



Pleasanton Unified School District
Synergy Student Information Center Frequently Asked Questions
Spanish / Chinese / Korean

Q. When was the email from the district to activate my account sent to me?

A. Monday, July 24th. The subject on the email is "**ParentVUE Activation for Synergy**". If the New Student Enrollment was completed after July 1, 2023 using our new student information system, you will log in using the credentials you created during New Student Enrollment. You will not need the Parent Activation Email in that case.

Q. What if I didn't receive the email with the activation code? What should I do?

A. If you did not receive an activation email for your account, please contact your school office. Offices are open Monday through Friday from 8:00 a.m. - 4:00 p.m.

Q: How do I access the Parent Portal (ParentVue) for Synergy?

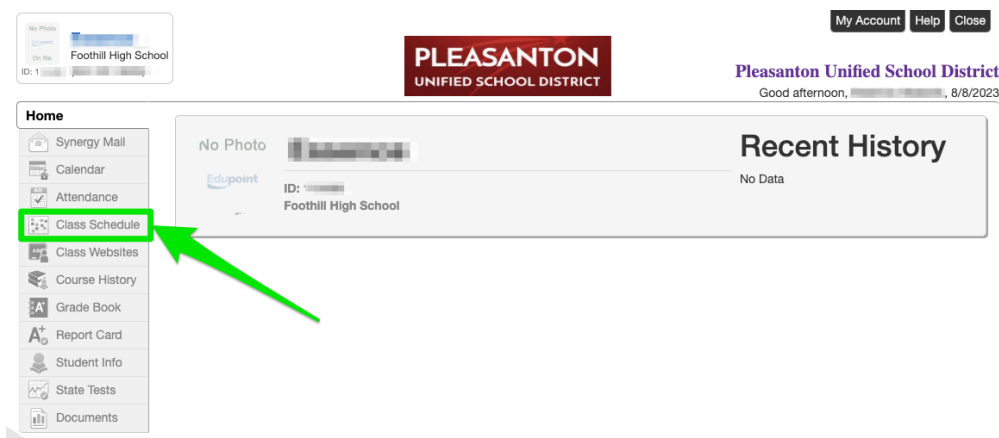
A: Visit pusdedu.info/parentvue.

Q: I am not in the country and I am trying to register my student. I am getting an error message, what should I do?

A: You must be in the US to register your student.

Q: How do I view my student(s) schedule?

A. After successfully logging in to StudentVUE/ParentVUE, locate Class Schedule from the left navigation pane (or main menu in ParentVUE/StudentVUE App).



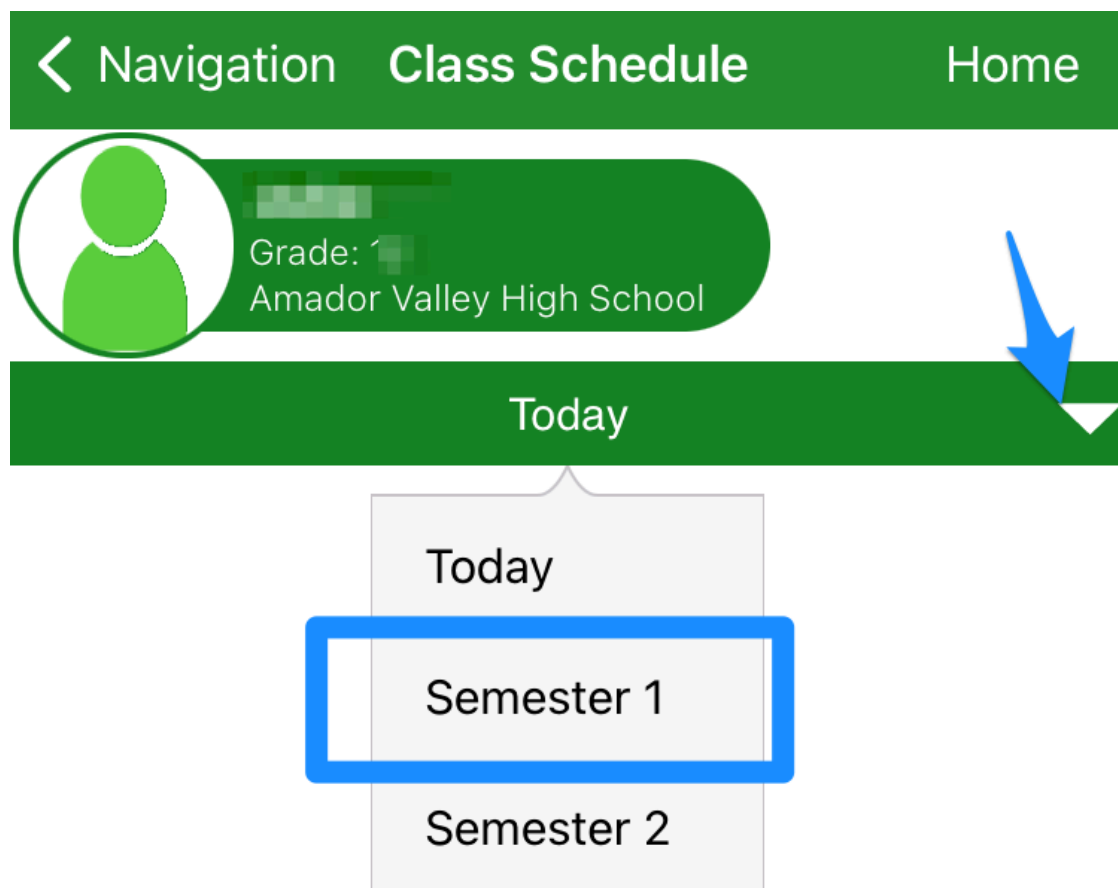
Semester 1 Class Schedule will display on screen*.

CLASS SCHEDULE

Semester 1 | [Semester 2](#)

Student Schedule for Semester 1 (08/10/2023 - 12/22/2023)			
Period	Course Title	Room Name	Teacher
1	Mathematics 1A	[REDACTED]	[REDACTED]
2	Mathematics 1A	[REDACTED]	[REDACTED]
3	Mathematics 1A	[REDACTED]	[REDACTED]
4	Mathematics 1A	[REDACTED]	[REDACTED]
5	Mathematics 1A	[REDACTED]	[REDACTED]
6	Mathematics 1A	[REDACTED]	[REDACTED]
8	Mathematics 1A	[REDACTED]	[REDACTED]

***In ParentVUE/StudentVUE app, click the drop down arrow to select 'Semester 1' for middle/high school students or 'Year' for elementary students**





Q: When will students receive instructions to login to the Student Portal (StudentVue)?

A: StudentVue will be available August 8, 2023 by 9:00 am for grades 6-13, after the schedules have been released. StudentVue can be downloaded from your mobile device in the App Store (Apple devices) and Google Play (Android devices). In the StudentVue application use the "Login with Google" button. Students should use their PUSD Google credentials. [View instructions on how to log in here!](#)

Q. How do I start the online registration after I have logged into the ParentVue portal?

A. Please click on the "Annual Online Registration" button. DO NOT start a new student registration.

Q. Do both parents/guardians need to activate their ParentVue account?

A. At least one parent/guardian needs to activate their account to register their child(ren). It is up to the non-enrolling parent/guardian if they want to have an active ParentVue account. It is advisable for both parents/guardians to have an account so you can view your child's school account.

Q. Should both parents/guardians submit an Annual Online Registration?

A. No, only one parent/guardian needs to submit the registration.

Q. Why am I seeing my child under "Students to Exclude from 2023-2024"?

A. It is likely that another parent/guardian has already started a registration for them. Only one parent/guardian can submit a registration so you will need to delete one of the registrations to proceed. It could also be that you started the registration before July 28th and chose New Enrollment instead of Annual Online Registration. You'll need to delete it and start over with the Annual one.

Q. I have multiple students in the district. Do I have to complete online registration for all of them?

A. Yes, please complete the online registrations for ALL students attending PUSD.

Q. Do I have to add "Emergency Contacts"

A. Yes, PUSD requires a minimum of one Emergency Contact in the event staff is unable to reach the parents or legal guardians. Please make sure to include the preferred language and cell/mobile number.

Q. My address has changed since the last registration. What do I do now?

A. In order to update an address, you will need to provide two proofs of residency to your students' school site registrar. Acceptable proofs of residency include: a utility bill from within the past 30 days including, PG&E, Garbage, Internet, Cable or Water. A lease or Final Buyers Statement may be used if they took effect within the past 30 days.

Q. Where do I go to sign up for the Free/Reduced Online Meal Application?



A. <https://www.myschoolapps.com/Home/PickDistrict>

Q. I applied for Free/Reduced Lunch last year. Do I have to apply every year?

A. Yes

Q. What is the link for the Future Fund?

A. <https://pusd.futurefund.com/>

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