For PARENT SUPPORT NEEDS, all parents must contact the local school ParentVUE Coordinator. A list of ParentVUE coordinators is located on the ParentVUE login screen for parents’ reference.

If further support is needed for the parent, the ParentVUE Coordinator should contact the Customer Care Center 770-426-3330 or enter a Web Help Ticket at http://webhelp.cobbk12.org.

PARENTS should not contact the CCSD Technology Department or the Customer Care Center.
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ParentVUE Account Information and Policy & User Agreement

**Policy & User Agreement Note:** A ParentVUE Acceptable Use Policy & User Agreement form must be completed, for each account, before an activation key letter is given to the parent or guardian. A sample of the letter is in the Resources chapter of this document. For the best printing results, use the PDF forms available on the PVUE - SVUE page of Synergy Help. The Help link is located in the upper right corner of the screen in the Synergy application.

Each Head of Household is allowed an account, if he/she chooses, and is shared with other parents in the same household. Each separate login, for students who may have more than one CSIS family record, will require a separate activation key. A separate CSIS family is required.

General Information

**ParentVUE Login**

The URL for ParentVUE is [https://parentvue.cobbk12.org](https://parentvue.cobbk12.org). Links are available under Parents on the District web site’s home page.

Parents will click the link “I am a parent” to go to the login screen.

**Mobile Apps**

Links to download apps can be found on the ParentVUE login screen under *More Options*. Note: These links may only be available outside the CCSD network.
DIGITAL PROCEDURES - ParentVUE Activation Key & Use Agreement

During the period of school closure and district-wide remote learning, it is imperative that parents receive the most current information. Parents of currently enrolled students who do not have an active ParentVUE account may request an Activation Key to register.

Please follow this procedure for distributing new account ParentVUE Activation Keys to parents when schools are closed, and remote learning is in place.

- A request for a new ParentVUE account can be made only by the enrolling adult of an actively enrolled student. The email request must be sent to the school principal.
- The principal will ask for verification that the request is being made by the enrolling adult by obtaining an email copy of the enrolling adult’s ID.
- The principal will forward the request to the ParentVUE Coordinator, or another designee.
- The ParentVUE Coordinator will do an additional verification from the email sent to the principal.
- The ParentVUE Coordinator will create an Activation Key for the enrolling adult in Synergy.
- The ParentVUE Coordinator will email PDF copies of the Activation Key and the Digital - ParentVUE Acceptable Use Policy & User Agreement for the parent’s records.
  - Sample digital versions can be found in the Resources chapter of this document.
  - For the best printing results, use the PDF forms available on the PVUE - SVUE page of Synergy Help. The Help link is located in the upper right corner of the screen in the Synergy application.
- For additional assistance, please review other chapters in this document. If you still need assistance please enter a Web Help Ticket.

Please note, parents of students registered through the Student Online Registration system will have ParentVUE accounts created for them once the school CSIS clerk has completed the registration and will not need to go through the process described above.

Parents will use the same user ID and password, created during the online registration process, to login to their ParentVUE account after the registration is complete and the student is fully enrolled at the school.
Printing ParentVUE (PVUE) Activation Key Letters (PVU202)

The PVU202 – Parent Activation Key Letter report prints letters to distribute to parents or guardians who will be using PVUE. The letter will list the activation key, which is required for the parent to register and create a unique user name and password to use for the PVUE account.

*Activation Keys, for parents or guardians who did not already have an activation key, can be created in mass at the beginning of the year using the PVU202 report interface in Synergy.*

*Follow the steps below to create activation keys and print desired letters.*

1. **Navigation**

   From the PAD Tree Menu: Synergy SIS > Parent > Reports > Individual > click on PVU202 – Parent Activation Key Letter.

   From Quick Launch: Type *PVU202* and press the enter key.
2. Report Options

- **Check Show Student Name** if you want the students’ names to display on the reports. (This option is helpful during parent distribution of letters.)
- **Check Show CCSD ID** if you want the students’ Cobb Student ID to display on the reports.

- **Check Exclude Activated Parents** since these parents already have active accounts.

- **Check Show Adult ID** if you want the information included on the letters. This ID displays on the Parent screen > Demographics Tab in Synergy. *It is not the activation key.*
- **Check Group Students By Parent**, if desired. This option lists siblings, at the same school, on the same activation letter.

- **Note**: If parents already have an active PVUE account, they can continue to use the same account, even if it was created in a previous school year or while the student attended a different CCSD school. As long as the account is active, there is no reason for the parent to re-register or create a new account. **An activation key letter will not be needed for a parent with an active account.**

3. Student Info Section (Individual Student or Specific Grade Level)

- Enter a student ID to run report for an individual student’s parent.
- Enter a student’s last name and/or first name to run for an individual student’s parent.
- Select a grade level to run letters for only that grade level.
- **Leave all options blank to run for all parents in school** (unless using other conditions on the *Conditions Tab*, described below.)

![Report Options Table]

![Student Info Section]

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4. Distribution

- **NOTE:** Parents or guardians must complete the ParentVUE Acceptable Use Policy & User Agreement form before receiving an activation letter. In a family sharing an account, either parent can receive the activation letter. See information regarding report SIS4101, later in this guide.

- The PVU202 Sort/Output Tab defaults to print the letters alphabetically by parents’ last name. The **Distribution Options** at the bottom of the **Options Tab** will change the sort selection.

- **Example:** Enter a school date & the homeroom period to sort the reports using these options. **Tip:** Use this example for parent distribution at an Open House or PTSA meeting.

5. Creating Activation Keys in mass using the PVU202

- Selecting this option shown below, **before** processing the report, will create keys for all parents who did not already have an activation key.

- Click Print. See the next steps for additional information on printing letters for newly created activation key.
Printing Parent Activation Letters (PVU202) for New and Non-Activated Parent Accounts

- After following the previous steps to set up the report interface, click the Print button at the top of the report screen.
- The results will contain letters for parents whose activation key was just created as well as parents who already had an activation key but never activated their PVUE account. Review the report before printing to ensure the desired format and parent letters are in the data.
- The PDF report will display a single page activation key letter for each parent. The letters can be printed for distribution to parents.

How to Print Only Newly Created Parent Activation Letters (PVU202)

1. If you only want to print letters for parents whose activation keys were created in mass ‘today’ or on another specific day, follow the directions below.
   a. Click on the Conditions Tab
   b. Click the Add button
   c. When the dropdown for Line 1 displays, select *ActivateKeyCreateDateTime*.

   ➢ Operator Dropdown Selection
   d. Select Equal To – For a report of letters to parents whose activation keys are being created, as the report is being processed, **AND enter the current or specific date**.
      ▪ Enter the date using the format as 8/17/2020.
      ▪ Any activation key created on ‘that date‘ by the school (individually or in mass) will be included when using this selection.
      ▪ As new students enroll, and new parent records are added into Synergy, schools will need to make sure the new records have an activation key created. This can be done on the Parent screen > PVUE Tab. (See directions later in this guide)
   e. Select Greater or Equal –
      ▪ To print activation letters for parents whose keys were created on & after a particular day follow the steps below.
      ▪ Use an appropriate *Operator* selection as it relates to the creation of keys at your school.
   ➢ Value Field
   f. In the Value field, enter the date *that activation keys were created in mass by your school*.
      ▪ Adjust the date, as needed, so it relates to how the activation keys have been created at your school.
For example, if parent activation keys have been created at your school as new students enrolled, a date of 07/01/2020 could be used with ‘Greater or Equal’ as the Operator.

2. Remember to adjust the selection in the Operator dropdown menu and or the date in the Value field accordingly.

3. After completing the Conditions Tab selections and if all data has been entered on the Options Tab, the report is ready to be printed.
   a. Click the Print button at the top of the screen. Review the report that will display on the screen in PDF before printing, to ensure the desired format and all parent letters are in the data results.

4. The PDF report will display an activation key letter on a single page for each parent. The letters can be printed for distribution to parents.

5. Since the ParentVUE Coordinator may have created the keys in mass on a particular day, as new students enroll at your location, use the directions below to create an Activation Key and print a letter for a single parent.
Creating & Printing Activation Keys for Individual Parents
(Parent Screen > ParentVUE Tab)

1. From the PAD Tree Menu: Synergy SIS > Parent > Parent. Click the ParentVUE Tab.
2. From Quick Launch: Type Parent and press the enter key.

3. Find a parent by searching in the name field. **If the Activation Key field is empty, go to step four.**

**TIP:** If you do not know the parent’s name (or if you cannot find the parent), link to the Parent screen from the Student screen > Parent/Guardian Tab.

**Important Notes:**
- If the parent already has an activation key, the key will be listed in the Activation Key field.
- If the parent has activated the account, there will be a date in the Date Activation Key Used field.
- There is no need for the parent to create a new account if one already exists.
- See Troubleshooting if the parent is unable to log in.

ParentVUE accounts created during online registration will appear different. See the next chapter for additional information.
4. If an activation key is needed – if the field is empty, click **Create Activation Key**.

5. An Activation Key will display in the field.

6. Next, click **Print Activation Key**. The Activation Key Letter opens in PDF where it can be printed and/or saved.

The parent or guardian will use the activation key letter to register the new ParentVUE account.

**NOTE:** Parents or guardians must complete the ParentVUE Acceptable Use Policy & User Agreement form before receiving an activation letter.

**If schools are closed for face-to-face instruction, follow the digital instructions provided in this guide.**
Online Registration & ParentVUE

- Parents are using **Online Registration** to register students for school.
- Once their student is enrolled, the **User ID and Password created during Online Registration** will become the parent’s ParentVUE account login.
- The parent will be able to login to ParentVUE **AFTER** an overnight processing.
  - Processing for parent records runs early in the morning Monday – Friday only.
  - **Note:** If an enrollment is completed on a Friday, the parent record and ParentVUE information will not display in Synergy until after the Monday morning processing.

- When viewing the Parent screen > ParentVUE Tab for a parent who used the Online Registration process to create their User ID and Password, there will **not** be an Activation Key or Date that the Activation Key was used.
  - **This is normal for accounts created through the Online Registration process. No Activation Key is needed.**
- The User ID, password dots, and at least one email will display as shown below.
- **Do not** use the Force Password Reset option.

---

See the troubleshooting chapter of this guide for ways to assist parents.
Tips for Distributing ParentVUE Activation Key Letters

Guidelines
Please read the ParentVUE Acceptable Use Policy & User Agreement form carefully to understand the guidelines for parent/guardian use. Forms are available on the PVUE - SVUE page of Synergy Help. The Help link is located in the top right corner of the screen in the Synergy application.

- One activation key is provided per parent/guardian (Head of Household) up to two Families. Separate family records must be created in CSIS Family, if needed.
  - Parents in the same household share one account.
  - Parent/guardian will see all of the students within their family that are enrolled in a Cobb County school even if the students attend different schools. For example:
    - If there are two or more students in a family who all attend the same school, the parent will see all of the students listed within the same account.
    - If there are two or more children in a family where students are enrolled in different level schools (elementary, middle &/or high), the parent will see all students within the same account without having to log in separately.
    - If a student within a family attends one school, but travels to another for a portion of the day, the parent will see all information for that student within a single account.

- Parent/guardian (Head of Household) MUST sign the ParentVUE Acceptable Use Policy & User Agreement form and present the signed document, along with photo identification, to school personnel PRIOR to receiving the Activation Key letter.

- The school employee, who verifies the identity of the parent/guardian, should complete the information in the “For School Use Only” box at the bottom of the page and sign/date the form.

- Accepted ParentVUE forms should be kept on file at the receiving school.

- Use the steps provided in this document for help to print the activation key letters for the parent/guardian.

Tips for a Successful Distribution

- Make the ParentVUE Acceptable Use Policy & User Agreement forms available to your parents in advance of your distribution.
  - Post the form on your school web site.
  - Include the form as part of your registration packet.
  - Email a copy of the form to parents.
  - Provide printed copies in your school office.
  - Have copies available at a table outside the distribution room.

- Use a large room such as a gym or cafeteria for distribution. (Suggestion: Distribute during an Open House or PTSA meeting.)
o Divide the Activation Key letters alphabetically and by grade level, (instructions on how to print guides are found in this document.)

o Have a number of tables, widely spread, with the letters evenly spread out. Assign at least two people working each table: one to accept the ParentVUE Agreement form and verify ID and the other to provide the Activation Key letter.

o Have large, clearly legible signs posted above the tables so parents can easily see where to go to get their account information.

o Have tables outside the entrance(s) to your distribution room where parents can complete the ParentVUE Agreement form if they have not already done so.
Modules in ParentVUE and StudentVUE

Grade Book Managers, PVUE Coordinators, and Schedulers have access to disable and enable the modules in ParentVUE and StudentVUE.

Currently, the only Synergy modules that are in use for the District are:

1. Attendance
2. Course Request
3. Current Schedule
4. Grade (Online Report Card)
5. Gradebook

In addition, custom ParentVUE modules and links to other applications are listed below. These modules remain enabled year round for parent access:

- Athletic Registration (available only to 8th – 12th grade parents and students 18 years of age & older)
- Office 365 Consent (available to parents)
- Office 365 Account Login Information (available to students)
- Family Engagement Registration (used for events at Title I Schools)
- Meal Benefits link (available to parents)
- Online Registration (available to parents)
- Change My Information (available to parents)

The District can enable and disable modules for every school from the District level. For example, during the summer the Grade, Gradebook, and Current Schedule modules are disabled while schools create and update students’ schedules.

Once modules are enabled at the District level, individual schools can still choose to keep all or some of the modules disabled.

**IMPORTANT NOTE:** An overnight update *may be required for changes made to the ParentVUE and StudentVUE School Configuration screen to take effect, so plan accordingly. However, some mobile apps are available immediately – so be prepared for immediate access by parents and students.*

Review ParentVUE and StudentVUE School Configuration Screen

**ACTION REQUIRED** The Grade Book Manager &/or ParentVUE Coordinator should review the ParentVUE and StudentVUE School Configuration screen to determine the availability of all modules for your school.

- Follow the steps below and on the following pages to navigate to the screen and make the desired selections for your school.
**Enabling Modules**

Navigate: PAD Tree > Synergy SIS > System > ParentVUE > click on *ParentVUE and StudentVUE School Configuration*

**Quick Launch:** *ParentVUE and StudentVUE School Configuration*

a. Uncheck the **boxes for the Modules** under the Parent and Student Modules columns to **enable** the views in ParentVUE and StudentVUE. Click **SAVE**.

b. The modules will remain enabled until they are checked (disabled) by the school or at the district level.

**UNCHECKED Modules are ENABLED.**

![Image of ParentVUE and StudentVUE School Configuration]

**Disabling Modules**

a. **Check** the **boxes for the modules** you want **disabled** in ParentVUE and/or StudentVUE. Click **SAVE**.

b. In the example below, the school is disabling Course Requests for parents and students.

**CHECKED modules are DISABLED.**

![Image of ParentVUE and StudentVUE School Configuration with checked boxes for disabling modules]
Suppressing Future Classes (Middle School & High School)

a. In the Current Schedule Options section on the ParentVUE and StudentVUE School Configuration screen, click the dropdown box and select a future grading period that needs to be suppressed.
b. High Schools select S2 to suppress classes scheduled in Semester 2.
c. Middle Schools select a future Quarter grading period to suppress the scheduled classes.
d. Click Save.
e. *Be sure to remove the suppressed grading period when you are ready for parents and students to view this information.*
Grade Module: Online Report Cards Grades K - 12

After processing school-wide report cards for progress, quarter, or semester grading periods, the Grade module can be enabled allowing parents and students an online view of the report card.

- **Enabling the Grade module is required for all schools.** Each school decides when to enable the online report card in ParentVUE and/or StudentVUE. Schools may want to wait until all teachers have posted and the report cards are complete.

- **Attaching a PDF version of the students’ report card is required for all grade levels K-12.** Attaching the document offers parents and students the option to print report cards through ParentVUE and StudentVUE. Refer to the Administrators’ Report Card Processing Guide for directions.

**Important Notes:**

- The Grade Module can remain disabled until all teachers have posted grades and all report cards are final/complete.
- The Grade Module can be left enabled all year. However, since teachers complete report cards at different times, parents may not see all grades at once in ParentVUE.
- In elementary, K-5 teachers must mark students’ report cards complete before the grades are visible in ParentVUE and StudentVUE.

When Grade is checked – the module is disabled.

Digital Standards-Based Report Cards Grades Kindergarten - Third

- All elementary schools use the K-3 digital report cards in Synergy. The Grade module is enabled school-wide and not for specific grade levels.
- When the Grade module is enabled at a school, parents and students will have an online view of the report cards, and the PDF documents, for every grade level at the location.
- Reminder: In elementary, teachers must mark students’ report cards complete before the grades are visible in ParentVUE and StudentVUE.
How Parents Set Up PVUE Notifications

After creating a PVUE account, parents have the option of setting up notifications for attendance, grades, and gradebook.

The parent will click the ‘My Account’ tab after logging into PVUE.

![PVUE account screen](image)

When the account screen displays, parents can set up notifications, as desired.

Notify Options are shown on the ParentVUE tab.

Helpful Reports

**PVU401 – Parent/Student Portal Activity**

The PVU401 report lists login activity by Parents in the PVUE portal.

**Navigation:** Synergy SIS > Parent > Report > List > PVU401 – Parent/Student Portal Activity.

1. Select the **Sort/Output Tab**, on the report interface, to add specific sort parameters, if desired.
   a. Click the **Add** button to see the list selection list.
2. Change the Output on the **Sort/Output Tab to Excel** to easily sort or filter the data.
   a. When using Excel as the output, no other sort options (shown above) are needed since custom sort and filter options are available in Excel.
   b. Click Print to view the report on the screen.

**CCSD Portal Dashboard Widget – ParentVUE Activity (SIS4506 - ParentVue Account Activity Summary)**

*School administrators* have access to the ParentVUE Activity widget located on the CCSD Portal home page.

- Click the link ‘**View Current Year Summary**’ for the SIS4506 – ParentVUE Account Activity Summary report to open.
- This helpful report includes the names of your school’s students, parents, if the PVUE account is active, the date and time the parent last logged into the account, and the total number of logins.
- The report can be downloaded as .CSV and saved as Excel for sorting/filtering options.
OnTrack Report SIS4101, Student Parent/Guardian Listing

The SIS4101 report is available to assist schools when distributing ParentVUE letters.

Navigation: OnTrack > Reports > General > Student Parent/Guardian Listing

The report lists all family members who are associated with the student on the student’s CSIS Student Families screen.

The ‘Yes’ designation under the PVUE Access column of the reports designates the listed parent/guardian as the enrolling or head of household parent and that one name will print on the activation key letter. The family will share the one account even though only one name prints on the letter. **Either parent can be given the letter.**

- **Example:** Mother is listed as Enrolling Parent; therefore, her name appears on the letter. The report shows a Father in the same Primary Family. The mother OR father may be given the letter.

- **Multiple Family Example:** Grandparent is the enrolling parent, but the parents are also listed as a separate family on the CSIS Student Families screen. A letter will be generated for EACH family, but only the head of household name will appear on the letter. **Either parent listed in the family may be given their letter.**
Troubleshooting

From the Navigation Menu: Synergy SIS > Parent > Parent. Select the ParentVUE tab.

Parent is Locked out of ParentVUE

1. If a parent is locked out of PVUE due to numerous attempts of the wrong password, their account will become disabled. A check will display in the box next to ParentVUE Account Disabled.
   a. To enable the account, follow the steps below:
      On the Parent screen, search for the parent needed. Select the ParentVUE tab.
      a. Point to the Menu button in the upper left corner of the screen.
      b. Select ‘Edit Parent Data.’
      c. Uncheck the box ParentVUE Account Disabled.
      d. Click SAVE - the save button will not become enabled until the check is removed.

Parent Forgot Their Password

1. If a parent forgets their password, please direct them to the link on the ParentVUE Login page, “Forget your password? Click here.”
   a. An email containing the password will be sent to the address associated with the PVUE account.
The ‘Forget Your Password?’ Link Does Not Help

If the ‘Forget your password?’ attempt does not help the parent log into PVUE, the coordinator can set a temporary password for the parent.

**Troubleshooting Existing Accounts & OLR-Created Accounts**

- After confirming their identity, a parent can be reminded what the User ID is for the account.
- If the parent is unable to login to ParentVUE, and is using the correct User ID, the ParentVUE Coordinator can follow the steps below to set a new, temporary password for the parent.
  - On the Parent screen, search for the parent needed. Select the ParentVUE Tab.
  - Tip: *If the parent cannot be found, search for the student using the Student screen. Select the Parent/Guardian tab and click the parent’s name to open the parent screen.*
  - Point to the small **Menu** button in the top left corner of the screen.
  - Select ‘Edit Parent Data.’
  - Completely delete the password (black dots are used to protect the existing password.) Click at the end and backspace or highlight the entire password and press the delete key.
  - Type a new password into the space provided. Re-type the password again into the Confirm Password space. (The actual password will not display. Black dots are used instead.)
  - Passwords must have a minimum of six characters, and can consist of special characters, numbers, and letters. **Passwords and User IDs ARE case sensitive.**
  - Do not use the Force Password Reset option.
  - Click **Save**.

*When creating a password for a parent, use something that can be easily remembered, but still secure enough to protect the account.*

*Inform the parent of the new password. Ask the parent to login to the account, as soon as possible, and change the password to one of their own.*

- If all attempts to assist a parent with a PVUE account problem have failed, the PVUE Coordinator from the school can enter a Web Help ticket for assistance from Technology.
- Parents should not contact the Customer Care Center or the Technology Department directly.
Parent Cannot See All of Their Students in PVUE

Scenario: Parent(s) cannot see all of their students in PVUE or the parent account is not correctly linked with the student(s).

PVUE Coordinator & CSIS Clerk Steps:

1. Check the CSIS Student Families screen to confirm all family members are linked to the correct family ID.
   a. Make any necessary corrections to the family members, heads of household, etc.
   b. This may include speaking with enrolling clerks from other schools if there are students attending different schools.
   c. If any corrections are made to the families in CSIS, an overnight process will update the parent(s) in Synergy.
   d. If the overnight process does not connect all siblings as needed, enter a Web Help ticket for assistance. The Web Help ticket needs to include the Student(s’) name(s) and CCSD ID along with the parent(s’) names and the date of any CSIS Families edits. Please enter as many details into the ticket as possible.

2. The Synergy team will notify the PVUE Coordinator when the families are linked in Synergy and if additional actions are needed.
   a. For example, the PVUE Coordinator may need to create a new Activation Key for the parent account. Then, the PVUE Coordinator would notify the parent to re-register and create a new user name for the new account.
      ▪ [Note: The parent may be able to use the same user name if the previous account is deleted. The Synergy team will notify the coordinator.]
To Access ParentVue as the Parent

1. On the Parent screen, search for the parent needed.
2. Select the ParentVUE tab.
3. Select “Open ParentVue as Parent”

4. The ParentVUE screen will open.
StudentVUE (SVUE)

- Students will log into SVUE using their existing network user ID (student CCSD ID) and password. No accounts need to be generated or registered.
- A nightly process creates an account for new students.
- Do not create activation keys for students.

What to do if a SVUE Account Becomes Disabled

If a student’s SVUE account is disabled, the school’s ParentVUE Coordinator has access to ‘enable/unlock’ the account.
1. Point to the Menu button in the upper left corner of the screen.
2. Select ‘Edit Student Data.’
3. Uncheck the box StudentVUE Account Disabled.
4. Click SAVE - the save button will not become enabled until the check is removed.

How to Reset SVUE Passwords

1. The Media Specialists can reset the student’s Network Password.
2. When the Network password is reset, ask the student to log into the network first AT THE SCHOOL.
3. When the student’s password is reset, it may require him/her to change their password at the first login. (This is done by logging into the network from school first.)
4. Once successfully logged into the network, the student should then log into SVUE AT THE SCHOOL, using the same login information.
How to Access StudentVue as Student

1. On the StudentVUE screen, search for the student needed.
2. Select “Open StudentVue as student”

3. The StudentVUE screen will open.
ParentVUE Resources

Acceptable Use Policy & User Agreement (Face-to-Face and Digital)

English & Spanish Sample Letters

The following are images and examples. Please use the PDFs, located in the Synergy Help PVUE link, for best printing results.

---

**Cobb County School District**

**ParentVUE**

Acceptable Use Policy & User Agreement

Parent/Guardian (Head of Household) Printed Name: ____________________________

Names of your children enrolled in the Cobb County School District:

__________________________

__________________________

GUIDELINES FOR USE

- One activation key will be provided for the parent/guardian named above to access all of the students associated with the parent/guardian. Each student will be provided with his/her own login to access his/her information, separate from any siblings. The parent/guardian login should not be shared with students.
- The login ID and password confidentiality is crucial. DO NOT share this information with any other persons.
- Use of the ParentVUE is a privilege for parents to monitor the academic progress of their student(s). Any misuse or abuse of this account will result in denial of access.
  - Users will not attempt to harm or destroy data of the student(s) for whom this account applies, that of another user, the school or district network, or the Internet.
  - Users will not use the ParentVUE for any illegal activity, including violation of Data Privacy Laws. Anyone found to be violating laws will be subject to civil and/or criminal prosecution.
  - Users will not access data or any account pertaining to any other student or family of student other than those named herein.
  - Users who identify a security problem with the ParentVUE must notify the school immediately without demonstrating the problem to anyone else.
  - Users who are identified as a security risk to the ParentVUE or any other Cobb County School District computer or network will be denied access to the ParentVUE.
- In signing the ParentVUE Acceptable Use Policy and Agreement, I agree to the above terms and for any requests for e-mail notifications from the system to be authorized.

I understand and agree to abide by the aforementioned guidelines for use of the ParentVUE. I understand that the account information is confidential and MUST NOT be shared. Upon learning that a ParentVUE user ID or password has been compromised, I will immediately notify school personnel.

Parent/Guardian (Head of Household) Signature: ____________________________ Date: _____

Parent/Guardian Email: ____________________________

This form must be signed, dated and submitted to the school prior to receiving the account access information. Picture ID will be required of the recipients.

For School Use Only

Legal Guardianship Verified [ ] Type of ID: [ ] Driver’s License [ ] Other – Describe: ____________________________

Person verifying photo ID: ____________________________ Date: _____
Cobb County School District
ParentVUE - SPANISH
Acceptable Use Policy & User Agreement
Política de uso aceptable y acuerdo del usuario

Padre/Tutor (cabeza de familia) Nombre en letra imprenta: ________________________________

Nombres de sus niños inscritos en las escuelas del Distrito Escolar del Condado de Cobb:
______________________________________________________________________________
______________________________________________________________________________

GUIAS DE USO

- Se proporcionará una clave de activación para el padre/tutor nombrado arriba para tener acceso a todos los estudiantes relacionados al padre/tutor. A cada estudiante se le proporcionará su propio nombre de usuario(a) para acceder a su información, independiente a la de sus hermanos. El nombre de usuario del padre/tutor no debe ser compartido con los estudiantes.
- La confidencialidad del nombre de usuario y contraseña es crucial. NO comparta esta información con otras personas.
- El uso de ParentVUE es un privilegio para que los padres monitoreen el progreso académico de sus estudiantes. Cualquier mal uso o abuso de la cuenta puede resultar en la negación de acceso a la misma.
  - Los usuarios no intentarán dañar o destruir los datos de los estudiantes a los que aplica la cuenta; o la de otro usuario, la escuela o red del distrito, o el internet.
  - Los usuarios no utilizarán el ParentVUE para cualquier actividad ilegal, incluyendo la violación a las leyes de privacidad de datos. Toda persona que haya violado las leyes estará sujeta a procesamiento civil o criminal.
  - Los usuarios no podrán acceder los datos o cualquier cuenta perteneciente a otro estudiante o familia del estudiante que no sean los aquí nombrados.
  - Los usuarios que identifiquen un problema de seguridad con ParentVUE deberán notificar a la escuela inmediatamente sin compartir el problema con nadie más.
  - Los usuarios que sean identificados como un riesgo para la seguridad de ParentVUE o cualquier otro computador o la red del Distrito Escolar del Condado de Cobb; se les negará el acceso a ParentVUE.
- Al firmar la Política de uso aceptable y el acuerdo de ParentVUE, estoy de acuerdo con los términos anteriores y par alas solicitudes que se hagan para recibir notificaciones por correo electrónico que deberán ser autorizadas por el sistema.

Entiendo y estoy de acuerdo en cumplir con las guías de uso mencionadas para ParentVUE. Entiendo que la información de la cuenta es confidencial y NO DEBE ser compartida. Al entenderme de que el nombre de usuario de ParentVUE o la contraseña han sido comprometidas, notificaré de inmediato al personal de la escuela.

Firma del Padre/Tutor (Cabeza de familia): ________________________________ Fecha: __________
Correo Electrónico de Padres: _________________________________________________

Este formulario debe ser firmado, fechado y entregado a la escuela antes de recibir la información de acceso a la cuenta. Será requerida una identificación con foto de quién recibe la información.

For School Use Only

Legal Guardianship Verified [ ] Type of ID: [ ] Driver’s License [ ] Other – Describe: ________________________________
Person verifying photo ID: __________________________________________ Date: __________

Translated by IWC
One activation key will be provided for the parent/guardian to access all of the students associated with the parent/guardian. Each student will be provided with his/her own login to access his/her information, separate from any siblings. The parent/guardian login should not be shared with students.

The login ID and password confidentiality is crucial. DO NOT share this information with any other persons.

Use of the ParentVUE is a privilege for parents to monitor the academic progress of their student(s). Any misuse or abuse of this account will result in denial of access.

- Users will not attempt to harm or destroy data of the student(s) for whom this account applies, that of another user, the school or district network, or the Internet.
- Users will not use the ParentVUE for any illegal activity, including violation of Data Privacy Laws. Anyone found to be violating laws will be subject to civil and/or criminal prosecution.
- Users will not access data or any account pertaining to any other student or family of student other than those named herein.
- Users who identify a security problem with the ParentVUE must notify the school immediately without demonstrating the problem to anyone else.
- Users who are identified as a security risk to the ParentVUE or any other Cobb County School District computer or network will be denied access to the ParentVUE.

By creating a ParentVUE account, you agree to the above terms and for any requests for e-mail notifications from the system to be authorized.

You understand and agree to abide by the aforementioned guidelines for use of the ParentVUE. You understand that the account information is confidential and MUST NOT be shared. Upon learning that a ParentVUE user ID or password has been compromised, you will immediately notify school personnel.

Please retain a copy of this form for your records.
Cobb County School District
ParentVUE - SPANISH Acceptable
Digital - Use Policy & User Agreement
Política de uso acceptable y acuerdo del usuario

GUIAS DE USO

- Se proporcionará una clave de activación para el padre/tutor para tener acceso a todos los estudiantes relacionados al padre/tutor. A cada estudiante se le proporcionará su propio nombre de usuario(a) para acceder a su información, independiente a la de sus hermanos. El nombre de usuario del padre/tutor no debe ser compartido con los estudiantes.

- La confidencialidad del nombre de usuario y contraseña es crucial. NO compartas esta información con otras personas.

- El uso de ParentVUE es un privilegio para que los padres monitoren el progreso académico de sus estudiantes. Cualquier mal uso o abuso de la cuenta puede resultar en la negación de acceso a la misma.
  - Los usuarios no intentarán dañar o destruir los datos de los estudiantes a los que aplica la cuenta, o la de otro usuario, la escuela o red del distrito, o el internet.
  - Los usuarios no utilizarán el ParentVUE para cualquier actividad ilegal, incluyendo la violación a las leyes de privacidad de datos. Toda persona que haya violado las leyes estará sujeta a procesamiento civil o criminal.
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  - Los usuarios que sean identificados como un riesgo para la seguridad de ParentVUE o cualquier otro computador o la red del Distrito Escolar del Condado de Cobb; se les negará el acceso a ParentVUE.

- Al firmar la Política de uso aceptable y el acuerdo de ParentVUE, estoy de acuerdo con los términos anteriores y par alas solicitudes que se hagan para recibir notificaciones por correo electrónico que deberán ser autorizadas por el sistema.

- Entiendo y estoy de acuerdo en cumplir con las guías de uso mencionadas para ParentVUE. Entiendo que la información de la cuenta es confidencial y NO DEBE ser compartida. Al enterarme de que el nombre de usuario deParentVUE o la contraseña han sido comprometidas, notificaré de inmediato al personal de la escuela.

Conserve una copia de este formulario para sus registros.
Welcome to ParentVUE – Sample Activation Key Letter for Parents

Below is an example of an activation key letter.

Print the letter from the Parent screen > ParentVUE Tab or from the PVU202 Synergy report, so it will have the appropriate activation key.

Welcome to ParentVUE!

ParentVUE is a wonderful tool to monitor the progress of your child's education. It will provide you with the latest information about your child's schedule, attendance, and grades.

To logon to the web portal for the first time:

1. Please go to www.cobbk12.org. Mouse over the Parents link in the menu on the home page. Click on either the Grades & Attendance link or ParentVUE Login Page link. We support browsers: Edge, Firefox, and Chrome.
2. On the logon page, click on the link that states "I am a parent."
3. On the following page, click More Options and the Activate Account link.
4. Review and accept the Privacy Statement to complete Step 1.
5. On the next screen, enter the first name, last name, and activation key exactly as they display below.
6. Click on "Continue to Step 3" button.
7. The system will prompt you to create your own username and password. The password must have a minimum of six characters, and can consist of numbers and letters.
8. Enter your primary email address. This address will be used to recover your password if you lose it.
9. Click on "Complete Account Activation" to finish setting up the account.

Notes:
1. Support: Please contact your school's ParentVUE Coordinator for additional support needs. A link to a list of coordinators can be found on the ParentVUE login screen.
2. Security: The login ID and password confidentiality is crucial. Do not share this information with other individuals. Any misuse or abuse of this account will result in denial of access.

We hope you enjoy this tool!

Cobb County School District

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Activation First Name: [Redacted]
Activation Last Name: [Redacted]
Activation Key: TABCBDZ
Web Address: https://parentvue.cobbk12.org
Your activation key has no expiration date.
Bienvenidos a “ParentVUE!”

“ParentVUE” es una magnífica herramienta para monitorear el progreso en la educación de sus hijos. Les provee el itinerario de asistencia y calificaciones más reciente de sus hijos.

Para entrar por primera vez en el portal de internet:

2. En la página de iniciación, deténgase en el enlace que indica que usted es el Madre o Padre (“I am a Parent”).
3. En la siguiente página, haga clic en Más opciones y en el enlace Activar cuenta. (“Activate Account”).
4. En la siguiente pantalla ingrese su nombre, apellido y la clave de activación.
5. Presione el botón de: Ir al paso 2 (“Go to Step 2”).
6. El sistema le indicará que debe crear su nombre de usuario y su contraseña. La contraseña debe tener mínimo de seis caracteres y puede consistir de números y cartas.
7. Entre la dirección de su correo electrónico primario. Esta dirección le ayudará a recuperar su contraseña en caso de perderlo.
8. Para completar la configuración de su cuenta de un clic o presione en “Completar la Activación” de mi Cuenta (“Complete Account Activation”).

Notas:

1. Para apoyo adicional: Favor comunicarse con su Coordinador de ParentVUE de la escuela.
2. Seguridad: La confidencialidad del nombre de usuario y contraseña es crucial. NO compartas esta información con ninguna otra persona. El uso inapropiado o abuso de esta cuenta resultará en que no se le permitirá la entrada o acceso al mismo.

¡Esperamos que disfrute de esta nueva herramienta!

Sinceramente,
Distrito Escolar de Cobb