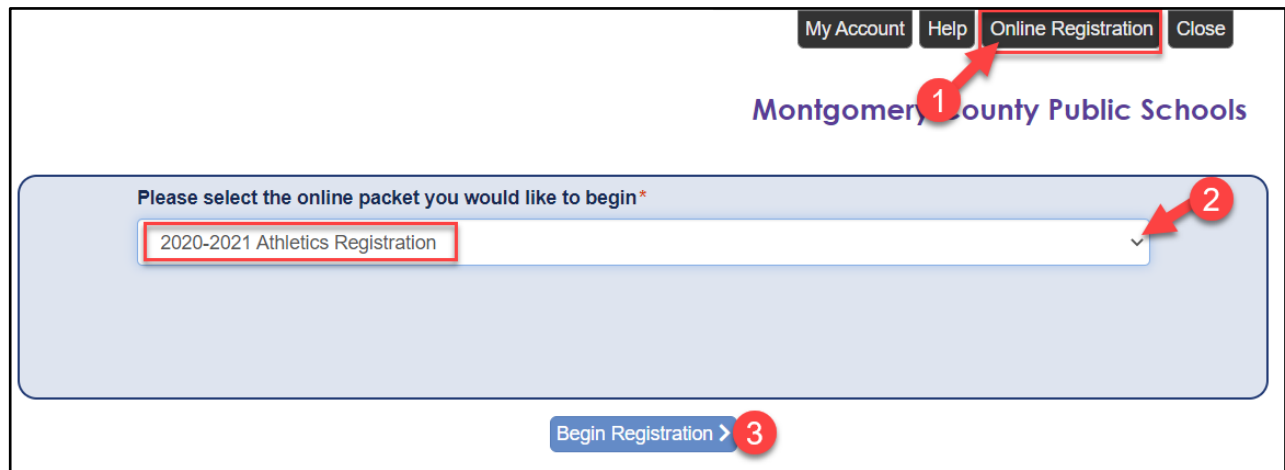
For a complete breakdown of all Athletic Registration screens, please refer to our Athletic Registration Support Guide for parents.
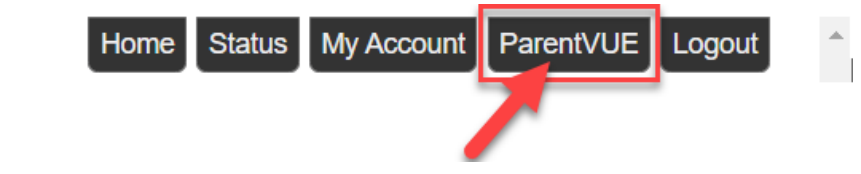
⚠ If another online registration is in progress (i.e. annual verification), you will not be able to start a new athletics registration. To start an athletic registration, you will need to choose "Start Over" when you return to the online registration screen.
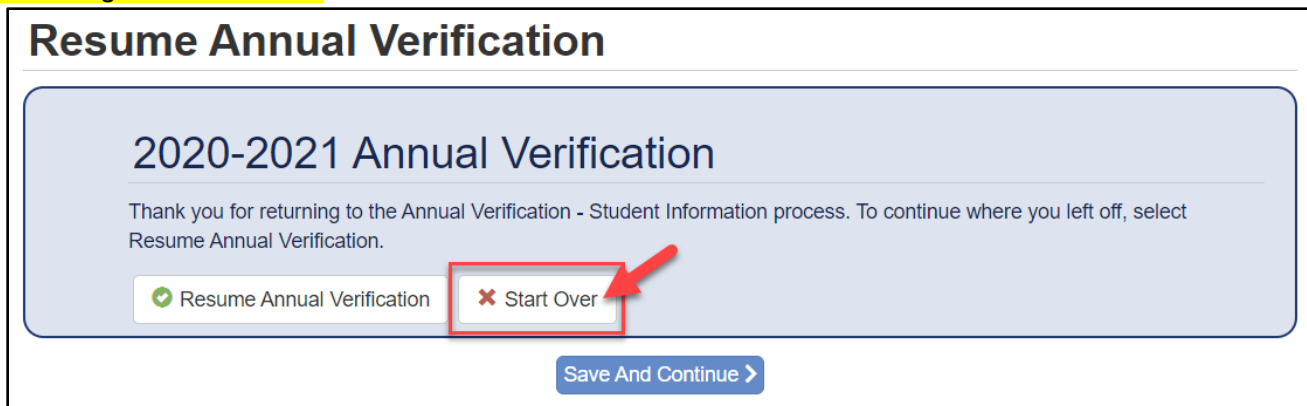
⚠ If a previous online registration submission of any type is still pending, you will not be able to start a new registration. Therefore, please contact your child's school to inform them that a previous online registration submission requires approval.

How do I enroll a new student to MCPS?

Coming Soon!

FAQ's

What if I did not receive a parent activation email or mailer?

Only parents who have a valid email or home address on file and who have education rights, custody, and contact allowed for a student receive letters. If you did not receive an activation email or mailer, contact the school and provide a valid email address or verify the home address is current. If there is a previous custody concern on record, contact the school to make sure that the correct settings are marked for education rights, custody, and contact for each parent/guardian listed.

Why did I receive several activation letters associated with multiple children?

In some cases, duplicate parent accounts may exist in our system. If you received multiple letters, please contact your child's school so they can merge the accounts together. Please be sure to indicate which account you would like to keep.

Should relatives or emergency contacts receive a ParentVUE activation letter/email?

Only parents that are associated with a student record who have education rights, custody, and contact allowed should receive these letters. Emergency contacts do not receive access to ParentVUE.

Why don't I see my child's Schedule?

Schedules will begin posting for schools on 8/26. Once posted, they will be visible on ParentVUE.

Why isn't my Activation Key/URL working?

Be sure you have typed the name and activation key exactly how it appears in the email or activation letter.