

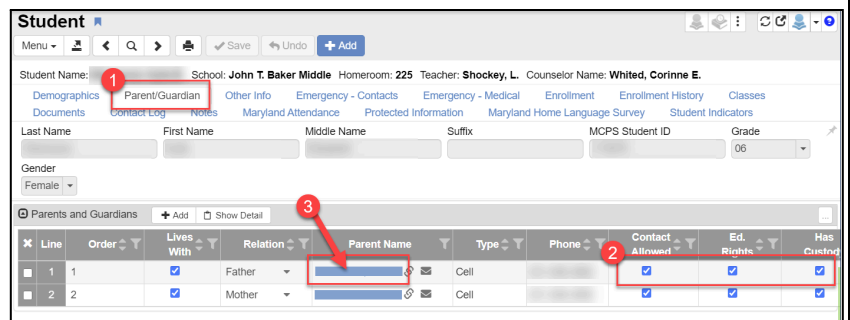
This support guide provides information on how to print ParentVUE activation letters for parents who lost or did not receive an email or letter to activate their ParentVUE account.

Directions:



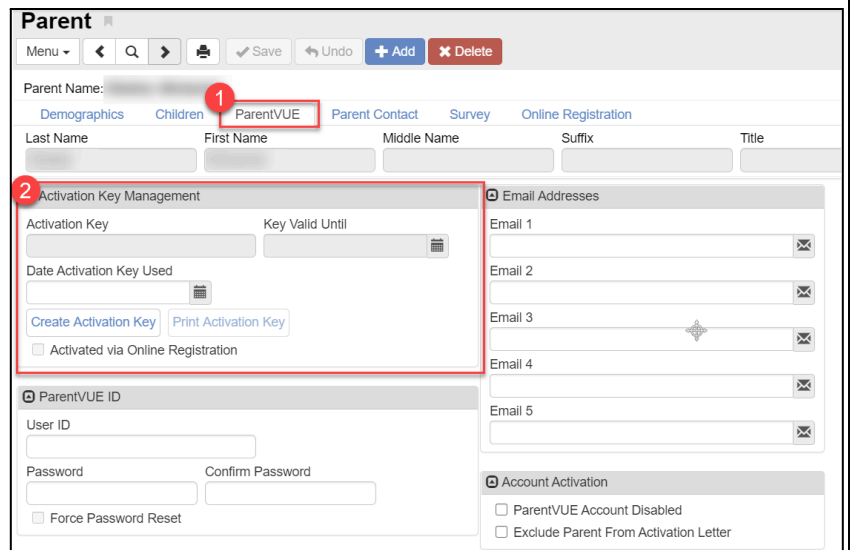
[Click here to watch the Video Tutorial](#)

Step 1: Navigate to **Synergy SIS>Student>Student**. Search for and navigate to a student. Click on the **Parent/Guardian** tab, confirm that the parent has **contact allowed, education rights**, and **has custody**, then click on the parent name to open the **Parent** screen.



Line	Order	Lives With	Relation	Parent Name	Type	Phone	Contact Allowed	Ed. Rights	Has Custody
1	1	<input checked="" type="checkbox"/>	Father	[Redacted]	Cell	[Redacted]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	2	<input checked="" type="checkbox"/>	Mother	[Redacted]	Cell	[Redacted]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Step 2: On the **Parent** screen, click on the **ParentVUE** tab and review the **Activation Key Management** area.



ParentVUE

Activation Key Management

Activation Key: [Redacted] Key Valid Until: [Redacted]

Date Activation Key Used: [Redacted]

[Create Activation Key](#) [Print Activation Key](#)

☐ Activated via Online Registration

Email Addresses

Email 1: [Redacted]

Email 2: [Redacted]

Email 3: [Redacted]

Email 4: [Redacted]

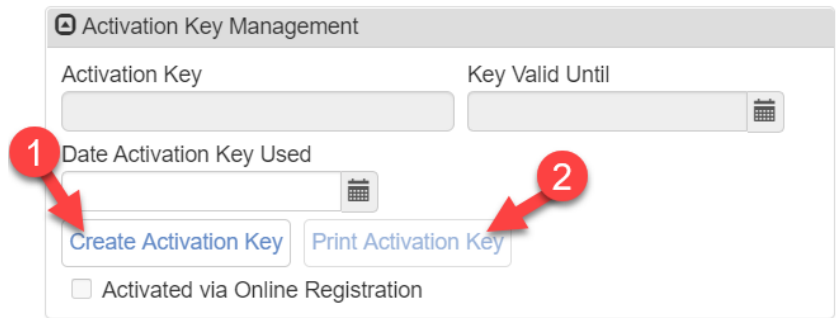
Email 5: [Redacted]

Account Activation

☐ ParentVUE Account Disabled

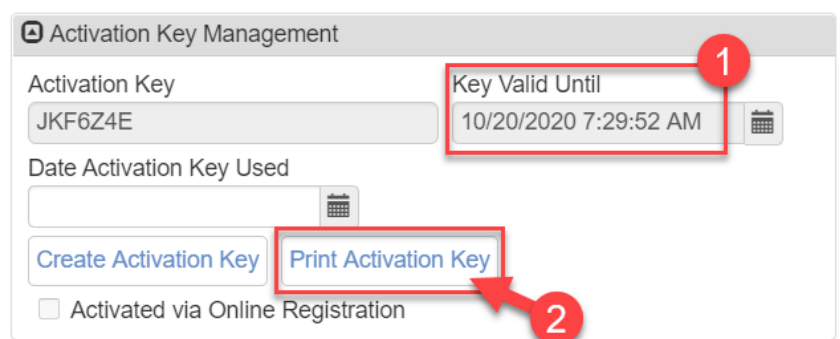
☐ Exclude Parent From Activation Letter

Step 3 (If all Activation Key fields are blank): Click the **Create Activation Key** button first, then click **Print Activation Key** to get a PDF of the activation letter.



Step 3 (If only Date Activation Key Used field is blank): Confirm that the Activation Key is still valid and click **Print Activation Key** to get a PDF of the activation letter.

NOTE: If the key is no longer valid, click the **Create Activation Key** button to generate a new activation key.



Step 4: Click on one of the icons in the upper right-hand corner to print a hard copy for the parent or download the PDF and email it to the parent email on file.

If parents have questions about the activation process, support guides are available at:

<https://www.montgomeryschoolsmd.org/mymcps-classroom/>

