ParentVUE Mobile App User Guide

Intended Audience: Parents

Synergy Module: ParentVUE Mobile App

Directions: The ParentVUE mobile application helps parents stay informed and connected by providing day-to-day insight into the student's academic experience. The ParentVUE mobile application works with Synergy SIS in the same way as the ParentVUE web application. It allows parents to view upcoming school events, classroom happenings, assignments, tests, and academic performance.

> The ParentVUE mobile application is a free application.
>
> The images included in this guide are from an iPhone. Android devices might display minor differences in appearance, but the functionality is the same as in iOS.

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Hardware and Software Requirements

- Your device must access the internet through a wireless or data connection.
- The ParentVUE and StudentVUE mobile apps use the same user login as the web-based ParentVUE application.

> Your screens might not look exactly like those shown in this guide, as screens vary slightly by device.
>
> Visit the [Apple App Store](#) and [Google Play Store](#) for the latest versions of the mobile apps and supported operating systems.

Device Setup

1. Download and install the mobile application.
   - Visit the [Apple App Store](#) and [Google Play Store](#) for the latest versions of the mobile apps and supported operating systems.
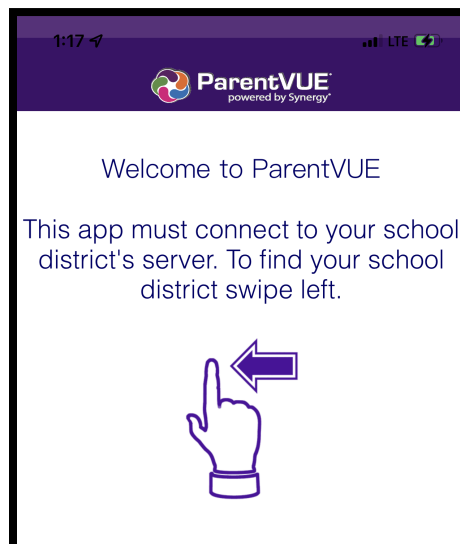2. Launch the mobile application.

3. Select either "Don't Allow" or "Allow" on the Notifications popup message.
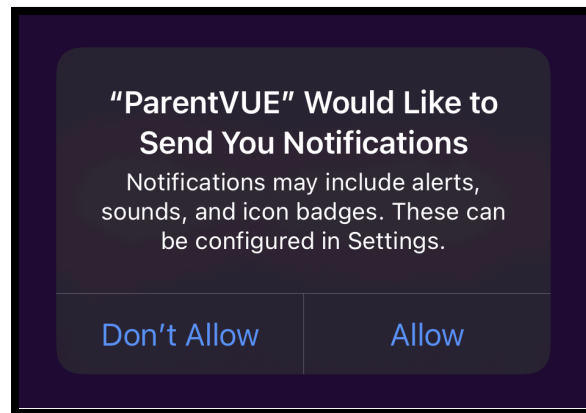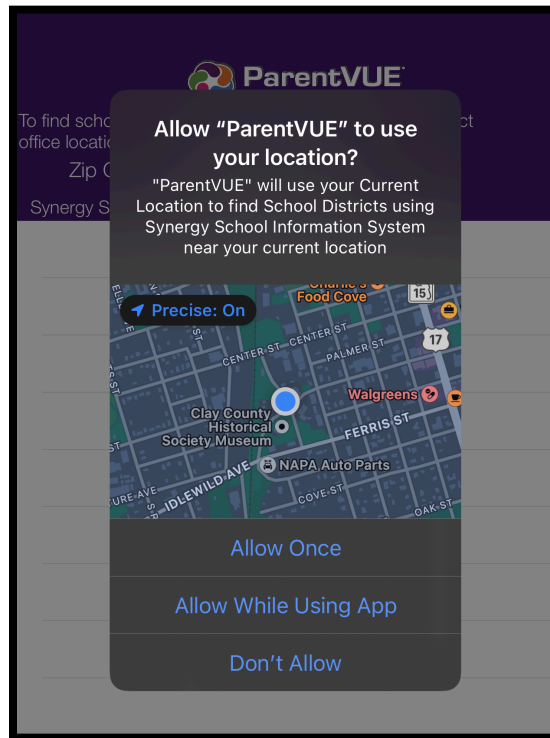

> **NOTE** Both Android and Apple devices support notifications.
>
> The Notification selection made here can be changed at a later time.

4. On the ParentVUE welcome screen, a message displays asking you to enable location services on your device. Swipe left to find CCDS.
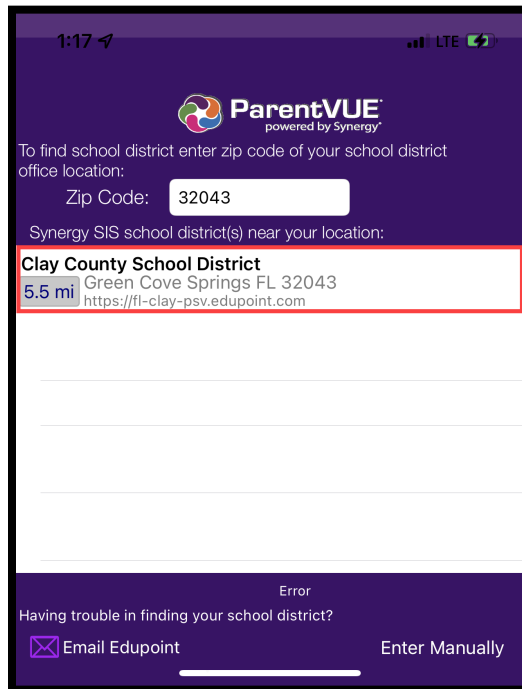

5. Select an option (Allow Once, Allow While Using App, Don't Allow) on the location popup message.
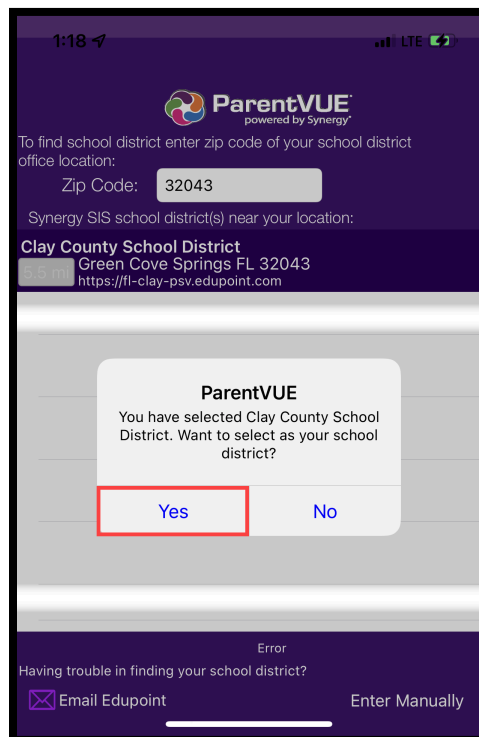
6. Enter the zip code of your child's school in the field at the top of the screen.
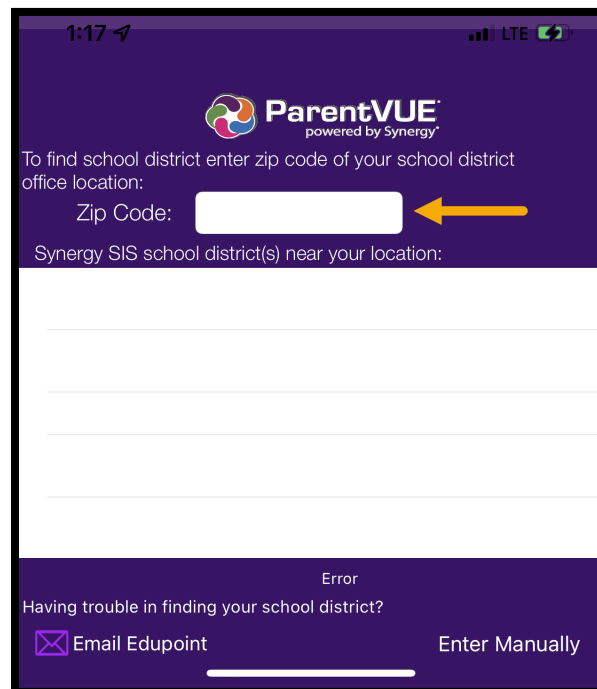
7. Tap Clay County School District.

8. Click Yes to confirm Clay County School District as your school district.

Enabling Notifications

The ParentVUE mobile application can alert parents to updates to student information.
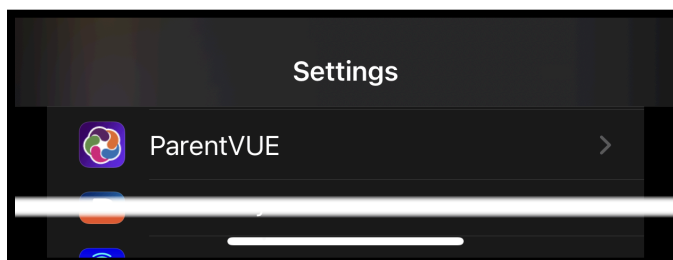
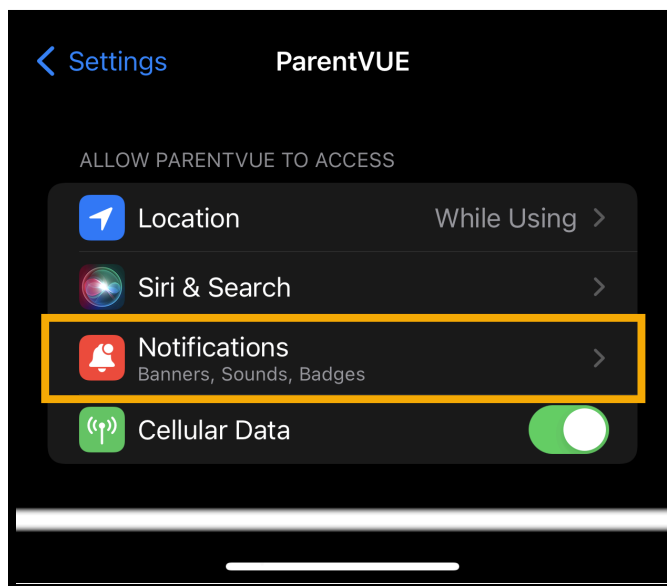> **NOTE** Both Android and Apple devices support notifications.
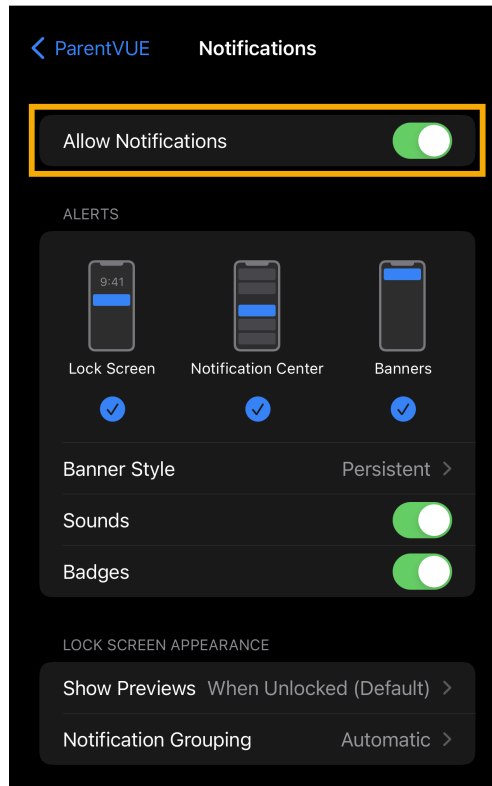
1. Open Settings on your device.

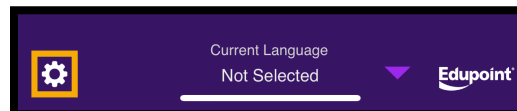2. Tap ParentVUE.

3. Tap Notifications.

4. Select Allow Notifications.

Setting Preferences

1. Open the mobile app.
2. Open settings.

3. Tap **-** or **+** to select the threshold percentage for Assignments and Grades.
4. Tap ◯ to activate the notification. Activated notifications display ✓.
5. Tap **-** or **+** to adjust the number of days to receive reminders of assignment due dates.
6. Tap Save.

Logging In

The mobile application uses the same user login as the web-based ParentVUE.

> 📝 Contact your school to receive your access URL and login information.

1. After launching the app, select the correct response on the popup message.
   - **Yes =** I <u>have</u> an activation key AND would like to activate my account.
   - **Already Activated =** I've already activated my account and have login credentials
   - **No =** I <u>do not have</u> an activation key

2. Enter your login information or activate your account. See [Account Activation](#) for more information.

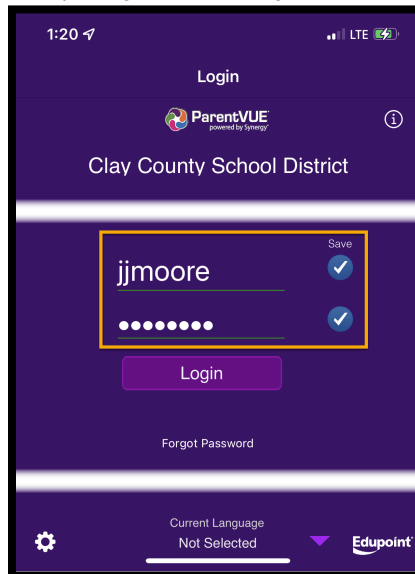*Sample Login Screen & Login Credentials*
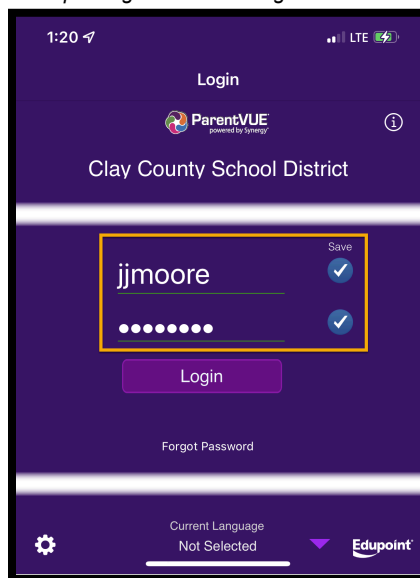
TIP Tap Save next to your User Name and Password to save the information in the application. You can modify this option whenever you log in.

3. At the bottom of the screen, open the dropdown menu to select the Current Language.
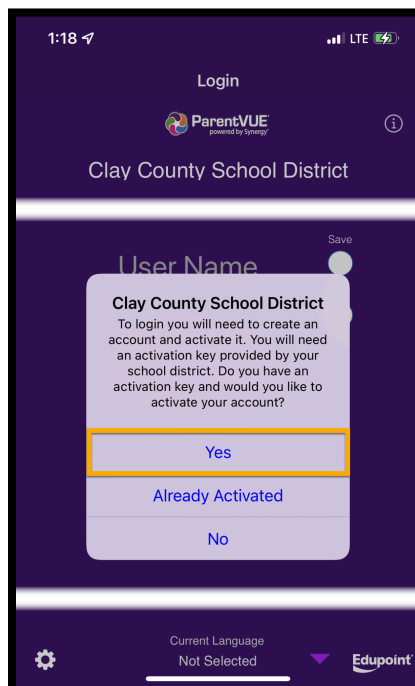
4. Click/Tap Login.

Sample Login Screen & Login Credentials

Account Activation

1. After launching the app, select **Yes** on the popup message.

2. Scroll down to the bottom of the ParentVUE/StudentVUE Use Agreement message, and click "I Accept".

Parent Account Activation

ParentVUE/StudentVUE Use Agreement

ParentVUE and StudentVUE are internet-based applications that provide access to education records for parent/guardian and students of the district through a secured Internet site. All parents/guardians and students who wish to use ParentVUE or StudentVUE must comply with the terms and conditions in this Agreement.

A. Rights and Responsibilities
Access to ParentVUE/StudentVUE is a free service offered to all current students and parents/guardians of district students. Access to student information through ParentVUE/StudentVUE is a privilege, not a right. A parent/guardian will be authorized to activate a ParentVUE account only after the student is enrolled in the district. Once a student withdraws or graduates, ParentVUE access to that student's education records will be inactivated. Parents/guardians and their student(s) must practice proper and ethical use of ParentVUE.

Parents/guardians and students will need a device with Internet service to use ParentVUE or StudentVUE. While these applications are designed to be user friendly, the district cannot promise optimal access for all users and due to limited resources, cannot offer personal troubleshooting if there are difficulties connecting to or using ParentVUE or StudentVUE.

B. Responsibility for Information Accuracy
Information accuracy is the joint responsibility between district schools and parents/guardians. While the district makes every attempt to ensure information is accurate and complete, parents/guardians should periodically check their student's personal and contact information to confirm that all information is accurate. Questions about attendance may be addressed to the school office, and questions about grades should be addressed to the student's teacher.

C. Use of the ParentVUE
Parents/guardians and students are required to adhere to the following guidelines:
Parents/guardians and students must:
• act in a responsible, ethical, and legal manner while using ParentVUE or StudentVUE.
• not share their password with anyone.
• not attempt to access information for any account assigned to another user.
• not attempt to alter or destroy data or bypass network security measures of the district.
• not set their computer to automatically login to the ParentVUE or StudentVUE site.
• not use this Internet site for any illegal activity, including violation of federal and state data privacy laws.
• Parents/guardians or students who identify a security problem within ParentVUE or StudentVUE should notify their school immediately, without demonstrating the problem to anyone else.

Clicking I Accept means that you agree to the above Privacy Statement.

Return to Login   I Accept

3. Enter your First Name, Last Name, and the Activation Key provided to you by your child's school.

Sample Completed Account Activation Screen

‹ Back   Parent Account Activation

Step 2 of 3

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

First Name
Last Name
Activation Key

Continue to Step 3

Cancel

‹ Back   Parent Account Activation

Step 2 of 3

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

First Name Jennifer
Last Name Moore
Activation Key 5L48P2V

Continue to Step 3

4. Enter a User Name and Password.
5. Enter the password again in Confirm Password.
6. Enter a Primary E-Mail address.

Sample Completed Account Activation Screen

TIP Tap Save next to your User Name and Password to save the information in the application. You can modify this option whenever you log in.

7. Tap Complete Account Activation.


Editing Your Account Information

The My Account and My Info screens allow parents and students to manage their account information in the mobile application. Both Android and iOS devices support the My Account information. The options available include the following:

- Parents can view or edit the email addresses.
- Parents can add, edit, or delete phone numbers.
- Parents can change the password.
- Parents can set up notification preferences.
- Parents can change their passwords.
- Parents can change the home address.
- Parents can change the mailing address.

⚠️ Home address changes and mailing address changes are reviewed by the school to ensure proper school zoning before they are updated in ParentVUE.

1. On the Student List screen, select My Account, located in the bottom right corner.
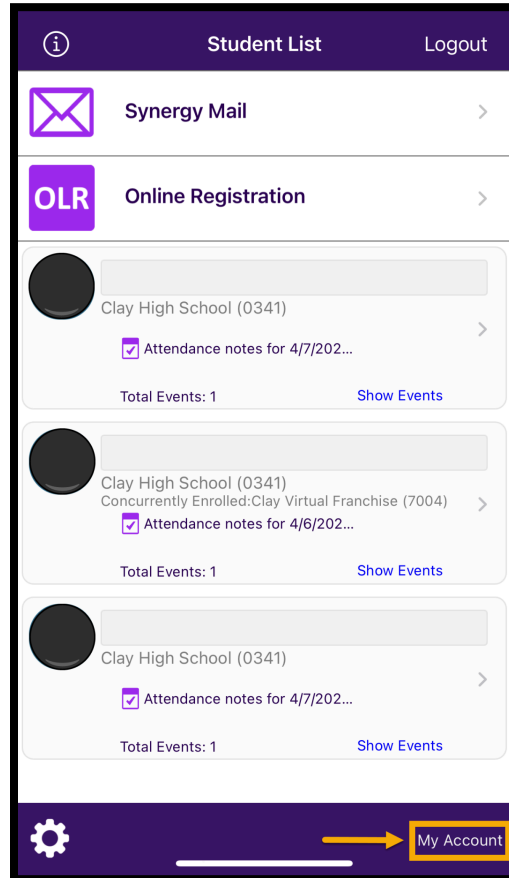
2. The My Info tab displays

If any changes or updates need to be made to the information on the My Info tab, this can be done through the Online Registration option on the ParentVUE home screen.
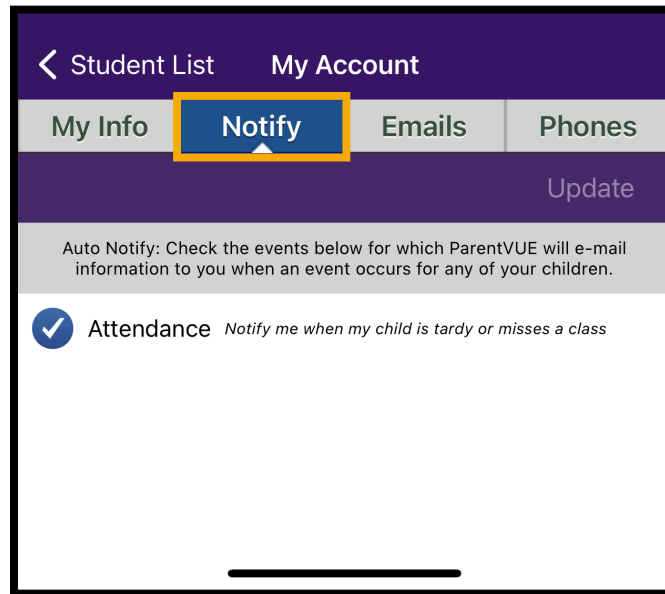

3. Tap the Notify tab.
    ● Tap ◯ next to each notification type to receive app notifications for the student for Attendance. The selected notification type displays ✓.
    ● Click Update.

4. Tap the Emails tab.
    ● Update and enter the Email addresses as needed.
    ● Click Update.
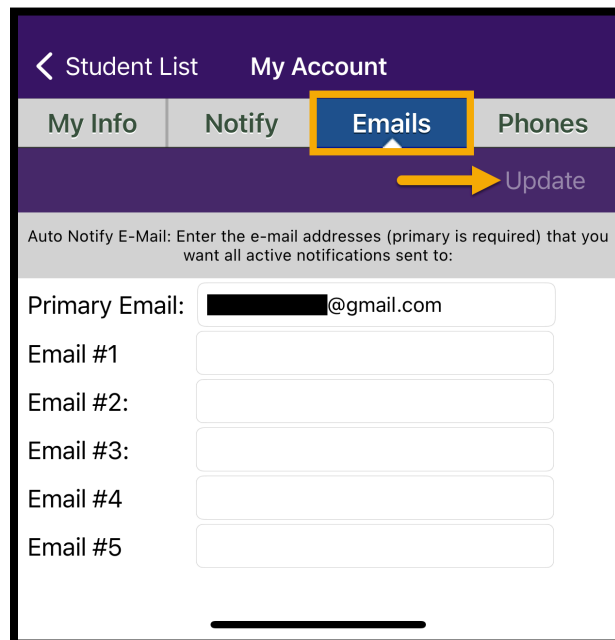
5. Tap the Phones tab.
    ● Tap **+** to add a new contact.
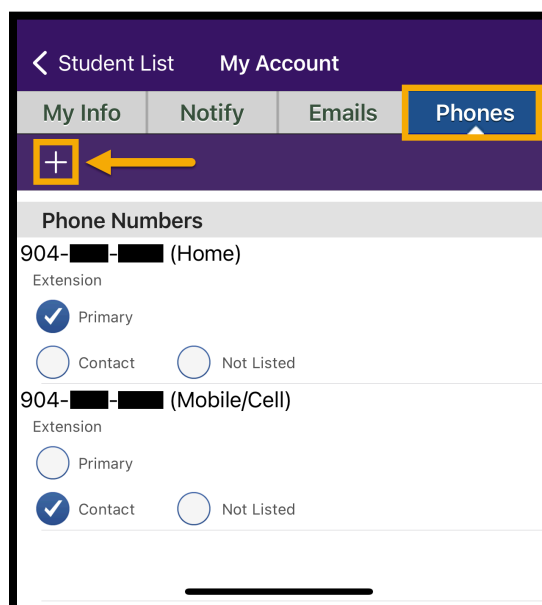
- ○ Enter the Phone number.
- ○ Enter the Extension if any.
- ○ Select the Type of phone.
- ○ Tap ◯ to select the contact type for the phone number. The selected contact type displays ✓ .
  - ■ Primary - Primary contact number
  - ■ Contact - Additional contact number
  - ■ Not Listed - The number is not listed in the phone directory
- ● Tap Add.

- ● To delete a phone number, on the Phones tab, slide your finger to the left from the right side of the screen on the line of the number to be deleted.
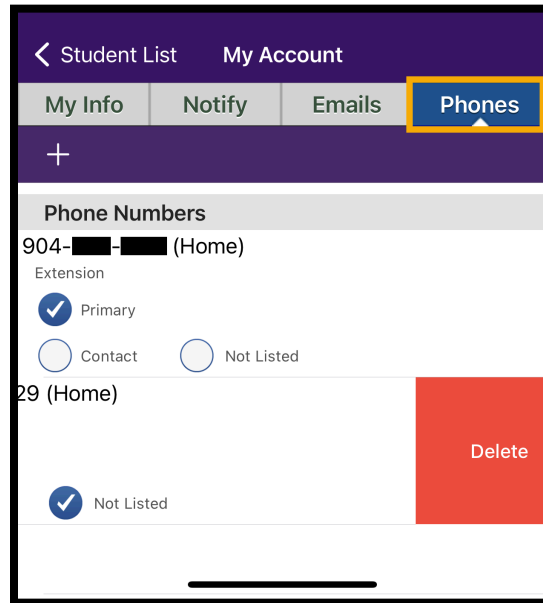
Reset Password

1. Tap Forgot password to open the Reset Password screen.
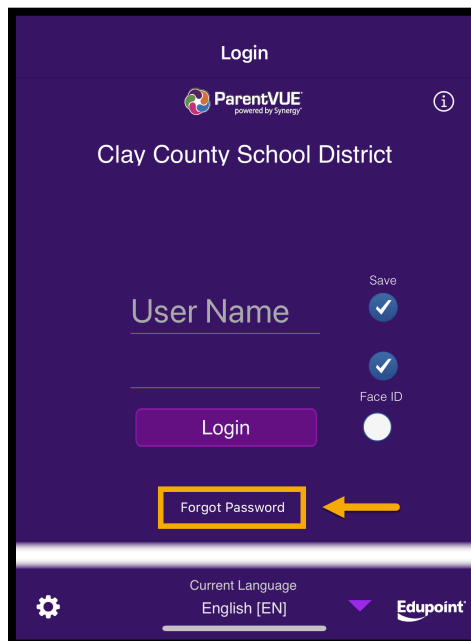
2. Enter the email to receive the password reset information or the user name of the account that is requesting the password reset information in Email or User Name.

> **NOTE** If you enter the user name to request the password reset information, the email is sent to the email address associated with that account.

3. Tap Send Email or I already have verification code if you already have an email with the password reset information. This opens the Reset Password screen.

An email with the User ID and a 7-digit temporary Verification Code is sent upon requesting a password reset.

The Verification Code in the forgot password email expires after 15 minutes.

Reply   Reply All   Forward

Mon 6/3/2019 4:33 PM

PXPForgotPassword@mail.qasynergylocalqa05vm.com

District PVUE Password Reminder

To   Alan.Mabry@mail.qasynergylocalqa05vm.com

Thank you Alan for using the ParentVUE/ StudentVUE mobile applications. We are sending this email because we received a request from you to change your password.

Your login credentials are:
User ID: alanm
Verification Code: XXEVVKA

If you have any further questions please contact the administrator at 888.555.1212.

4. Enter the User ID and Verification Code from the "forgot password" email sent by the district as the User Name and Verification Code.
5. Enter the New Password and Confirm New Password.
6. Tap Change Password.

A message displays when the password is successfully changed for the account.
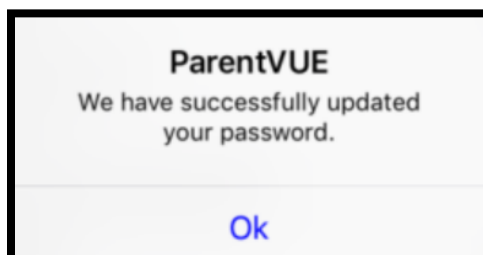
> **NOTE:** The forgot password success email is sent.
>
> Reply · Reply All · Forward
> Mon 6/3/2019 4:35 PM
> PXPForgotPassword@mail.qasynergylocalqa05vm.com
> **District PVUE Password Reminder**
> To   Alan.Mabry@mail.qasynergylocalqa05vm.com
>
> Success Email test!
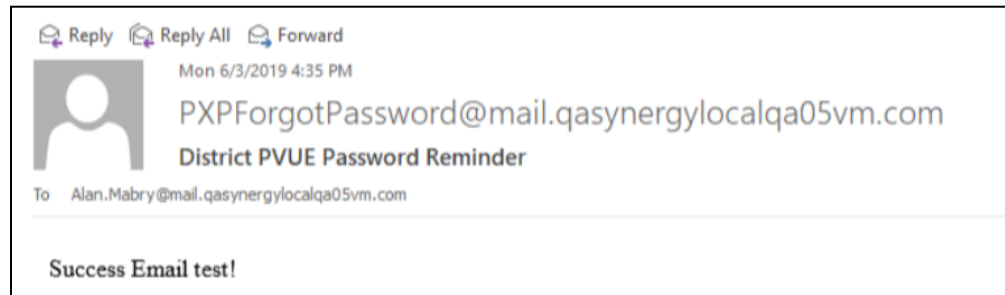
Student List

ParentVUE has the Student List screen that lists all children attending this district. Tap the child's name to view the Navigation screen that contains their information.

> **NOTE:** A screen opens for you to record your child's name when you first select a child if your district has Name Pronunciation enabled. See Recording a Student's Name for more information.

1. The concurrent school name displays under the primary school name if your student is enrolled at more than one school.
2. Tap **Show Events** to view District and School Events.
3. Tap the Settings icon, ⚙, to set additional preferences and notifications. See Managing Preferences for more information.
4. The number of new Synergy Mail messages available displays. Tap **Synergy Mail** to view them.
5. Online Registration can be launched from ParentVUE. Tap **Online Registration** and tap the Open Online Registration link to open the Online Registration screen.
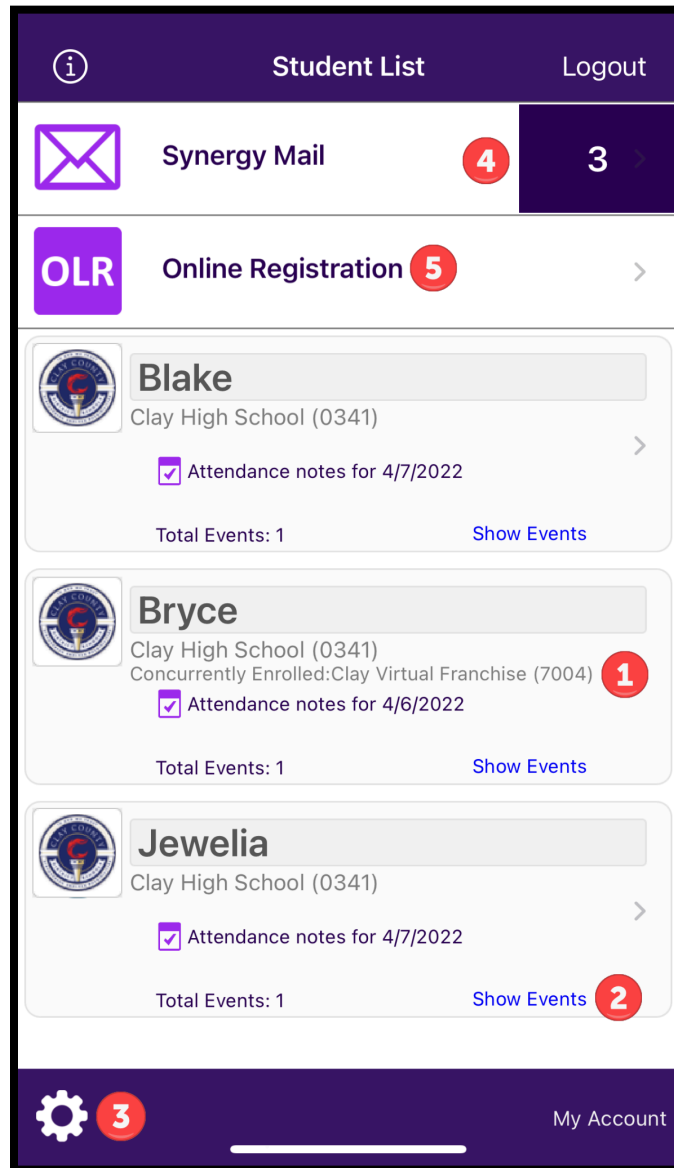
Uploading Documents to Online Registration

You can upload documents and images to Online Registration if the school uses Online Registration.

> 📋 You can also upload a photo of a document.

1. Tap Online Registration.

Recording a Student's Name

The following screen displays if you select your child in ParentVUE and the student's name was not recorded.

1. Select one of the options on the screen.
   - Tap **Yes** to record the student's name and go to the next step.
   - Tap **No** to record the student's name later.
   - Tap **Never remind again** to never record the student's name.
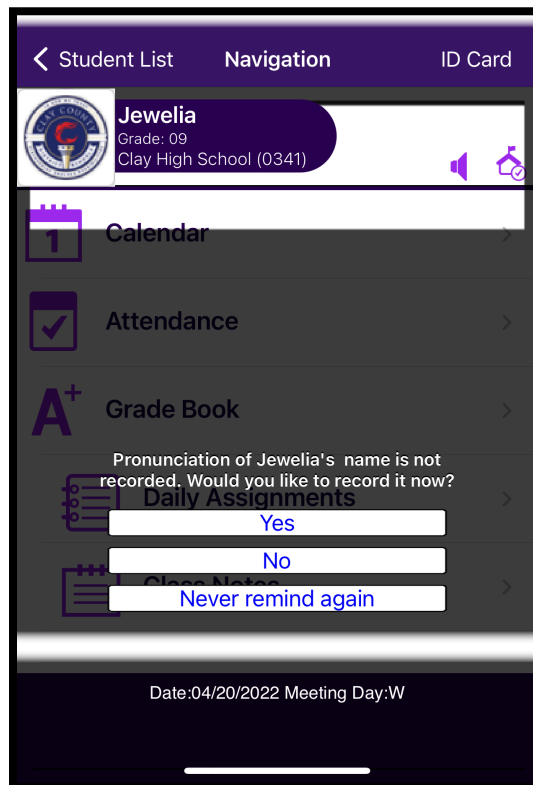
2. Tap the **Record** icon to start the recording.
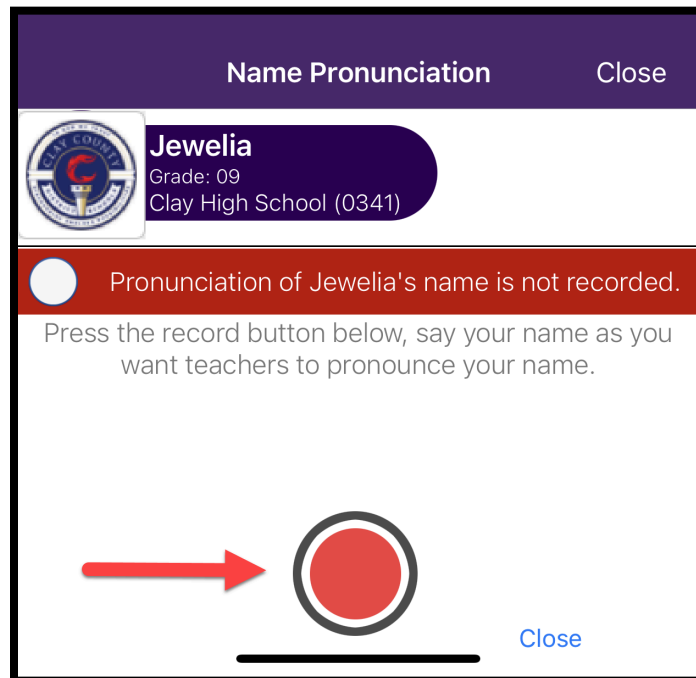
3. Click **OK** to give ParentVUE access to the microphone to record the student's name.
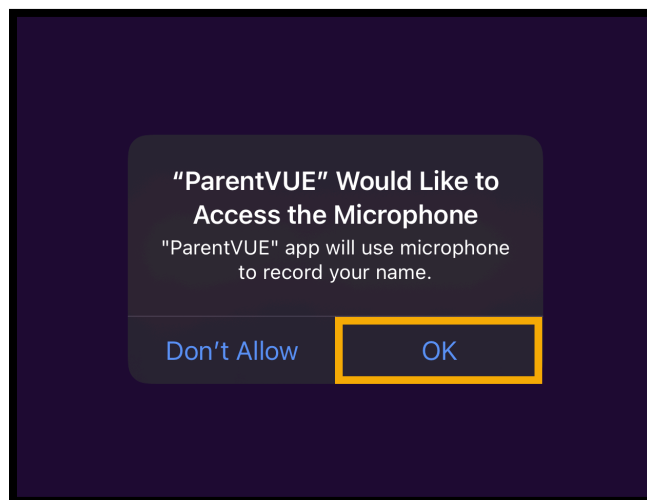
4. Record the student's name.
5. Tap **Stop** to stop recording.
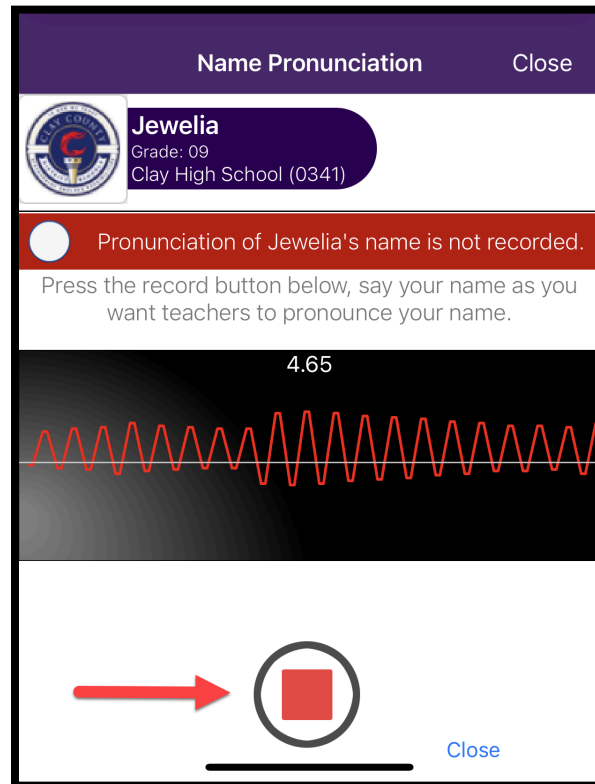
6. Tap **Play** to listen to the recording.
7. Tap **Save**.
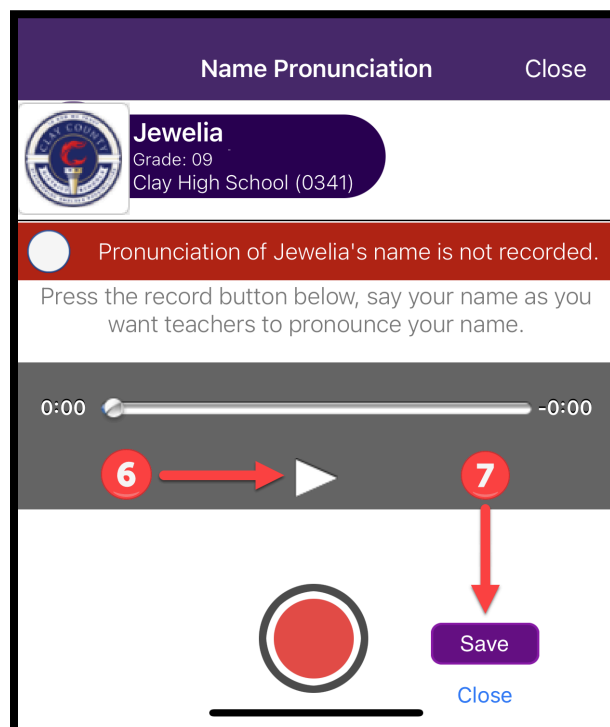
8. Tap **OK** to close the confirmation message. An icon representing the child's recorded name displays in the header.
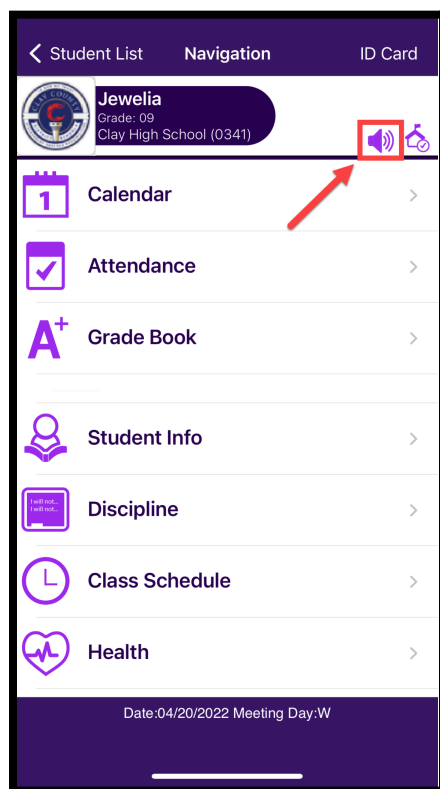
Deleting a Recording

1. Tap the icon representing the child's recorded name in the header of the Navigation screen.

2. Tap the **Delete** icon, , in the bottom left.
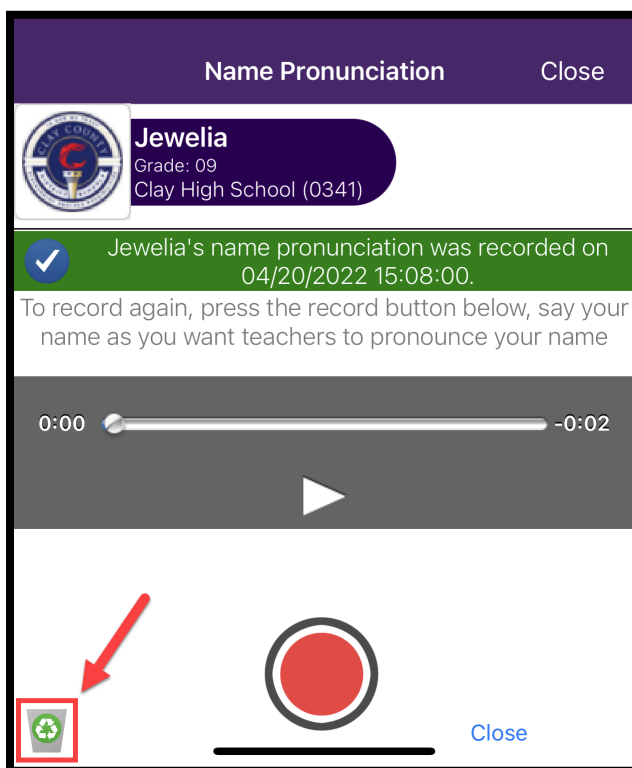
3. Tap **Yes** to confirm the deletion.
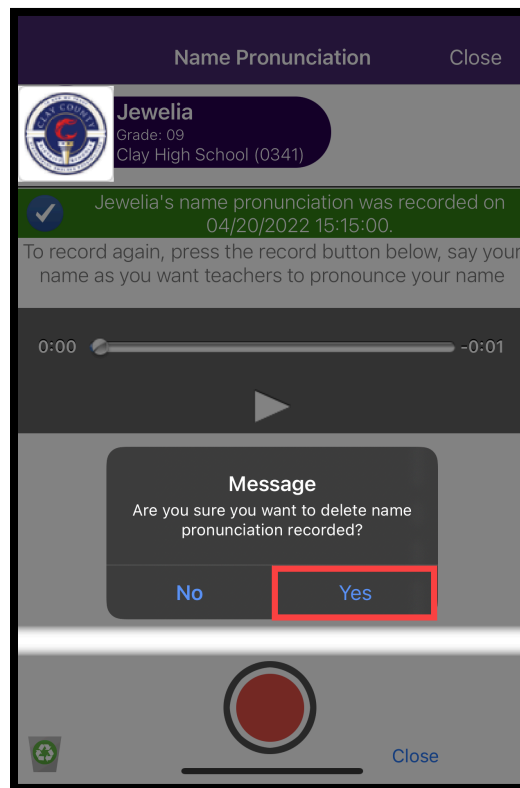
Viewing Student Information & Locating the Family Portal Access Code

1. Tap on the **Student Info** tab on the Navigation screen.
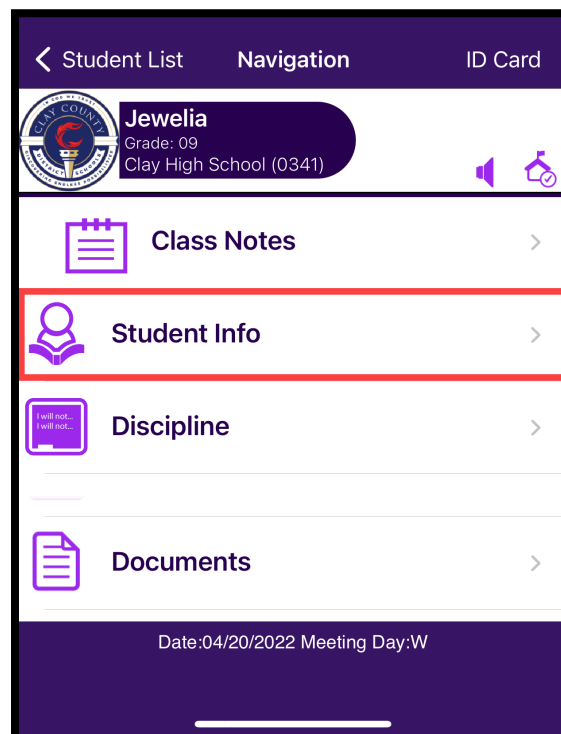
2. The Student Info screen displays the student's demographic information, emergency contacts, and physician information.

3. Click on **Additional Information** in the bottom right of the screen to locate your *Access Code* for the *Florida Department of Education's Family Portal* (at the bottom of of the screen).
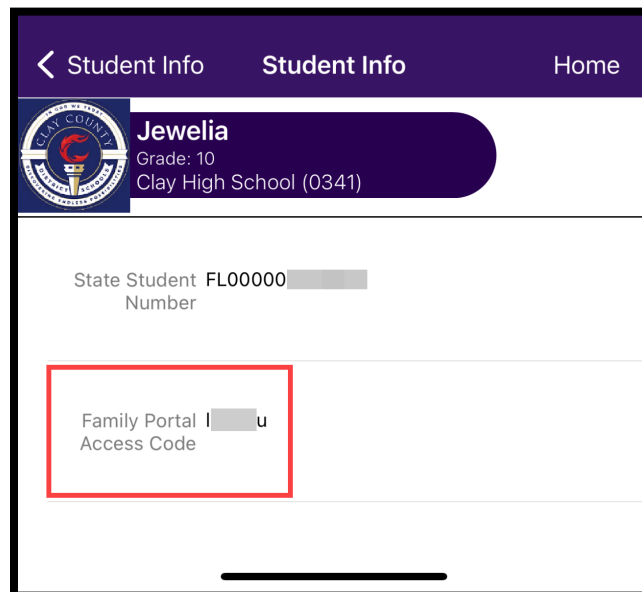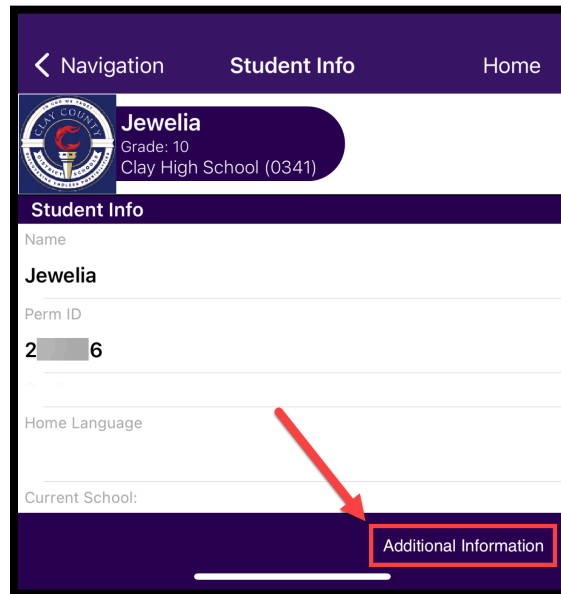
School Information

1. Tap on the **School Information** tab on the Navigation screen.
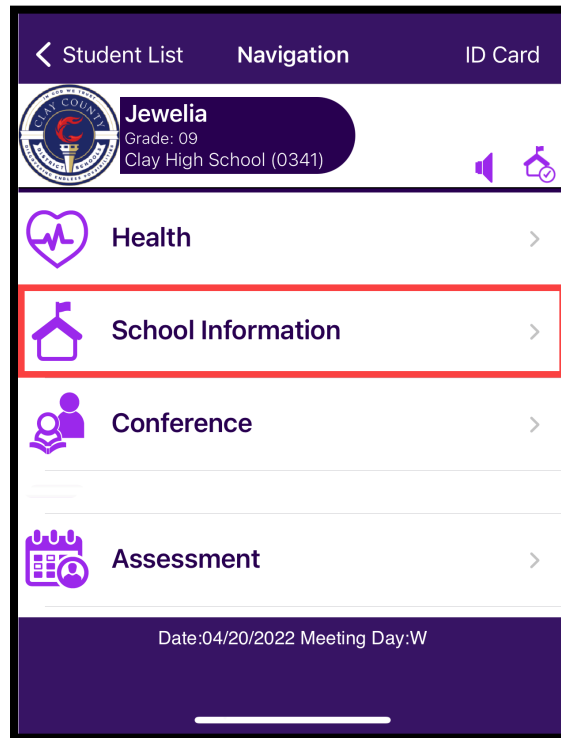
2. The School Information screen lists the details about the student's enrolled school, including a staff list.
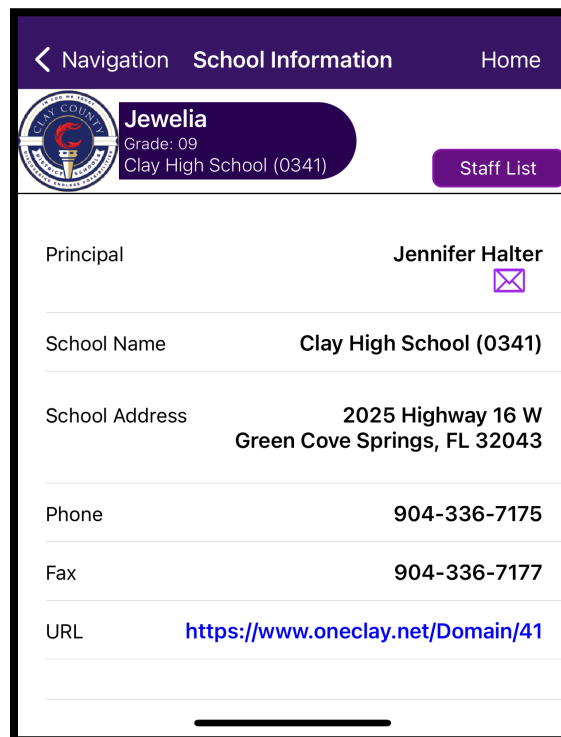
● Tap **Staff List** to open the Staff Contact List screen.
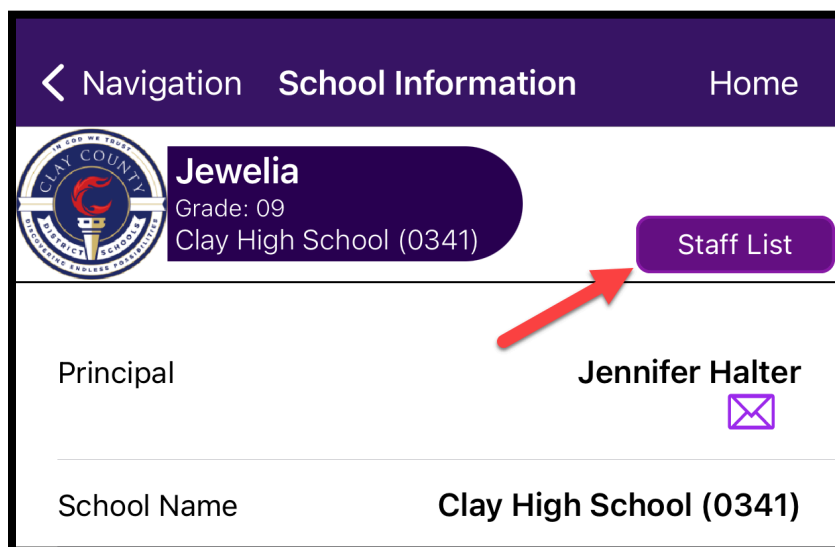
● Tap the Email icon to email a staff member.
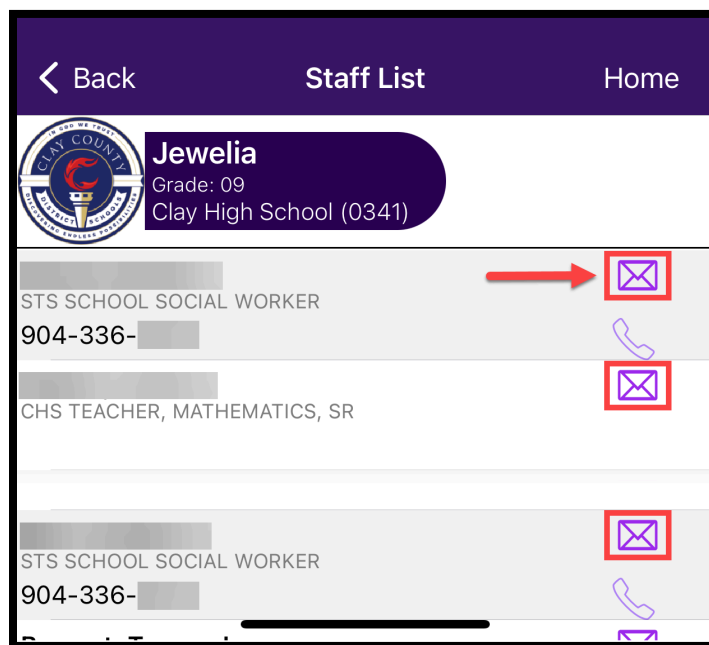
Health

The Health screen lists student health conditions, and immunization records.

Immunizations

1. Tap on the **Immunizations** tab on the Navigation screen.
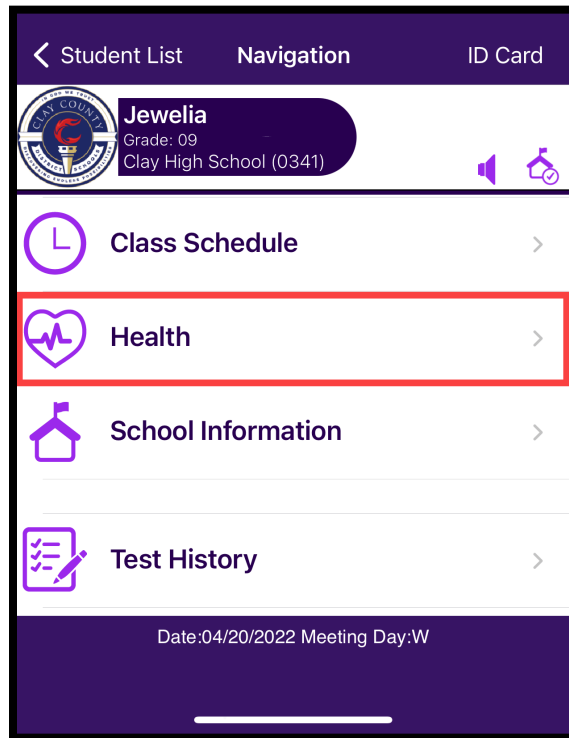
2. Tap **Immunizations** to see the student's immunization record.
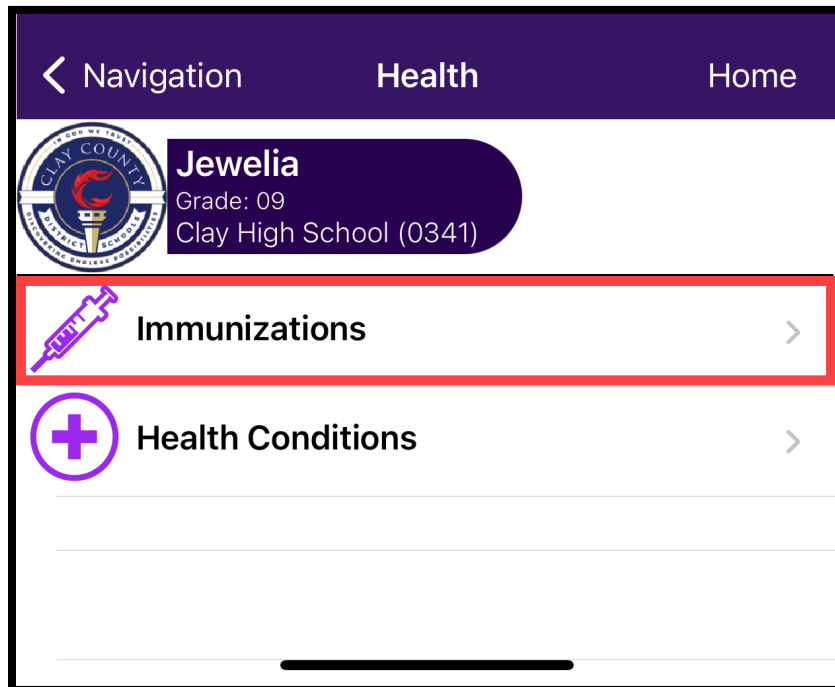
3. Tap a specific immunization to see the details.
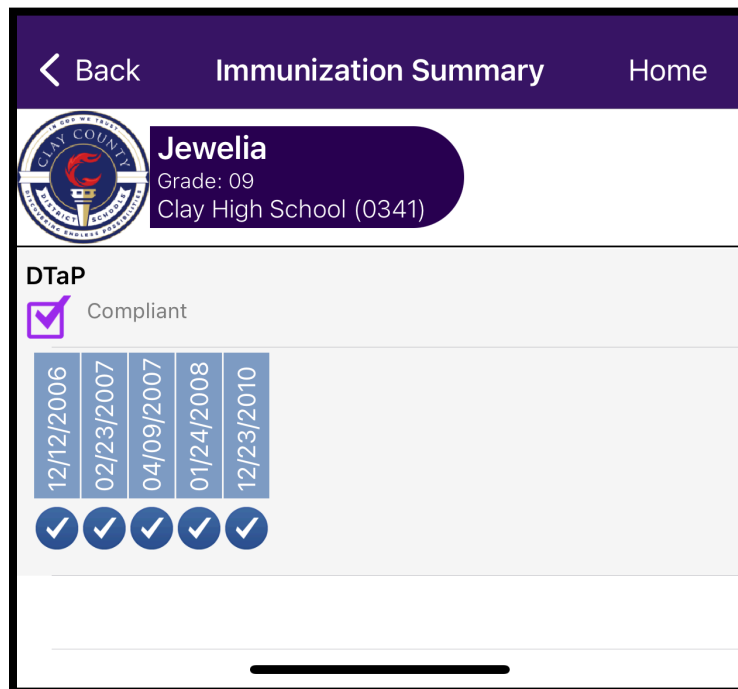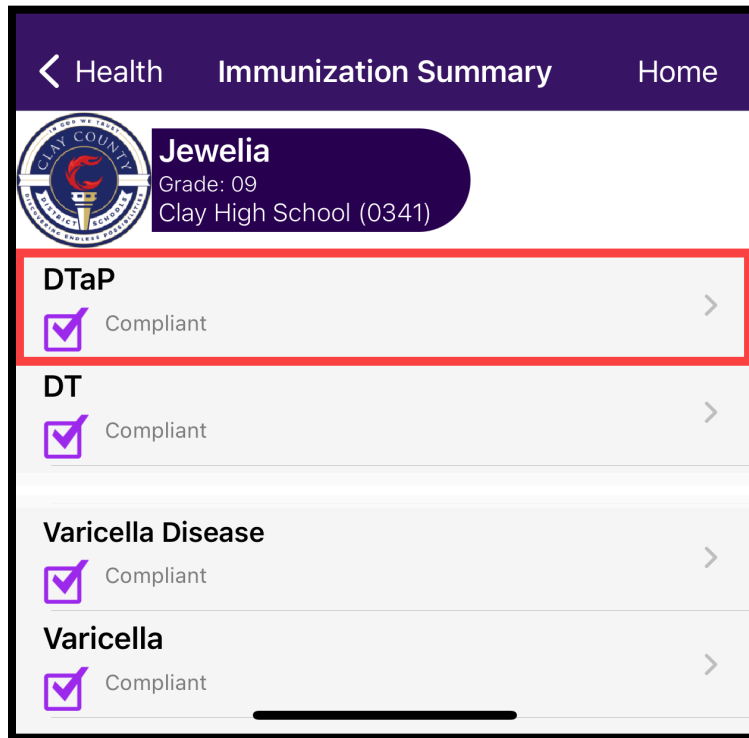
Health Conditions

1. Tap on the **Health Conditions** tab on the Navigation screen.
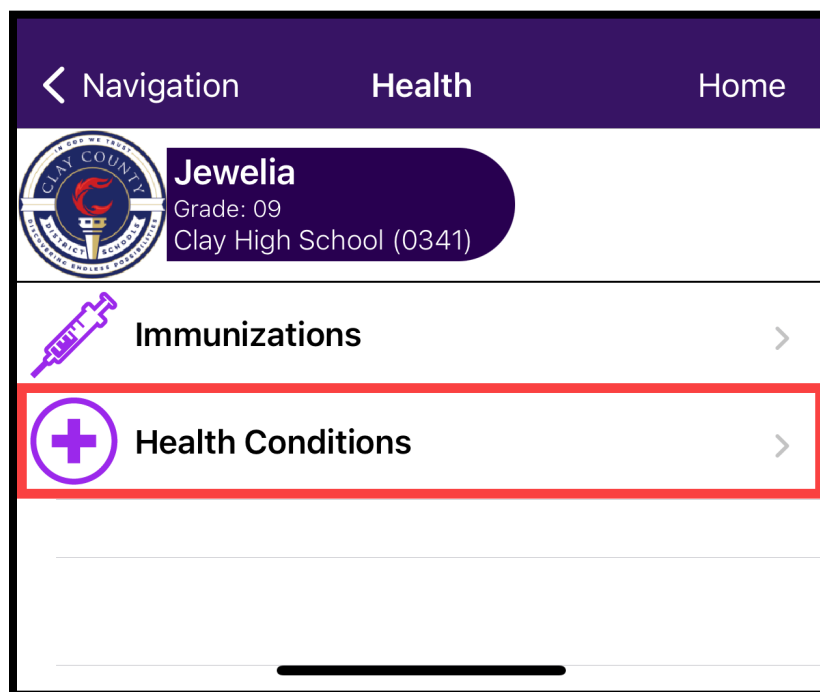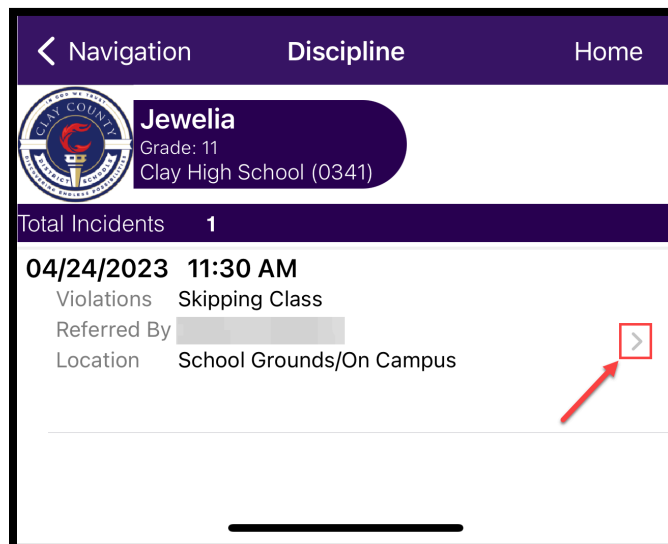
2. The details of any health conditions on record are displayed.
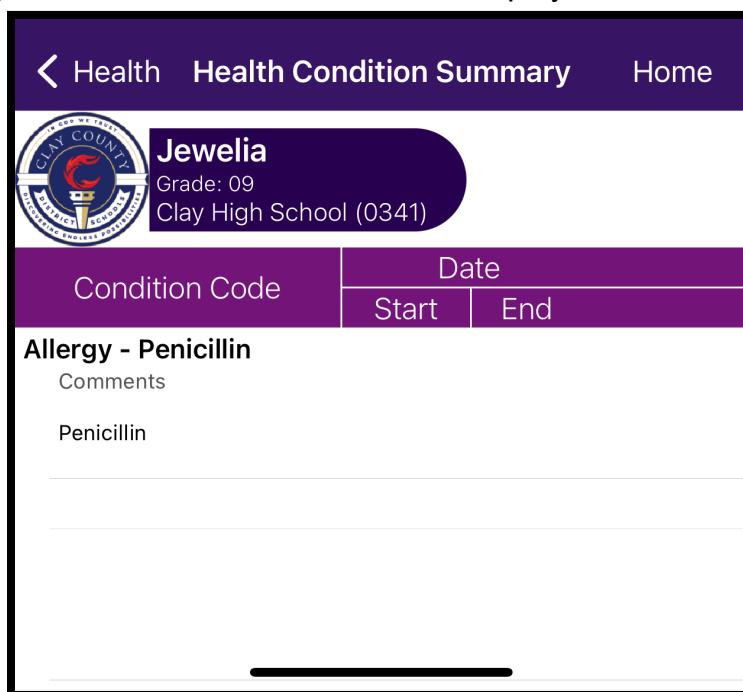
Discipline

1. Tap on the **Discipline** tab on the Navigation screen to see a list of all discipline incidents.
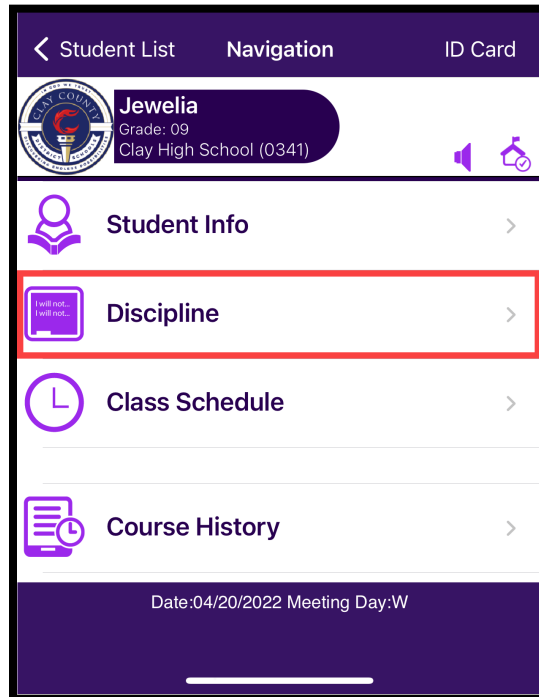
2. Tap a record to see the details of an incident.

Course History

1. Tap on the **Course History** tab on the Navigation screen to see the graduation requirements and status screen.

2. The Graduation Status field displays the student's progress for each Subject Area required for graduation. Toggle **Detail** on to see the number of required credits for a subject area, how many credits have been completed, how many credits are in progress, and how many credits remain.
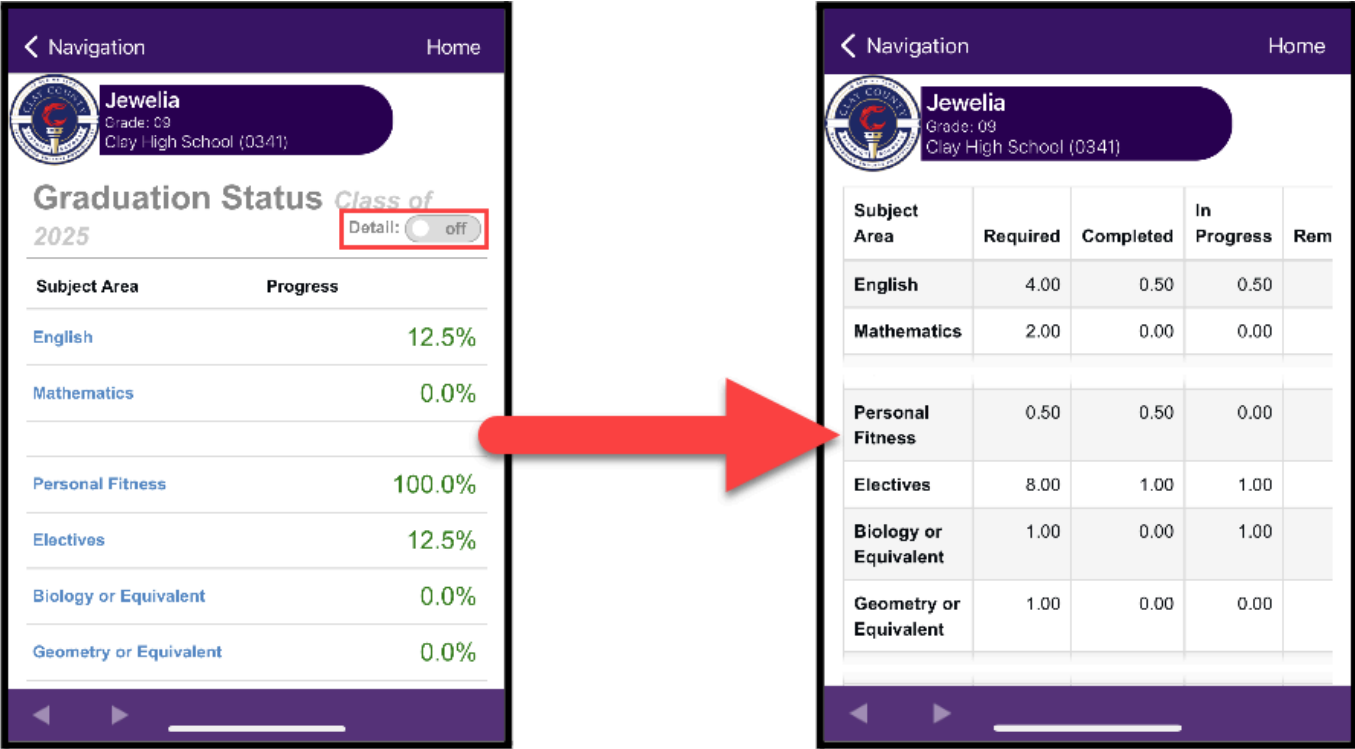


3. Tap on a Subject Area to view it in greater detail.
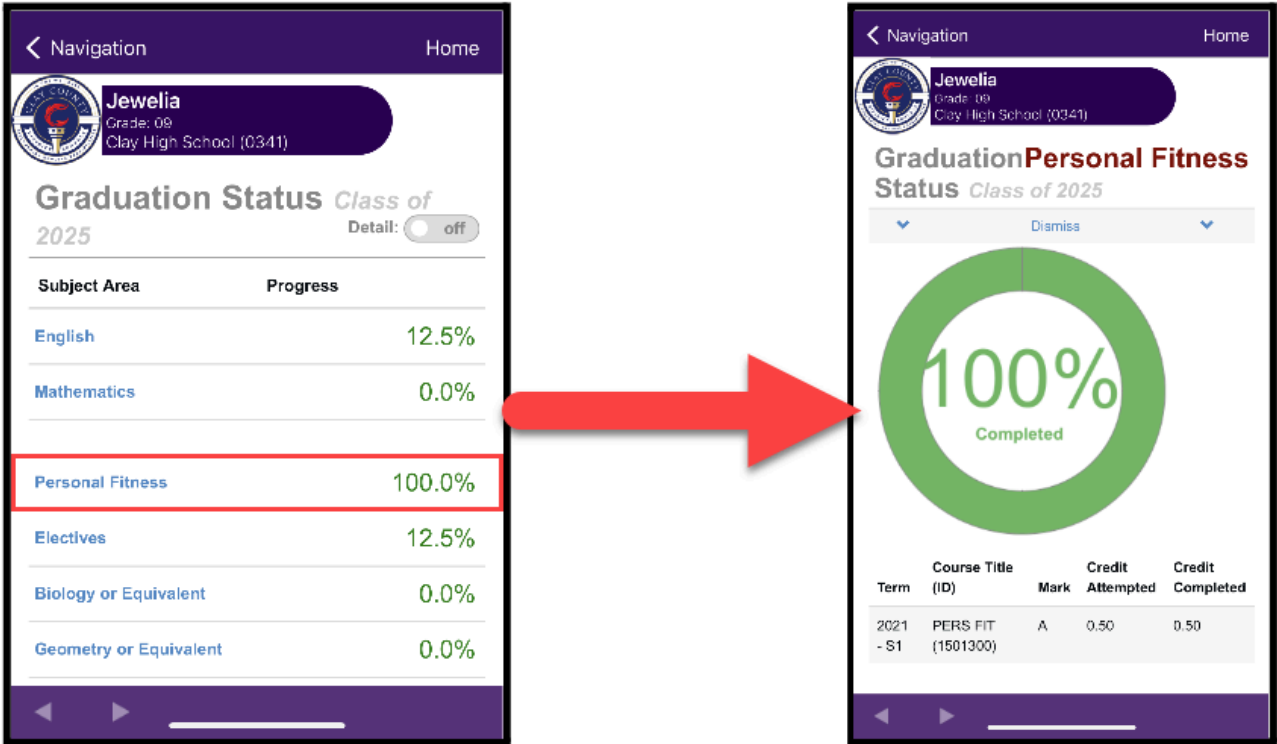
4. The **Test Requirements** section displays the tests required for graduation. Toggle **Detail** on to see the status of each test, the score on each test, and the date each test was taken.
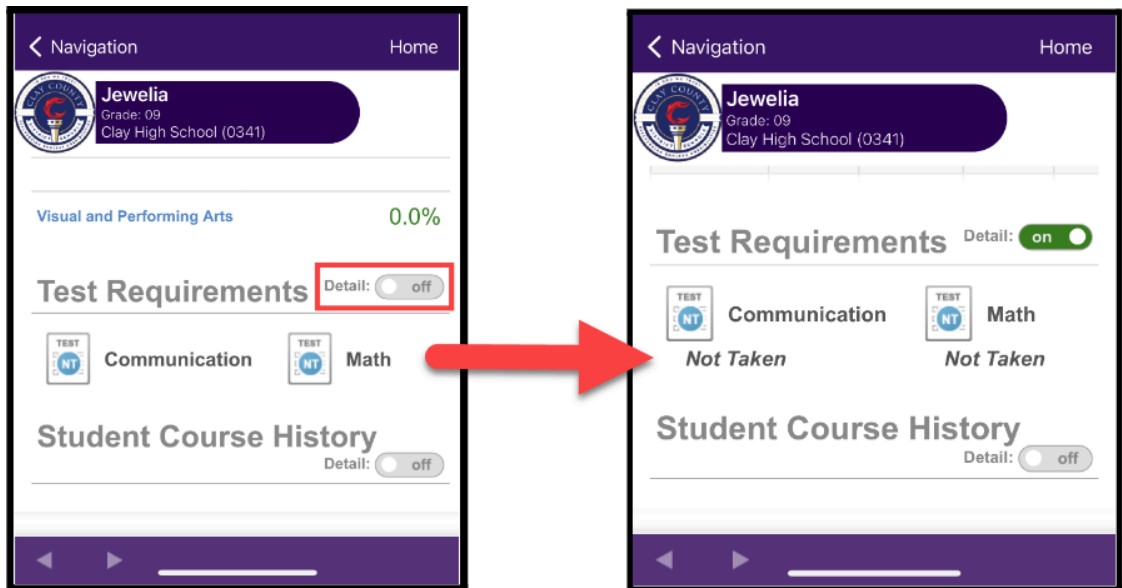

Test Requirements Icon Legend		Test requirement has not been taken.
Test requirement has been passed.		Test requirement has **not** been passed.

5. When **Detail** is toggled on, the Course History section displays each course, mark earned in the course, credit attempted for each course, and credit completed for each course.
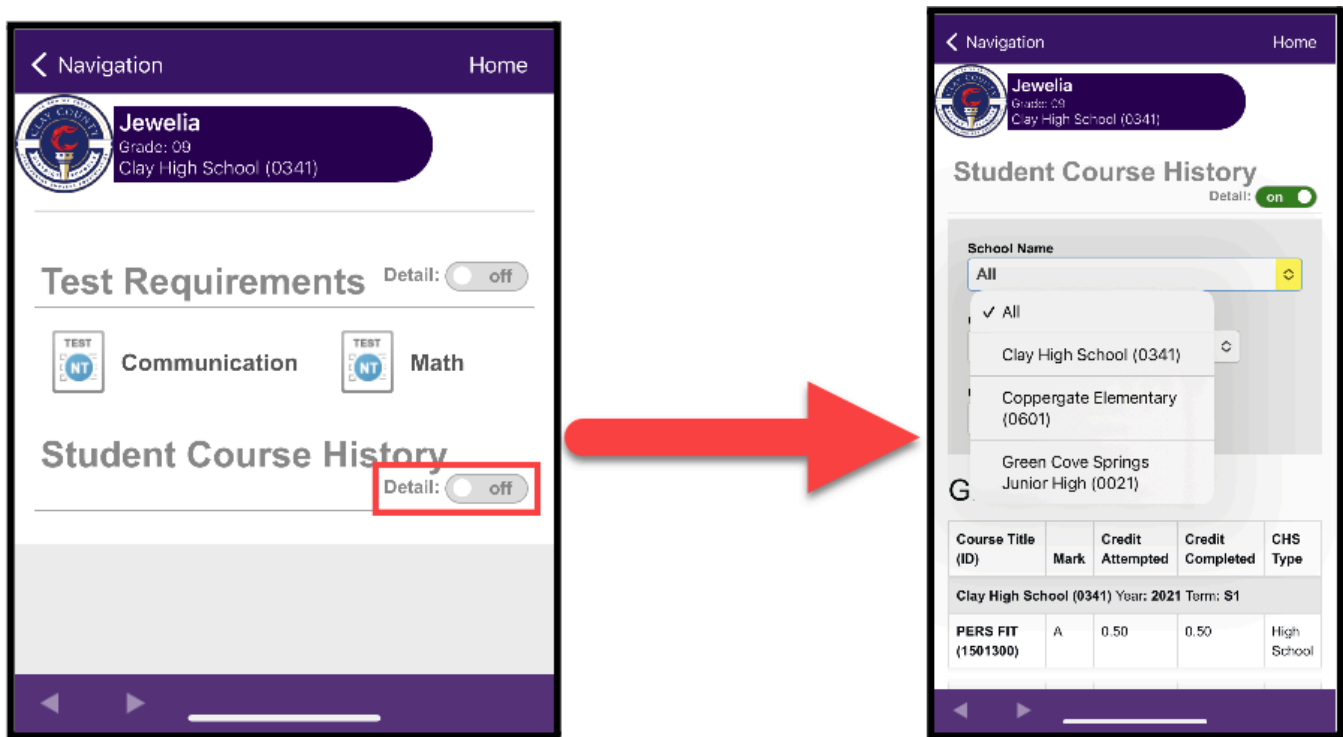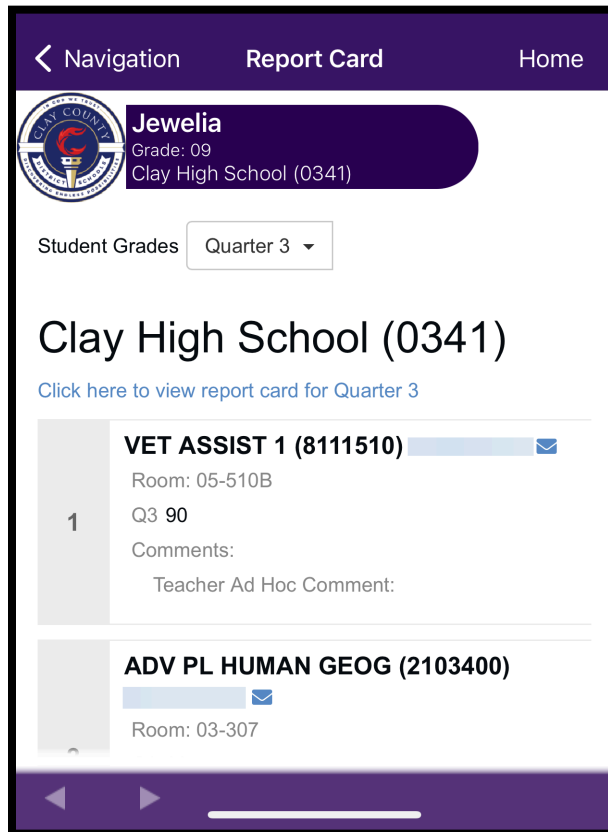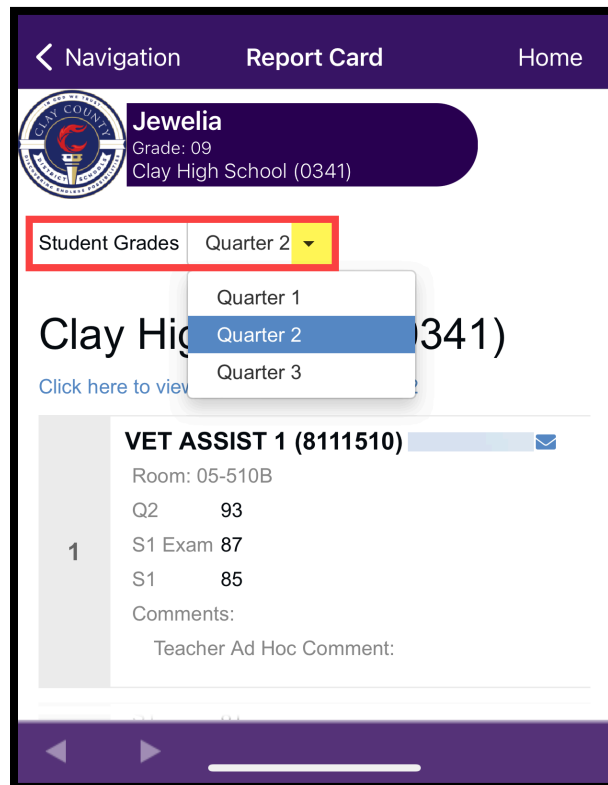
Report Card

1. Tap on the **Report Card** tab on the Navigation screen to see report cards for the current school year.
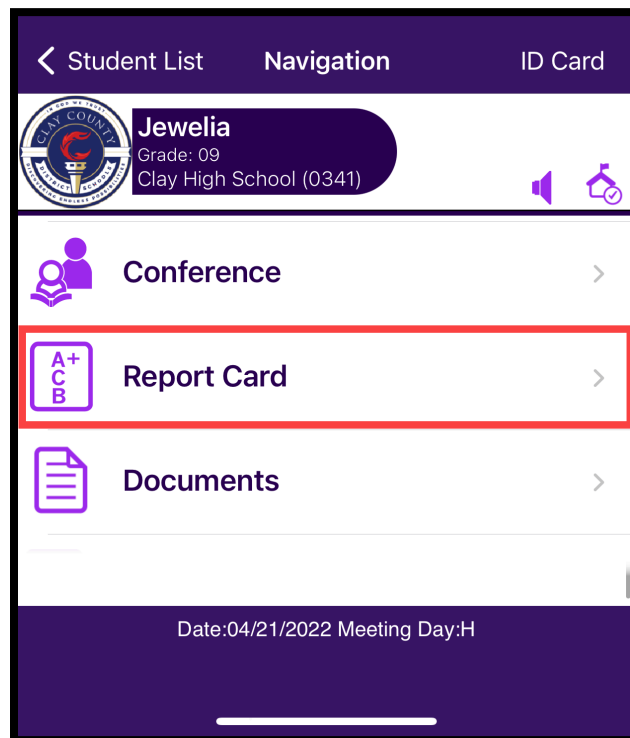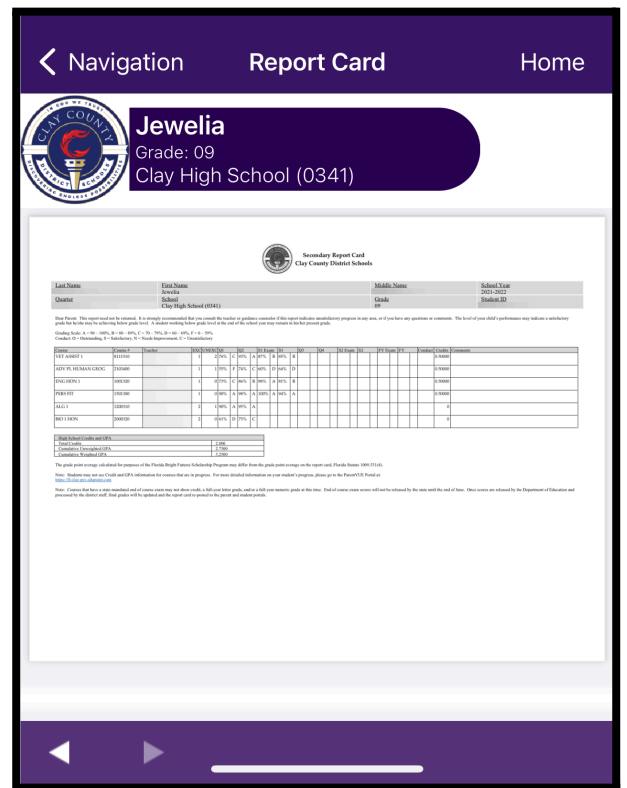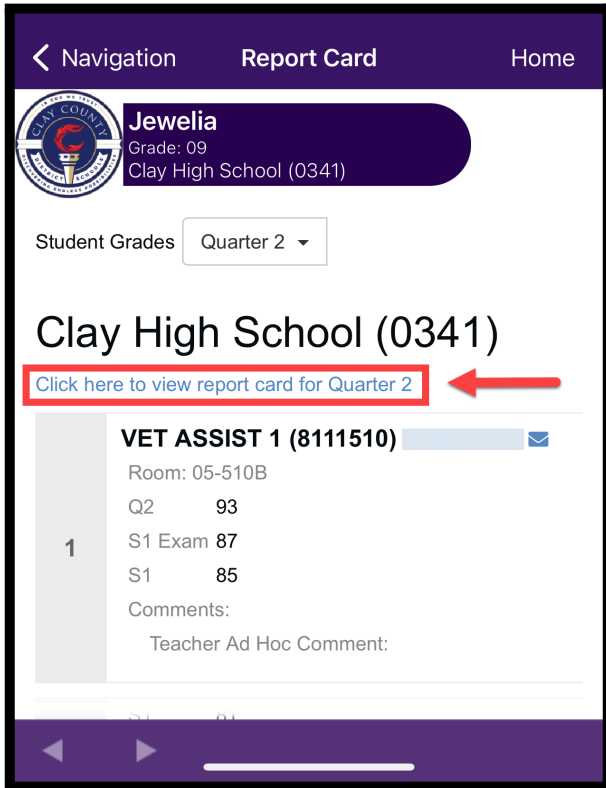

2. The most recent report card displays on the Report Card screen.

3. Use the dropdown menu next to Student Grades to view additional report cards.

4. Tap on the hyperlink below the school name to view a PDF of the report card.
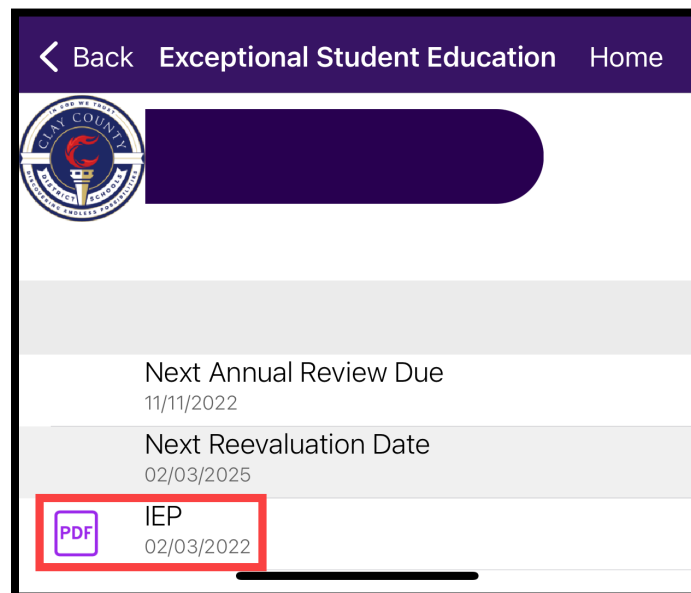
Exceptional Student Education

The Exceptional Student Education screen displays the exceptional student education summary details for the student if they are enrolled in an exceptional student education program.

1. Tap on the **Exceptional Student Education** tab on the Navigation screen.
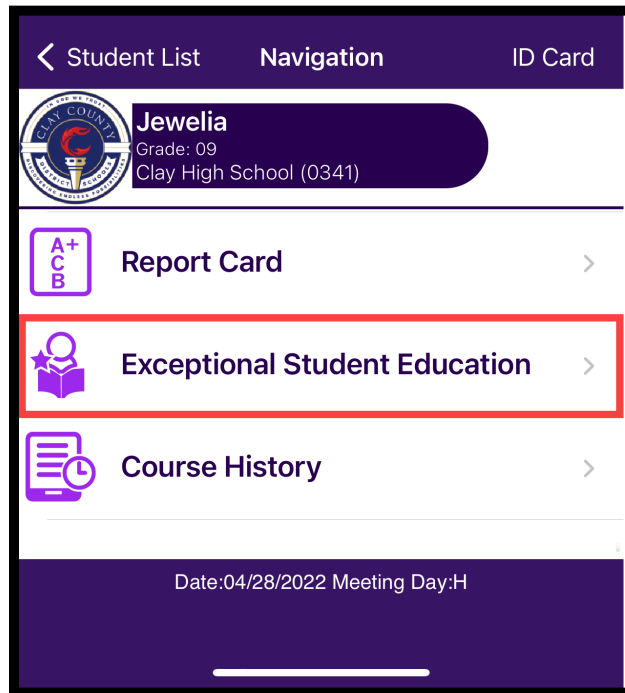
2. If the student has an IEP (Individual Educational Plan), the Exceptional Student Education screen will display the date the Next Annual Review is due, the date of the Next Reevaluation, and a link to a PDF version of the current IEP.

If the student has an EP, an Educational Plan, the Exceptional Student Education screen will display the date the Next Annual Review is due and a link to a PDF version of the current Gifted EP.

Clay County District Schools
Exceptional Student Education
Educational Plan For Gifted Students (EP)
Amendment Review Form

Student Name:	DOB:	04/ /2008	Current
Grade: 08 Student #	State ID#:	FL000000	School: Green Cove Springs Junior High (0021)

Amendment Date:	03/09/2022		
EP Date:	08/31/2021	**Required Review Date:**	08/31/2021

If the student has a 504 Plan, the Exceptional Student Education screen will display the date the plan was initiated and a link to a PDF version of the 504 Plan. Click the date link to view a PDF of the current 504 Plan. You can use your browser to print or save a copy of the PDF file.

If the student is not enrolled in an exceptional student education program, the following screen and message will display.

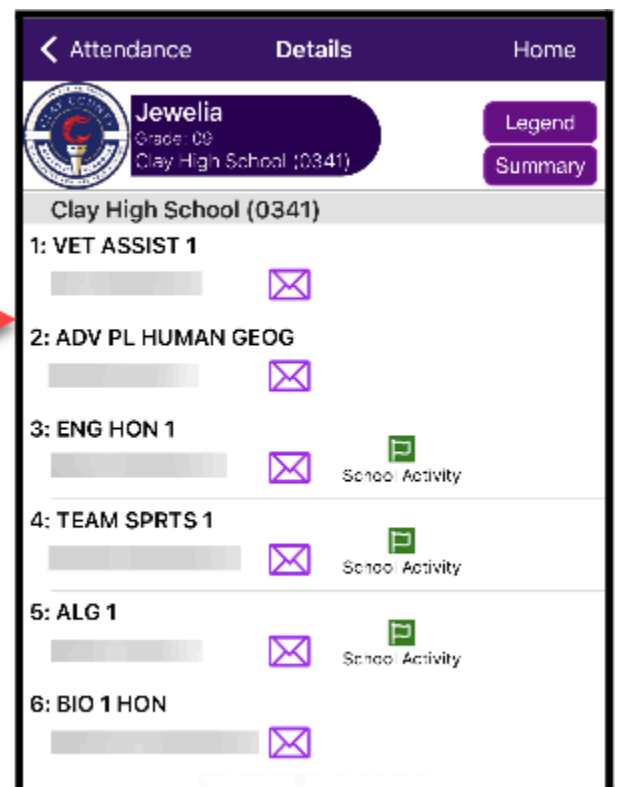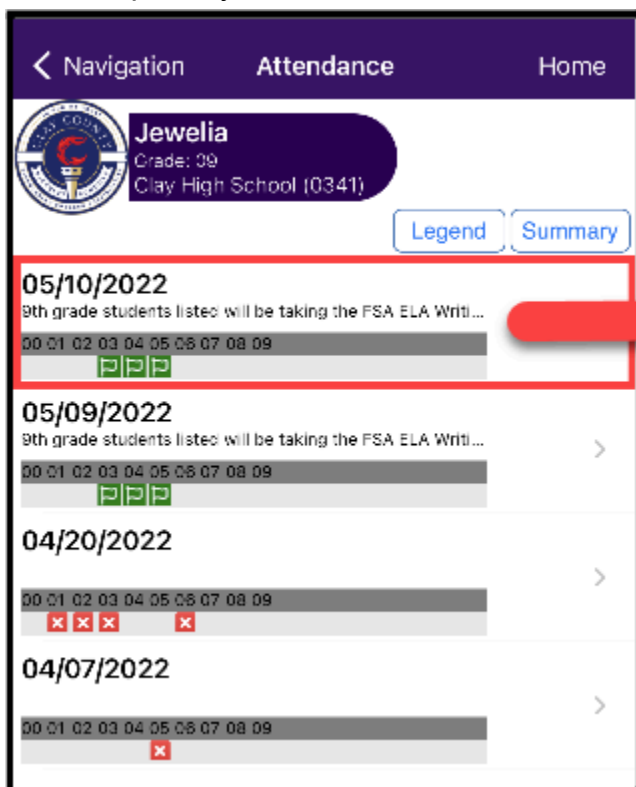# Viewing Classroom Information

Attendance

The Attendance screen displays all the days the student was marked absent or tardy and the date for the entry.
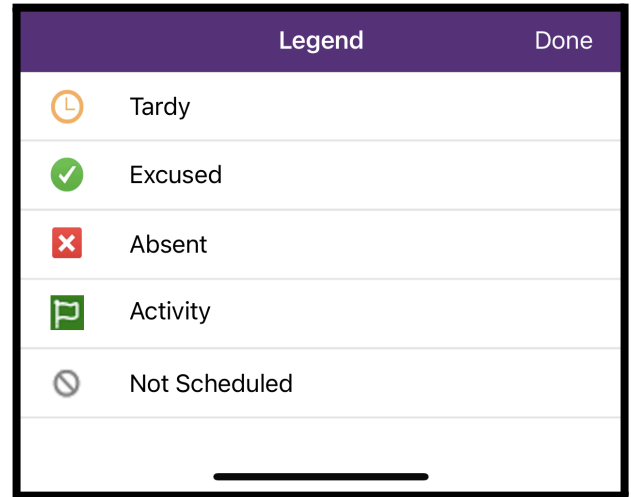
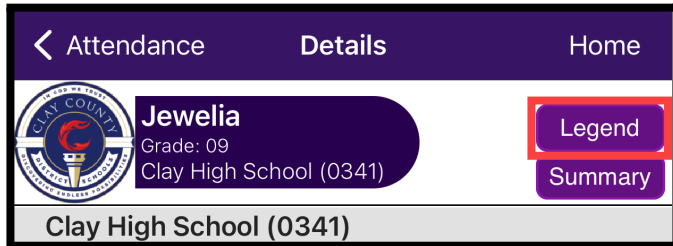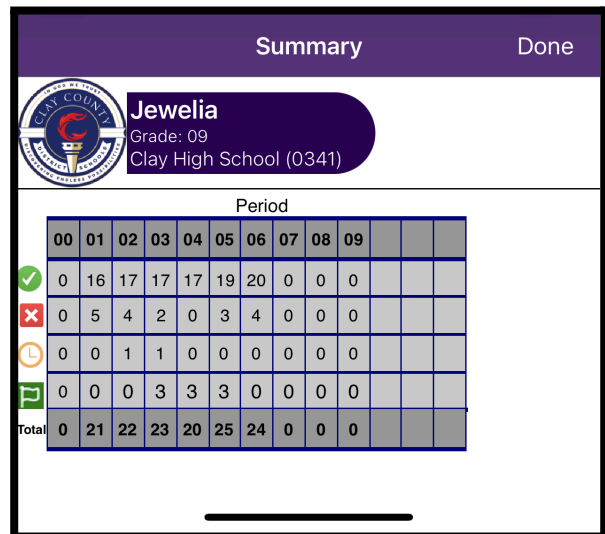1. Tap on the **Attendance** tab on the Navigation screen.
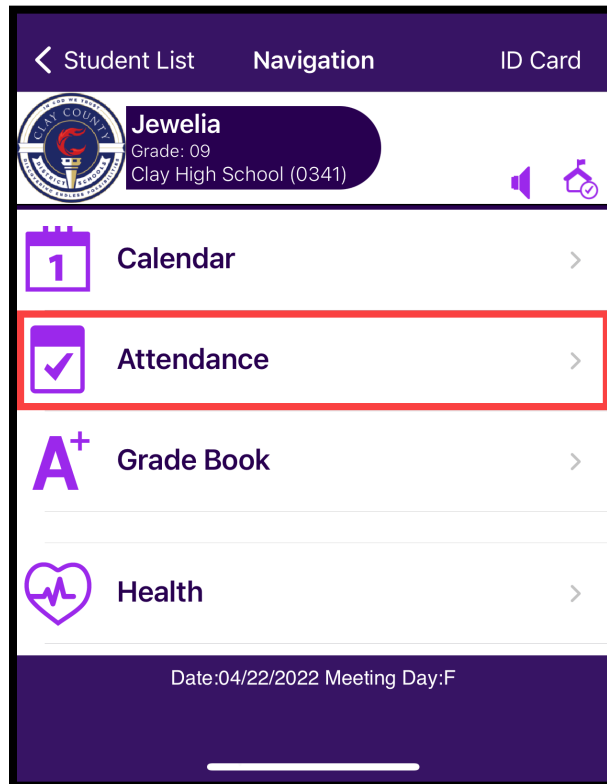
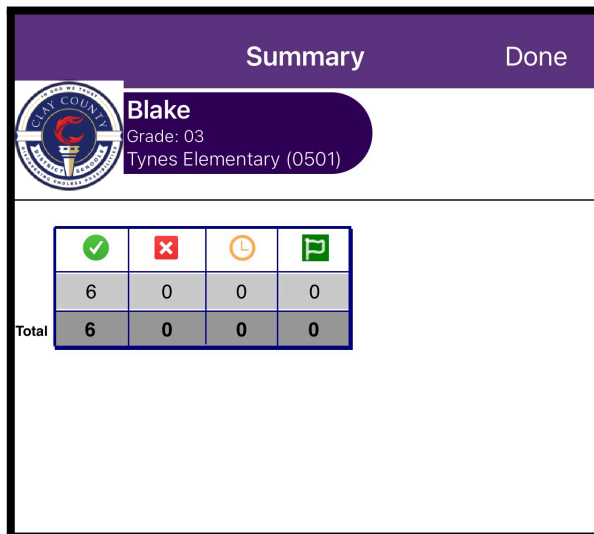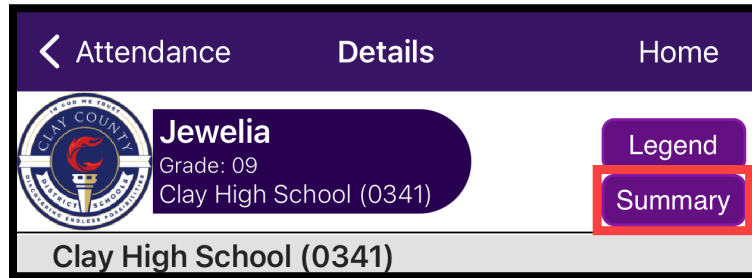2. Tap a day to view more detail.

3. Tap the **Email** icon, ✉, to email the teacher.
4. Tap **Legend** to view descriptions for the icons used on the Attendance screens.

5. Tap **Summary** to view the Summary screen. This displays totals by daily attendance (elementary) or period attendance (secondary) for each attendance reason.

Class Schedule

The Class Schedule screen lists the information for each class period, the course title, room name, teacher, additional staff (if applicable), and class time. The class schedule information for both schools displays if the student is enrolled in concurrent schools.

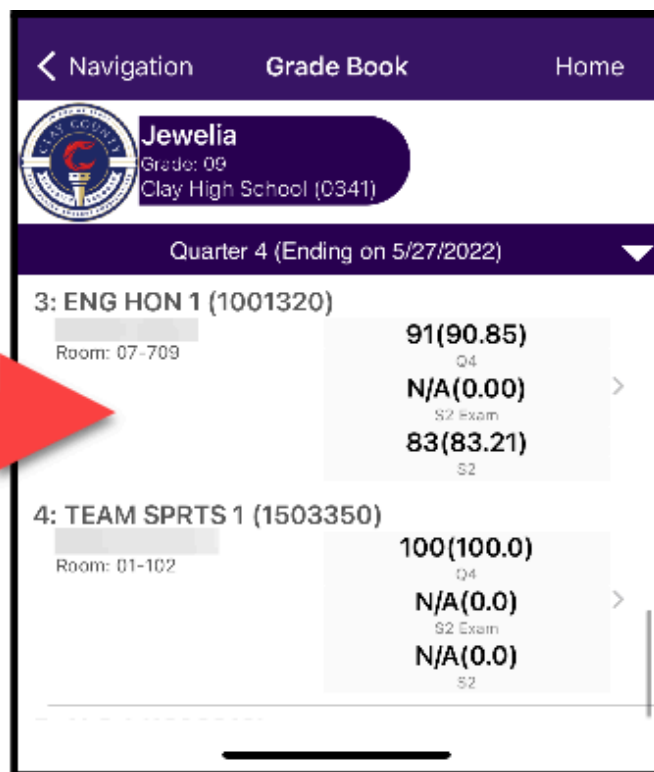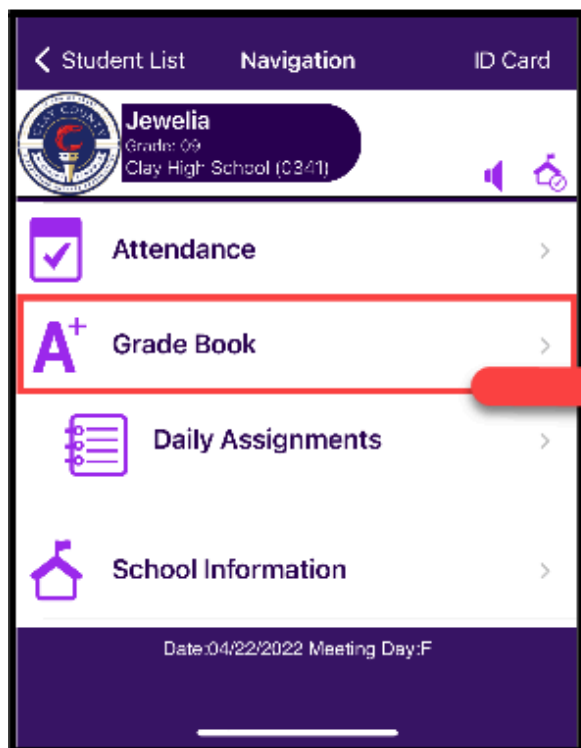1. Tap on the **Class Schedule** tab on the Navigation screen to view the student's schedule.
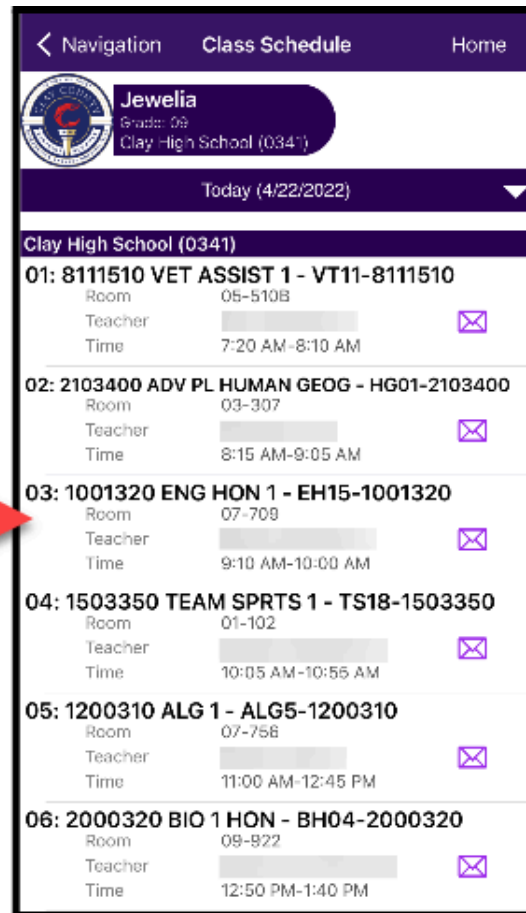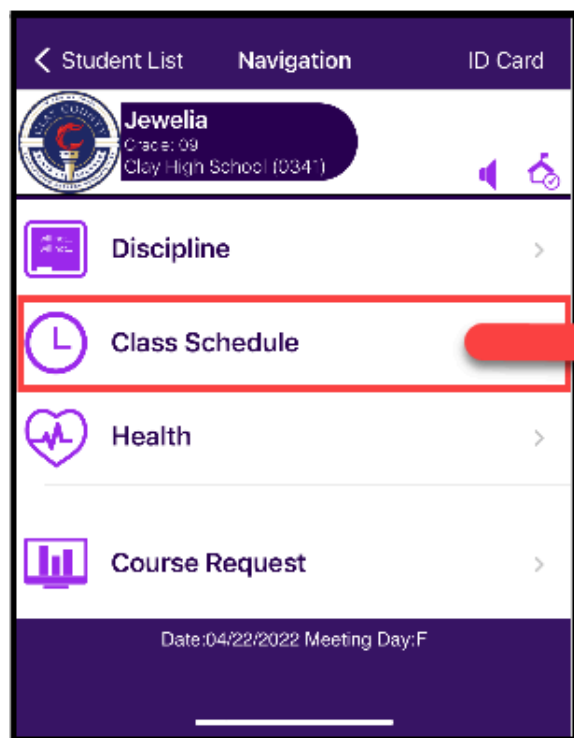
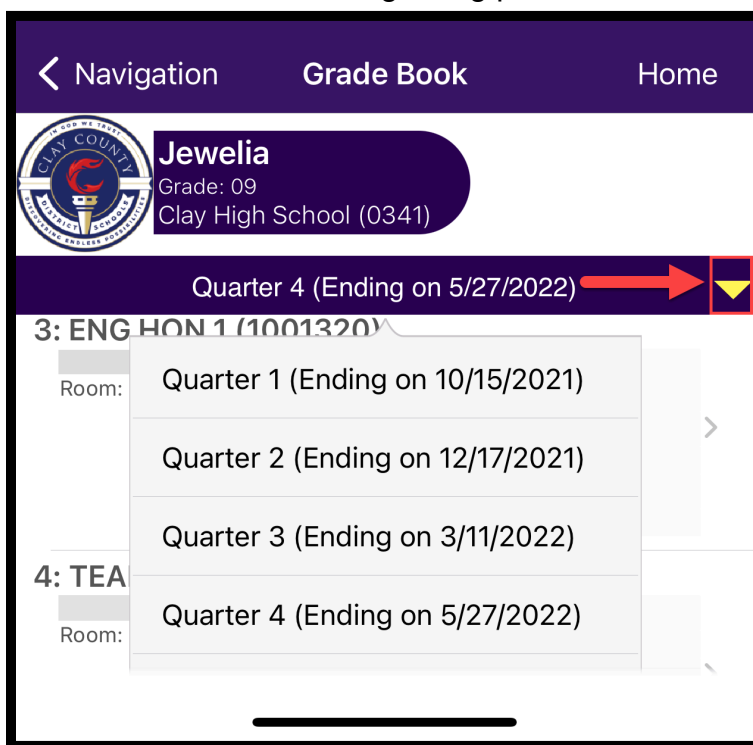2. Tap the **Email** icon, ✉, to email the teacher.

Grade Book

The Grade Book screen keeps track of the student's grades, assignments, and posted test scores.

1. Tap on the **Grade Book** tab on the Navigation screen to view the student's grades for each course.
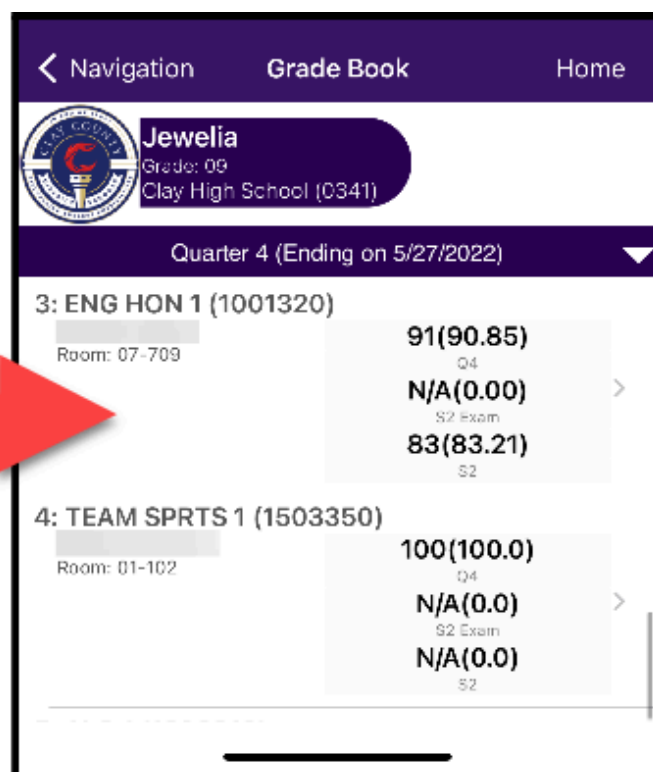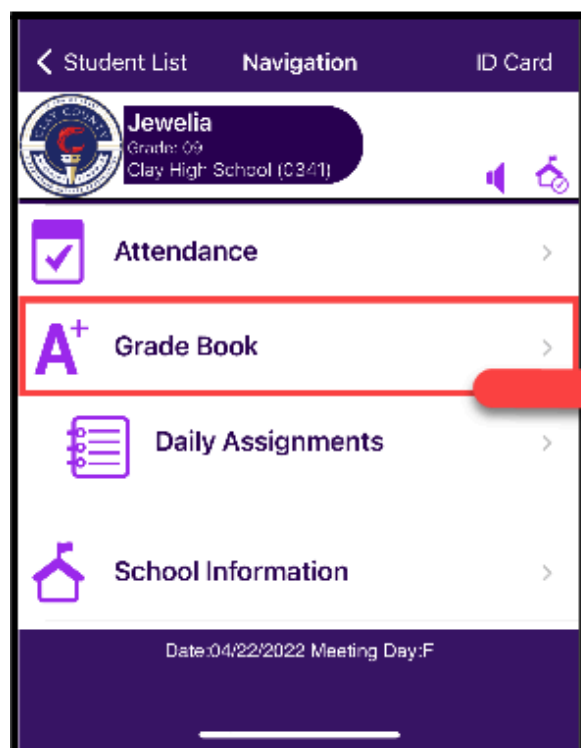
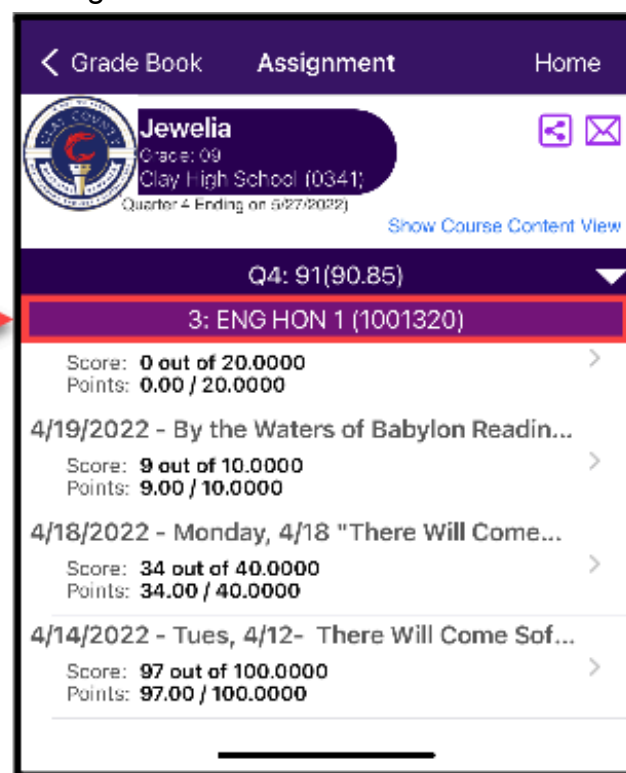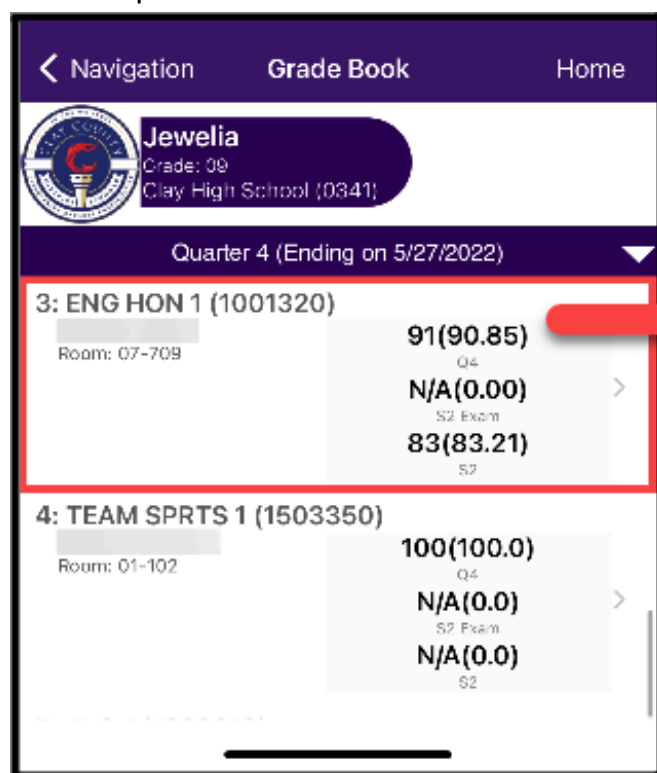2. Use the dropdown menu to switch between grading periods.

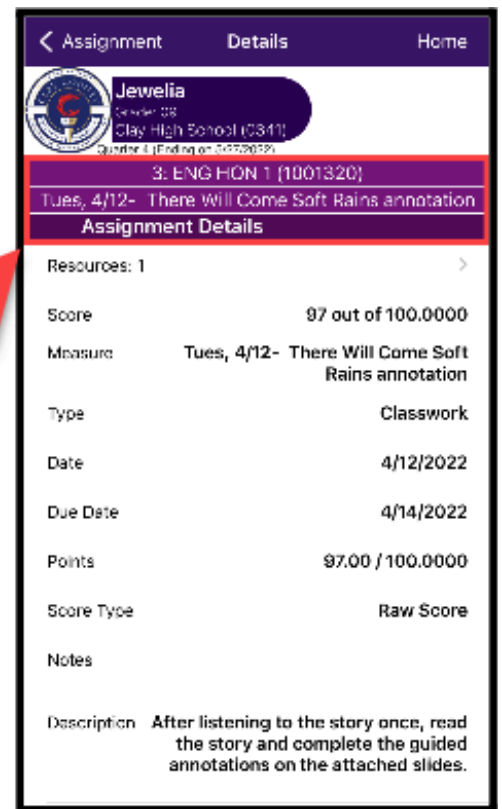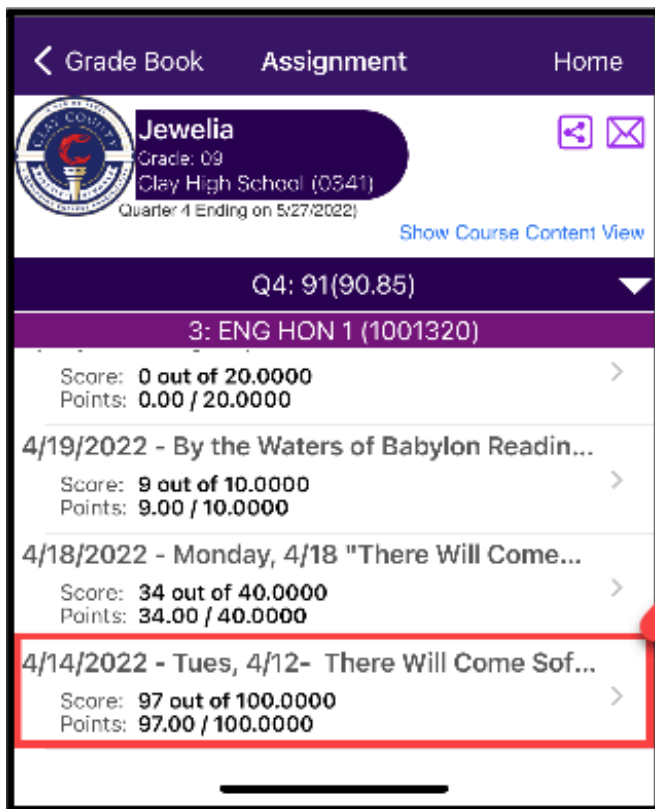## Viewing Grades for a Class

1. Tap on the **Grade Book** tab on the Navigation screen to view the student's grades for each course.

2. Tap on a class to view the student's individual assignment grades for each course.

3. Tap on an assignment to view additional assignment details.

4. Tap the dropdown arrow next to the term to view a list of assignments for that class for a different grading period.
5. Tap the **Share** icon, ⬚, to share the assignment information.
6. Tap the **Email** icon, ✉, to email the teacher.
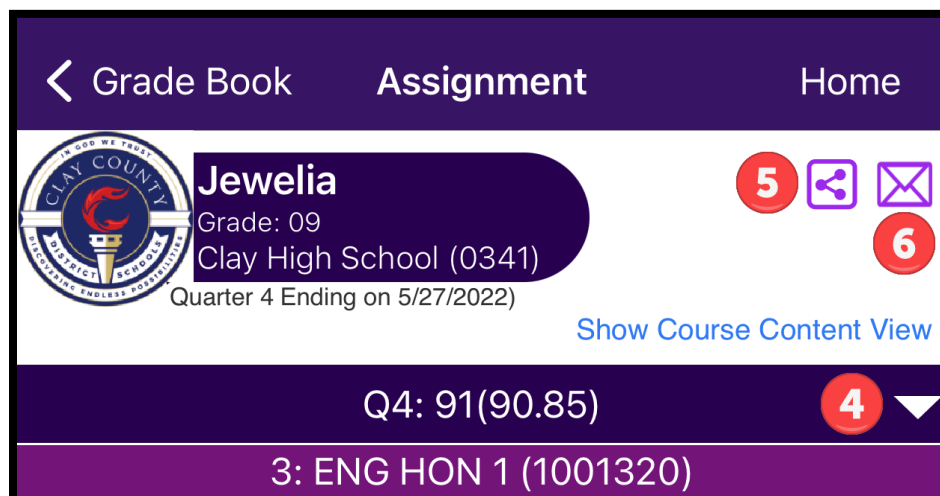
Daily Assignments

1. Tap **Daily Assignments** on the Navigation screen to display the current day only.

2. Tap an assignment to view more details.
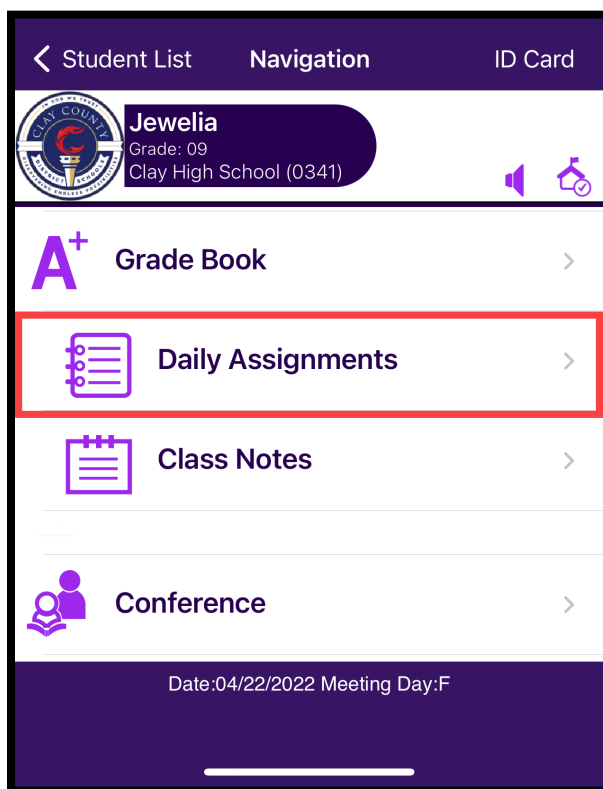3. Tap **Change Student** to select another child.
4. Tap the **Scroll** icon, , to quickly scroll to the end of the list.
5. Tap the **Filter** icon, , to select a filter and narrow the list of assignments to view. You can show only missing assignments or select a single class to view.
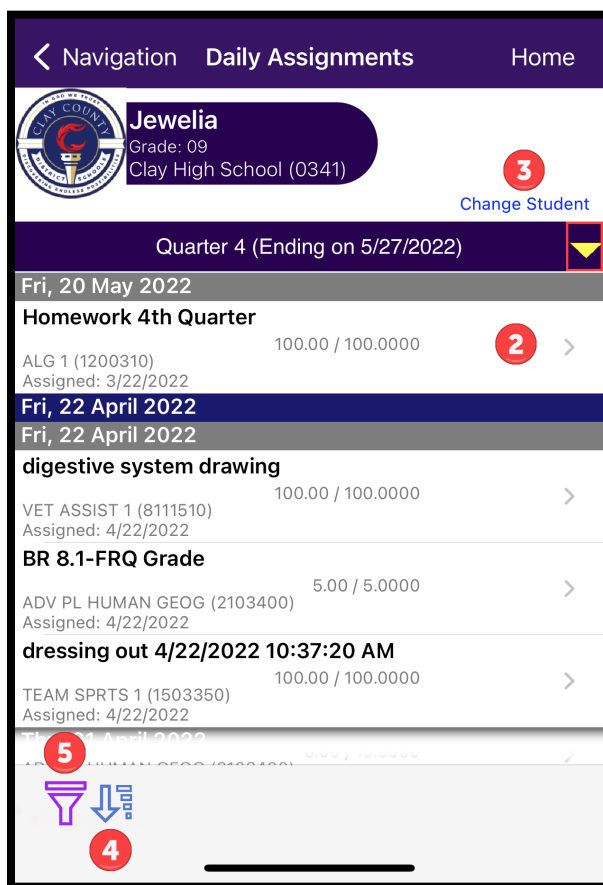
Tap **Clear All Filters** to reset the filter.
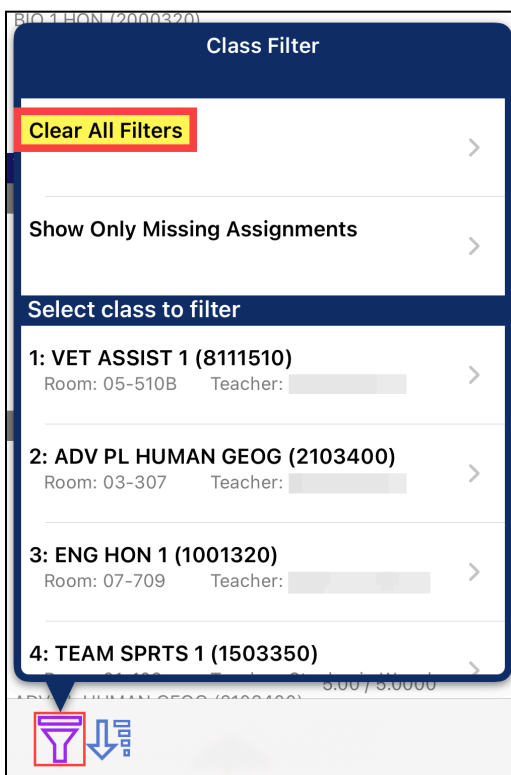
Test History

The Test History screen displays the student test scores with the test part, score, and year information.

1. Tap **Test History** on the Navigation screen.

2. The Test History screen displays the Test Part, Year, School Name, Admin Date, and Performance Achievement Level (AL).
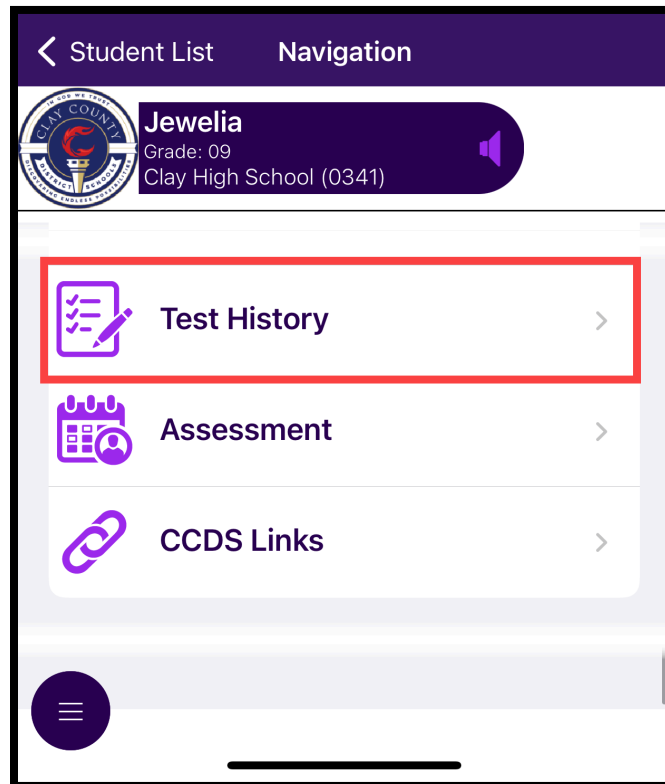
> **NOTE** You may need to scroll to the left to view all of the test information.

Jewelia
Grade: 09
Clay High School (0341)

English/Language Arts

| Test Part	Year	School Name
FSA ELA Reading Total	2021-2022	Clay High School (0341)
FSA ELA Reading Total	2020-2021	Green Cove Springs Junior High
FSA ELA Reading Total	2018-2019	Coppergate Elementary (0601)
FSA ELA Reading Total	2017-2018	Coppergate Elementary (0601)
FSA ELA Reading Total	2016-2017	Coppergate Elementary (0601)
FSA ELA Reading Total	2015-2016	Coppergate Elementary (0601)

Mathematics

Test Part	Year	School Name
FSA EOC Algebra 1 Total	2021-2022	Clay High School (0341)
FSA Mathematics Total	2020-2021	Green Cove Springs Junior Hig
FSA Mathematics Total	2018-2019	Coppergate Elementary (0601)
FSA Mathematics Total	2017-2018	Coppergate Elementary (0601)
FSA Mathematics Total	2016-2017	Coppergate Elementary (0601)
FSA Mathematics Total	2015-2016	Coppergate Elementary (0601)

Sciences

| Test Part	Year	School Name	
Biology 1 Total	2021-2022	Clay High School (0341)	
Science	2020-2021	Green Cove Springs Junior High (0021)	
Science	2017-2018	Coppergate Elementary (0601)	

◄   ►

3. Use the arrows to sort the columns in ascending or descending order.
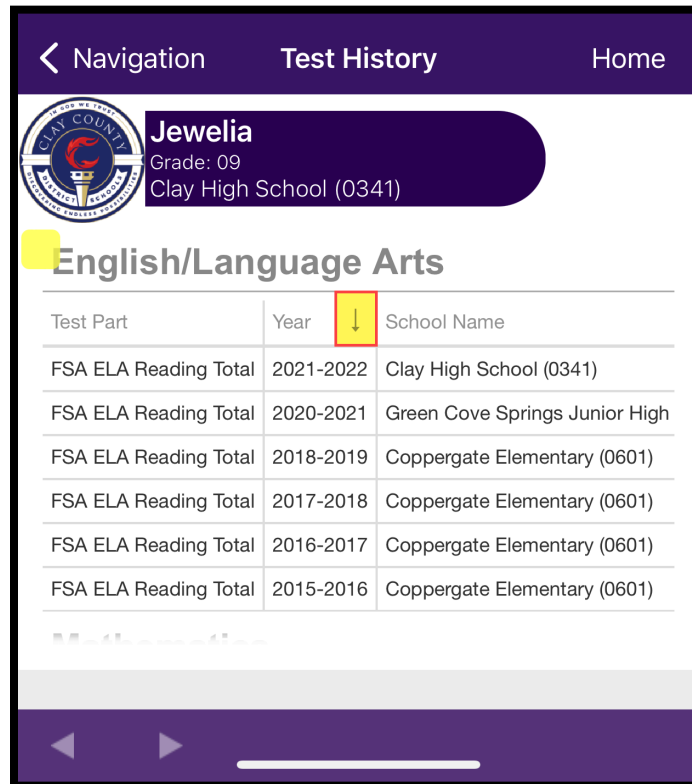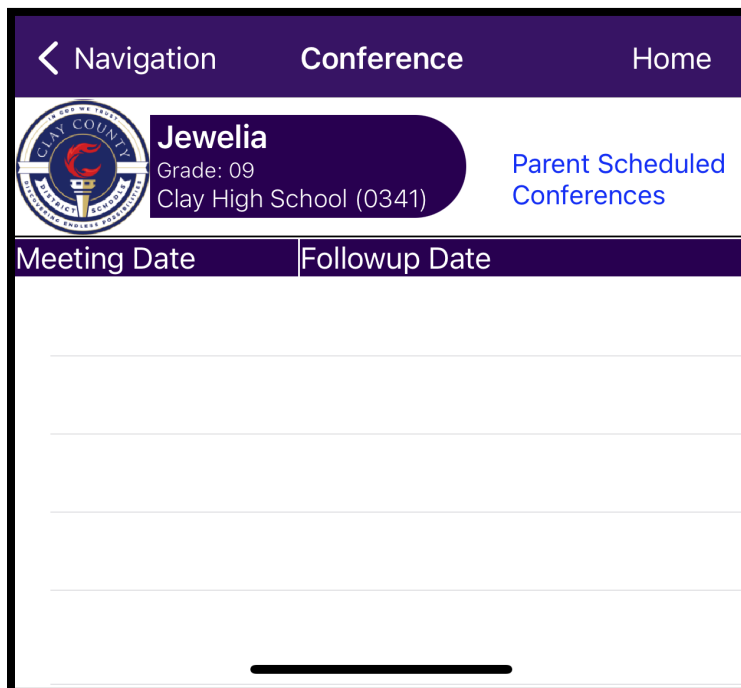

Conference

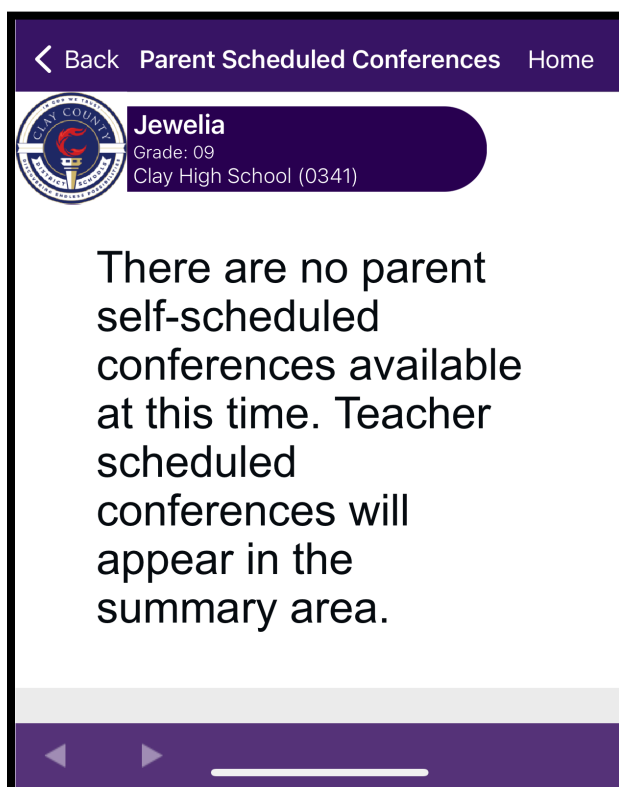The Conference screen displays information about parent/student/teacher conferences.

1. Tap **Conference** on the Navigation screen.
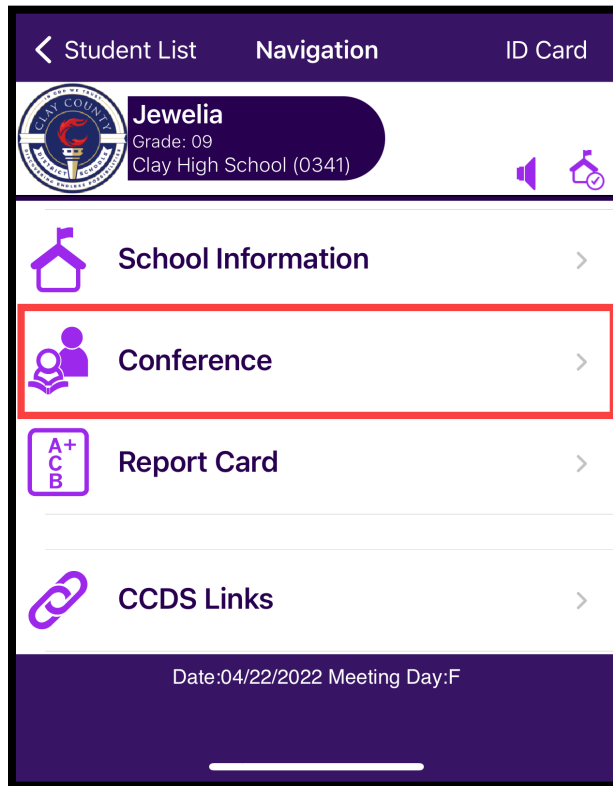
2. The Conference screen displays all previously scheduled parent/student/teacher conferences.

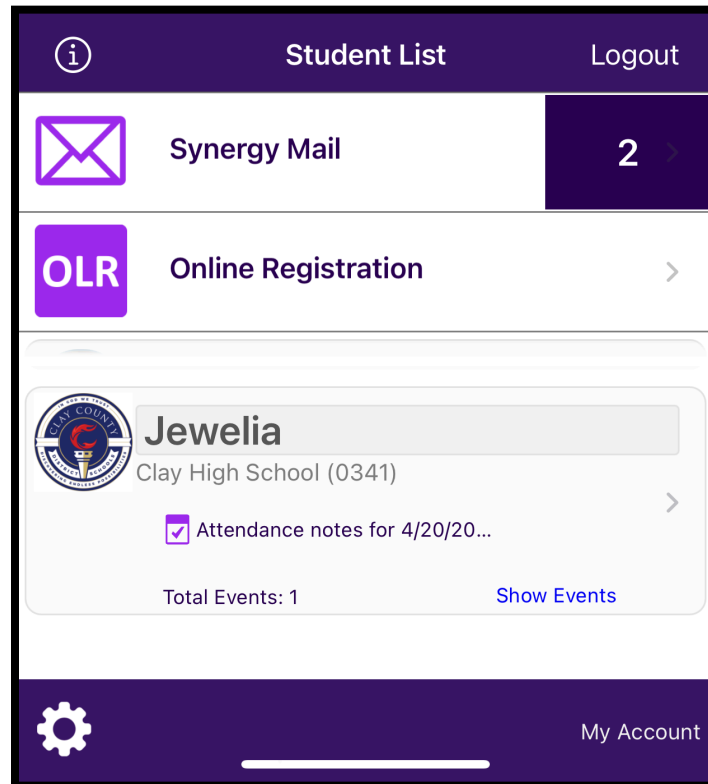3. Tap "Parent Scheduled Conferences" to schedule a conference, if that option has been enabled by the teacher(s).
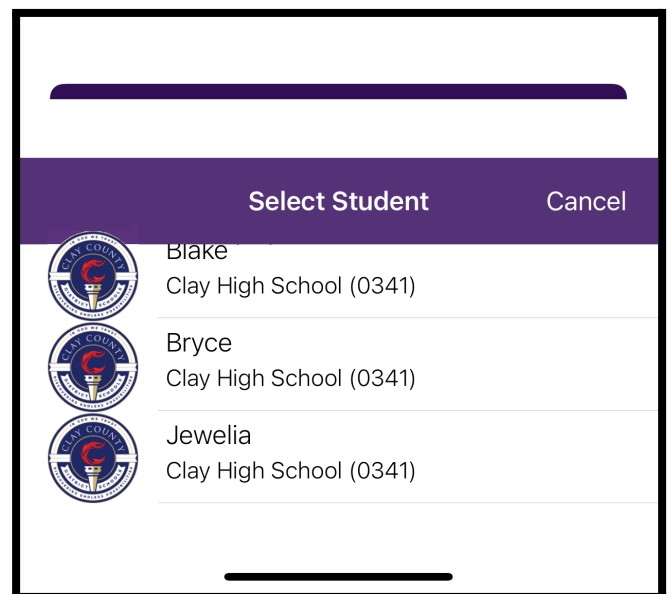
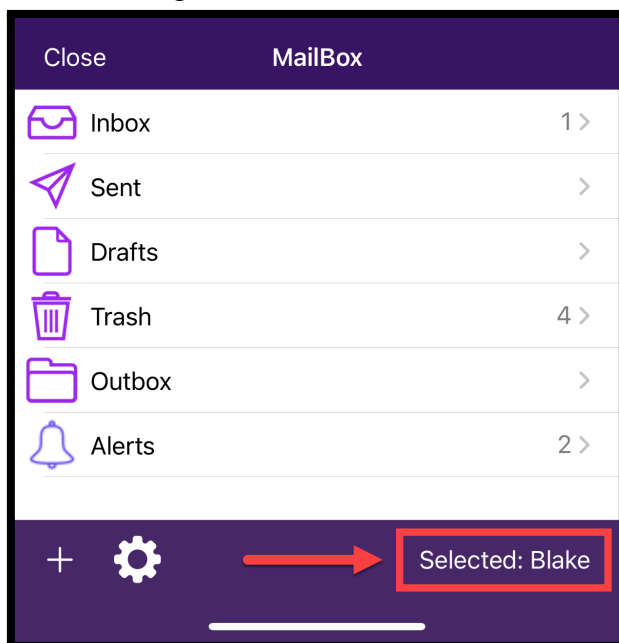## Synergy Mail

Synergy Mail allows parents to send emails to school staff.

Viewing Synergy Mail

1. Tap **Synergy Mail** on the ParentVUE home screen.

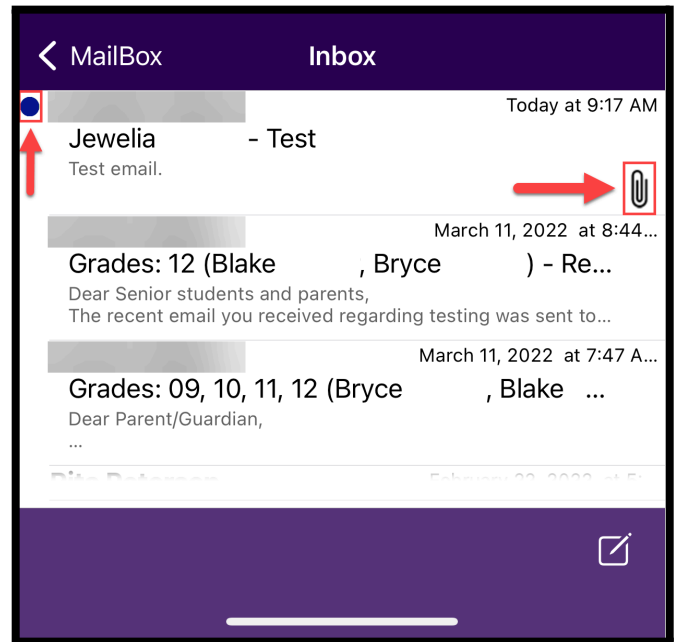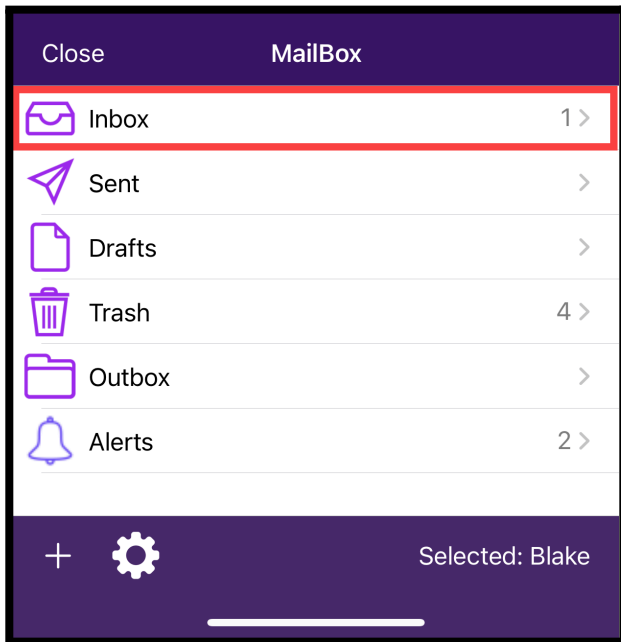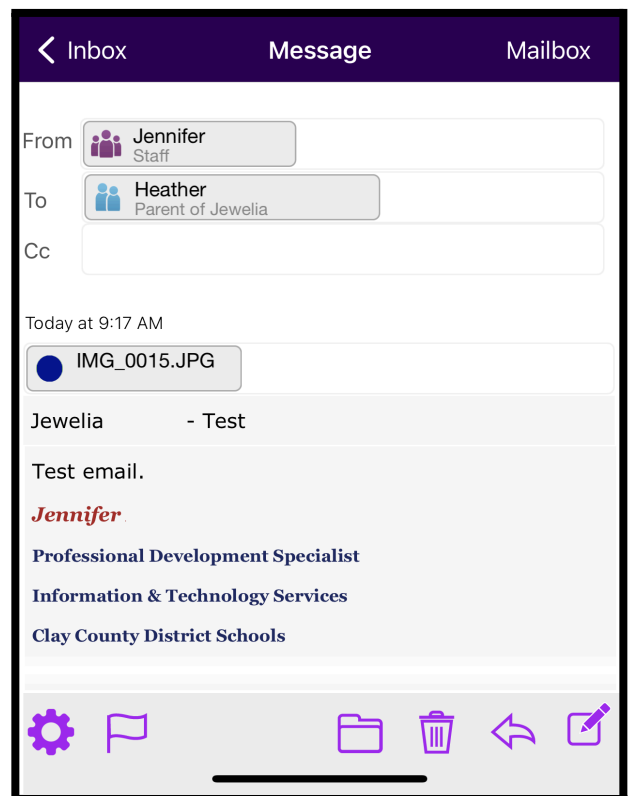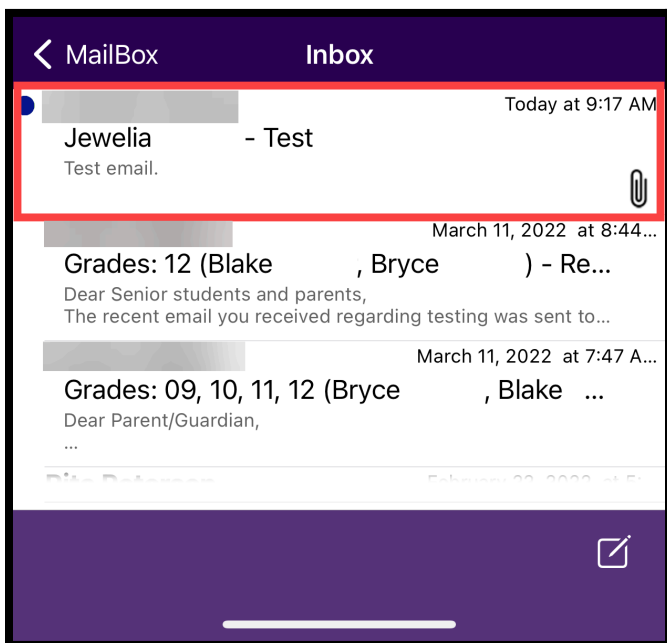2. Change the student focus from the bottom right on the MailBox screen.

3. Tap **Inbox** to view Synergy Mail messages.
   - A circle icon, ⬤, displays next to unread messages.
   - Emails with attachments display a paper clip icon, 📎.

You can only delete messages after moving them to the Trash folder.

4. Tap a Synergy Mail message to view the message.

● The icons for Synergy Mail are:

- The **Settings** icon, ⚙, allows you to create signatures for both new messages and replies to/forwarded messages.

- The **Flag** icon, ⚑, marks a message as Read or Unread.

- The **Folder** icon, 📁, moves the current message to the Inbox, Sent, Trash, Alerts, or custom folders, depending on the folder in focus.

- The **Trash** icon, 🗑, removes messages.

> 📝 The icon changes to Delete when viewing the Trash folder.

- The **Arrow** icon, ↩, replies to or forwards messages.

- The **Edit** icon, 📝, opens the New Message screen.

Creating Folders

1. Tap the **+** sign in the bottom left corner in the iOS version or tap Folder at the top right corner in the Android version.

Close	MailBox	
✉ Inbox		>
✈ Sent		>
📄 Drafts		>
🗑 Trash		4 >
📁 Outbox		>
🔔 Alerts		2 >
➕ ⚙		Selected: Jewelia
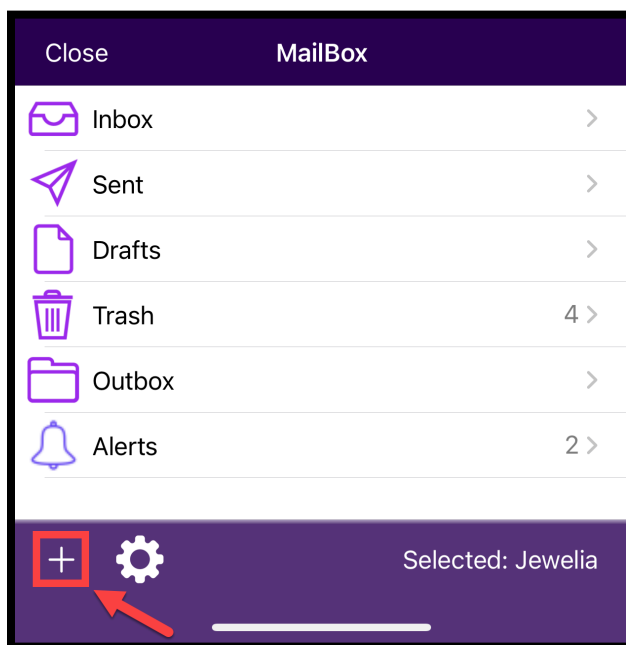
2. Enter a folder name.
3. Tap **Save**.
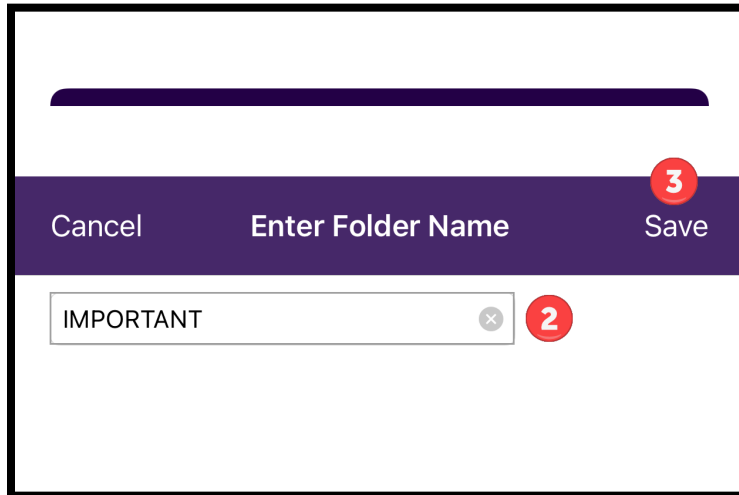
Composing Messages

1. Tap Inbox and then the **Edit** icon, , to open the New Message screen.

2. Tap ⊕ to view and select the teachers to send the Synergy Mail message to.

CCDS ParentVUE Mobile App User Guide 61

Search **Close**

Search for: Jewelia's Teachers ▼

To

School   Term
Clay High School (0341) ▼   Semester 2 ▼

Semester 2 (01/04/2022-05/27/2022)   **Add All**
1 - VET ASSIST 1
   Teacher:
2 - ADV PL HUMAN GEOG
   Teacher:
3 - ENG HON 1
   Teacher:
4 - TEAM SPRTS 1
   Teacher:
5 - ALG 1
   Teacher:
6 - BIO 1 HON
   Teacher:

Cancel **Compose** Send

To ⊕

Attachments ⊕

CC/BCC

Subject Subject
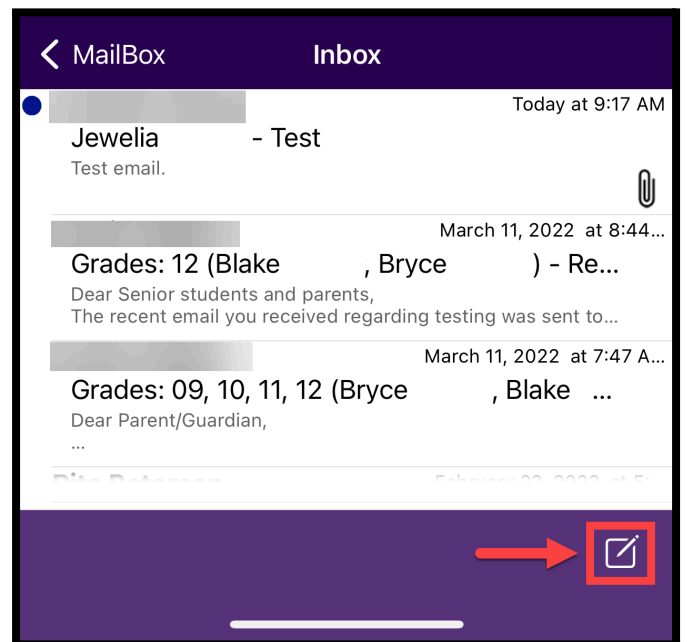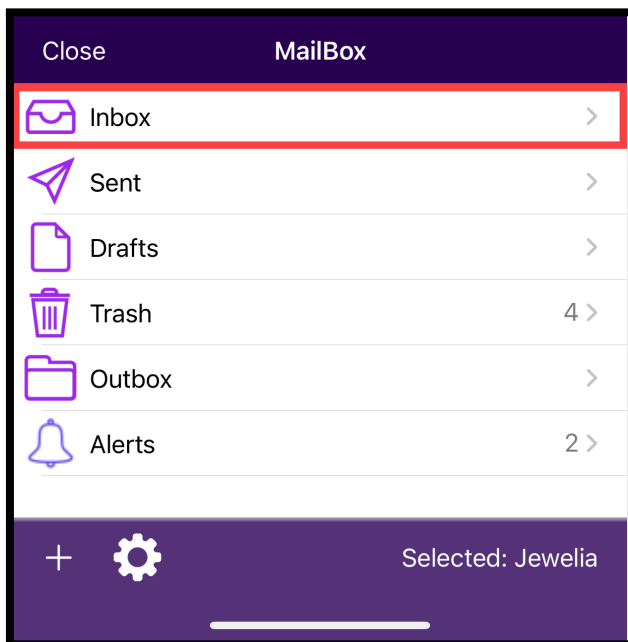

To view additional recipient options, open the dropdown menu in the upper right area.

Search **Close**

Search for: Jewelia's Teachers ▼

Jewelia's Teachers

Jewelia's Counselor

Jewelia's Groups

School Staff

Contact List

To

Schoo...   ...n

Clay ...   ...nester 2 ▼

Semes...   **Add All**
1 - V...
   Tea...

3. To send the Synergy Mail message to an individual or multiple recipients, tap the recipient's name. To send the Synergy Mail message to all of the student's teachers, tap on "Add All".

4. Tap **Send** to send the message or tap **Cancel** to save the message as a draft or discard it.
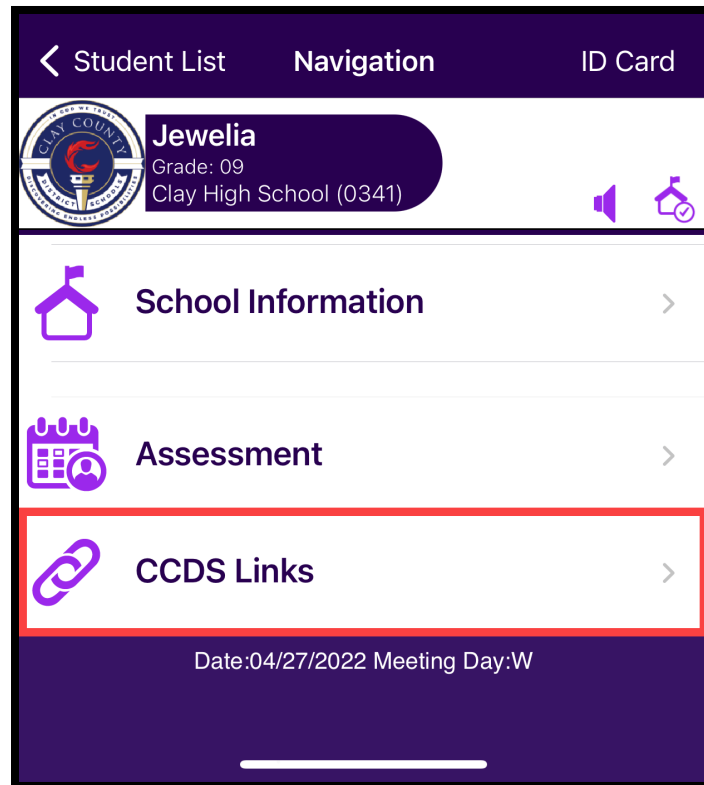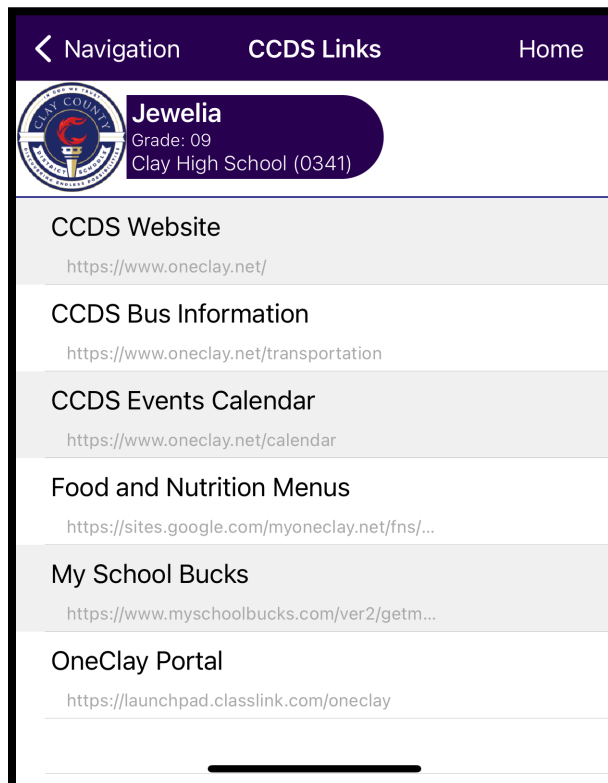

Viewing Custom Tabs

Custom tabs contain links selected by your district to support the educational community.
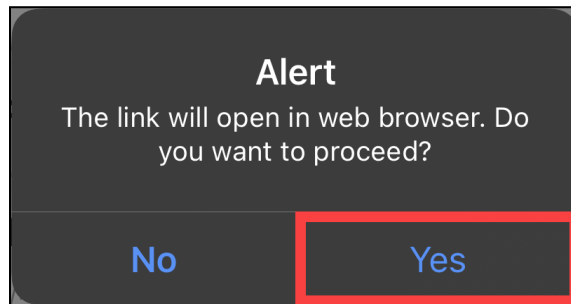
CCDS Links

1. Tap **CCDS Links** on the Navigation screen.

2. Tap a link to open the link/website and view the information.

After clicking on a link, an alert will pop up indicating that the link will open in a web browser. Click **Yes**.

Alert

The link will open in web browser. Do you want to proceed?
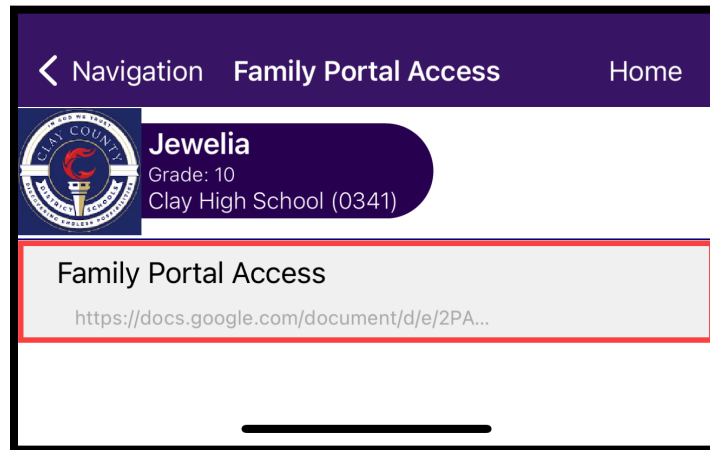
No   Yes

Family Portal Access

1. For directions on how to locate the student's 6-character Unique Code, please visit the Viewing Student Information & Locating the Family Portal Access Code section of this document.

2. Tap **Family Portal Access** on the Navigation Screen.
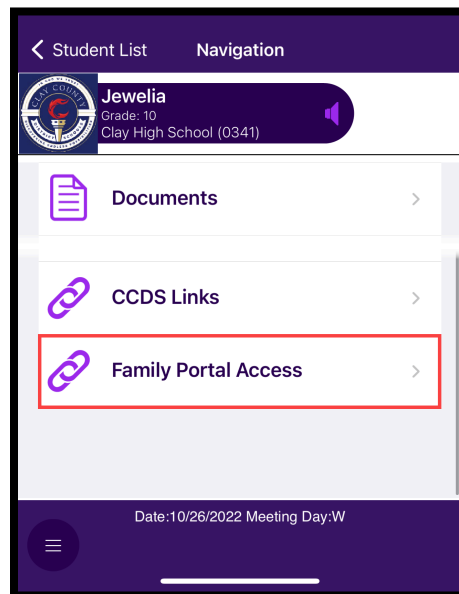
3. Tap the **Family Portal Access** link to open the Family Portal Access website.

4. Tap on the **hyperlink** highlighted in the screenshot below to open the Florida Department of Education Family Portal login screen.
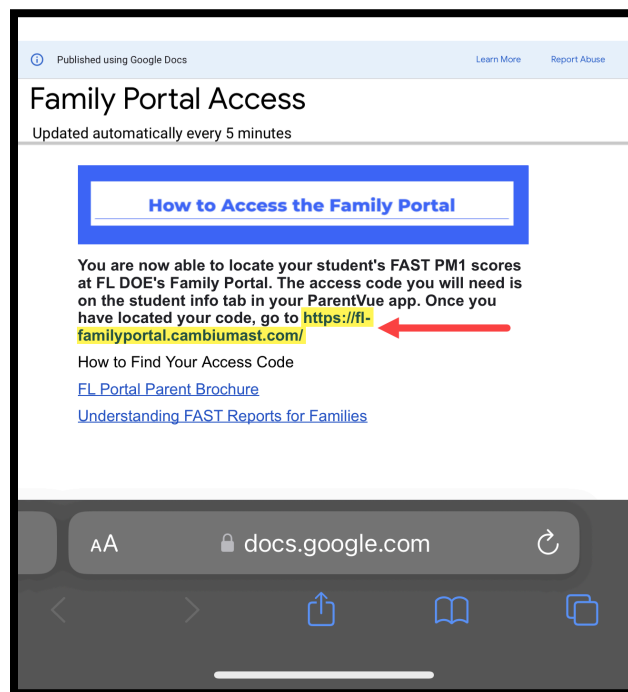
> 📋 If you have not already located your access code, please visit the Student Information section of this guide.

5. On the Florida Department of Education Family Portal login screen, complete the following for your child/student:
    1. Enter the six character **Access Code**.
    2. Use the dropdown menus to enter the student's **Date of Birth** (month, day, year).
    3. Enter the student's **First Name**.
    4. Tap **SIGN IN**.

FLORIDA DEPARTMENT OF EDUCATION fldoe.org | Family Portal

Enter your student's information
All fields are required.

1 **Access Code:** 6-Charac

2 **Date of Birth:** M.▾   [▾   ..▾

3 **First Name:** First Name

By signing in you accept and agree to the Terms of Use.

4 SIGN IN

More Login Information
- How do I get my access code?
- Having trouble logging in?
- Need more help?

More Support
Supported Browsers

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🔒 fl-familyportal.cambiumast.com

TIP Change your devices orientation from portrait to landscape to more easily enter the information.

> If a Redirect Notice is received, tap on the top link to proceed to the Florida Department of Education Family Portal login screen.
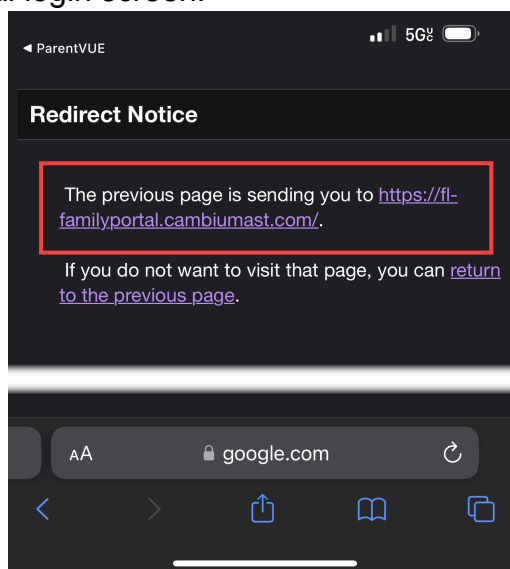
6. Once logged in to the Florida Department of Education Family Portal, you'll have access to the student's assessment results taken from the 2020-2021 school year to the present school year, be able to print score reports, FAQs, and more.

FLORIDA DEPARTMENT OF
EDUCATION | Family Portal
fldoe.org

🖶 Print   ➡ Sign Out

Jewelia
Student ID: **FL00000**   Date of Birth:

Jewelia's Scores for

2022–
2023
School
Year 🔽

📖 Glossary   📺 Guide   📚 Resources

Sorted by: Most Recent Test 🔽

Subjects: All 🔽   Show All Tests from School Year:

📕 FAST ELA Reading   View All Tests

Your Child's Most Recent Test
FAST Grade 10 ELA Reading

Date Taken:	Test Window:	Score:
08/23/2022	**PM1 2022-23**	

⬇ **Download Detailed Report**

Your Child's Score

284	334	350	362	378	412
Level 1	Level 2	Level 3	Level 4	Level 5	

On-Grade-Level: Students who score in Level 3 demonstrate on-grade-level mastery of the B.E.S.T. Standards for their grade. They may need additional support to excel in the next grade.

🔒 fl-familyportal.cambiumast.com