

**School Year 2019-2020: Synergy email communication to Synergy users and school administrators.**

**Ordered by most recent date**

**Last updated 06/30/2020**

### **Synergy Support Guidelines**

**Step 1:** Seek solutions using [Synergy > Help](#): Help link is located in the top right corner of the **Synergy** application at <https://synergy.cobbk12.org/Help-PDF/welcome.htm> . Synergy & CCSD guides are provided.

**Step 2:** Contact School Synergy Representative (Gradebook Manager, Scheduler, PVUE Coordinator, or Attendance Manager)

**Step 3:** Contact the Customer Care Center at 770-426-3330 or enter a Web Help ticket at <https://webhelp.cobbk12.org> SELECT **Application > Synergy** to be routed to the appropriate support team.

**Note – Parent support:** For ParentVUE support, parents should always contact the school's **PVUE Coordinator** and not the central office, Customer Care, or Technology Department. If a school contact is unable to assist a parent, the school contact is to enter a Web Help ticket.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Tuesday, June 16, 2020 6:05 AM

**Subject:** Action Requested: Synergy Contacts for SY2020-21

**To: Administrators and School Secretaries**

### **ACTION REQUESTED**

Hello,

We hope that you are having a nice summer and staying well.

The Synergy team needs your assistance. In order to provide security for employees and to ensure the Synergy distribution lists are accurate and up-to-date, we request that someone from each school completes the Synergy Contacts survey for SY2020-21.

- Please complete the [online survey](#) by **July 15, 2020**.
- Only one survey response per school, please. Multiple users are receiving this email - Please coordinate with administration to determine who will complete the survey for your school.
- [Click this link to open the survey](#). You may need to login to Office 365.
  - **NOTE:** When completing the survey, use the tab key to go to the next question and click **'Submit'** at the end.
- If applicable, enter that you have a vacancy, in the place of a person's name, and then notify us when the new employee is hired or the employee for the role is determined.
  - **Notify us of changes or late hires by replying to this email or sending a new email to Synergy:** [Synergy@cobbk12.org](mailto:Synergy@cobbk12.org)
- If an employee is new to the Synergy role, and needs Synergy access/security, please select **'YES'** on the survey to identify them as new. Then, enter their Badge or Employee Number in the field provided on the survey.
- *Even if you have no changes for 2020-21, please complete the survey to ensure all contacts at your school are correctly included on the Synergy distribution lists.*

**Need a Synergy role or security access removed for Synergy contacts? (Grade Book Manager, Report Card Administrator, Scheduler, Attendance Clerk, or ParentVUE Coordinator)**

- Please respond to the question within the survey with the employee's name, Badge ID or Employee number, and the Synergy roles/access that need to be removed.
- *Please note: The employee will also be removed from the Synergy distribution list for that particular role.*
- For additional security requests, please enter a Web Help ticket: <http://webhelp.cobbk12.org>

Please let us know if you have any questions. Thank you in advance for your assistance.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Wednesday, June 10, 2020 12:20 PM

**Subject:** ParentVUE & StudentVUE Summer Information

**Purpose:**

The purpose of this email is to notify Administrators, Grade Book Managers, and ParentVUE Coordinators of the District status for ParentVUE & StudentVUE modules.

**Details:**

Effective immediately and during June & July, the only ParentVUE & StudentVUE modules enabled at the District level are:

1. **Course Request Module** – This module will **remain enabled at the District level**.
  - If you want course requests visible for your school in ParentVUE & StudentVUE, enable the module on the *ParentVUE and StudentVUE School Configuration* screen.
  - If you do **NOT** want course requests visible in ParentVUE & StudentVUE **check to confirm that the module is DISABLED FOR YOUR SCHOOL.**
  - *If you have questions or need assistance, please enter a Web Help ticket.*
2. **Athletic Registration** – available only to 8<sup>th</sup> – 12<sup>th</sup> grade parents and students 18 years of age & older.
3. **Office 365 Consent** – available to all parents.
4. **Office 365 Account Login Information** – available to students.
5. **Family Engagement Registration** – available to parents.
6. **Meal Benefits** – available to all parents.
7. **Online Registration** – available to all parents.
8. **Change My Information** – available to all parents.
9. **Grade Module (Report Card)** – available to all parents & students until roll-up if schools kept the module enabled.
  - **NOTE:** The Report Card module will be **disabled at the District level on July 6, 2020 – at summer roll-up.**

**Additional Information & Possible Action:**

- **Current Schedule Module:** This module is **disabled** at the District level.
  - If you want schedules visible for your school in ParentVUE & StudentVUE **after summer roll-up** on July 6, 2020, please enter a help ticket for this request.

- If you do **NOT** want the students' schedules visible in ParentVUE & StudentVUE **KEEP THE MODULE DISABLED FOR YOUR SCHOOL.**
- **Grade Book Module:** This module is **disabled** at all locations **except** summer school.
- **Grade Module (Report Card):** This module will be **disabled at the District level on July 6, 2020 - at summer roll-up**, and will remain disabled until school begins.
  - Schools can enable the Report Card module when the first grading period is over and report cards are complete.

**User Guide:**

- Follow the attached guide, *How to Enable and Disable Modules in ParentVUE and StudentVUE*, to make the desired selections for your school **during the summer months, when school begins, and throughout the school year.**
  - The attached guide will be added to the Synergy Help menu. Several user guides are available, in the Synergy Help link, which is located in the top, right corner of the Synergy screen.

**Closing & Future Action:**

- **The District will enable the Attendance, Current Schedule, Gradebook, and Grade (Report Card) modules on **Monday, August 3, 2020.****
- However, the modules ***will need to be enabled by someone at the local school*** when Administrators, Grade Book Managers &/or ParentVUE Coordinators are ready for the parents and students to view this information in ParentVUE & StudentVUE.

If you have questions or need assistance, please enter a Web Help ticket and someone from the Synergy Team will contact you.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Tuesday, June 9, 2020 2:51 PM

**Subject:** Synergy Upgrade & New Feature Highlights

**Synergy Update:**

Information regarding the Synergy upgrade.

- The Synergy upgrade is complete. The Synergy application is now available.
- Processes to load new student enrollments into Synergy will resume on **Wednesday, June 10, 2020.**
- See attached PowerPoint for ***New Feature Highlights*** included in the upgrade.

**Synergy Focus Information:**

- ✓ The school year in Synergy is **still 2019-2020** and will not change until rollup on July 6, 2020.
- ✓ Please review your Synergy focus to ensure you are working in the desired school year.
  - To work on next year's ***schedules you must be on the brown screen and focused to 2020-2021.***
- ✓ **Synergy SIS** users' current year focus will be changed to SY2020-21 during rollup on July 6, 2020.
  - **NOTE: Teachers' Synergy focus will be changed to SY2020-21 on July 24, 2020,** in preparation for pre-planning that begins July 27<sup>th</sup>.

**From:** Techhelp Support <Techhelp.Support@cobbk12.org>  
**Sent:** Tuesday, June 9, 2020 2:04 PM  
**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>  
**Subject:** Synergy Upgrade is Complete, and Synergy is Available

**Synergy Update:**

- The Synergy upgrade is complete, and the application is now available.
- The school year in Synergy is still **2019-2020** and will not change until rollup on July 6, 2020.

Please contact the Customer Care Center at 770-426-3330 if you have questions.

Thank you,  
Technology Services

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Monday, June 1, 2020 8:23 AM  
**Subject:** District Year-End Processing & Scheduling Information for Synergy Schedulers

**To: Schedulers and Scheduling Administrators:**

If you are not the Synergy scheduler for your school, or if you share the scheduling responsibility with other staff members, please forward this email to the appropriate personnel.

**This summer the Synergy upgrade and CSIS rollup/year-end processing will be completed at different times.**

**SYNERGY UPGRADE**

- The Synergy upgrade is scheduled for **Monday, June 8, 2020 and Tuesday, June 9, 2020 and will be unavailable both days.**
- A District-Wide email will be sent, from *Techhelp Support*, when Synergy is available.
- After the upgrade, the Synergy school year will still be 2019-2020. ***Therefore, to work on next year's schedules you must be on the brown screen and focused to 2020-2021.***

**CSIS ROLLUP & YEAR-END PROCESSING**

- CSIS rollup and year-end processing will take place on **Monday, July 6, 2020.**
- We anticipate that CSIS, OnTrack, and State Reporting will be unavailable from **7:00 AM – 12:00 PM on Monday, July 6, 2020.**
- A District-Wide email will be sent, from *Techhelp Support*, notifying users when the applications are available.
- **After** CSIS rollup and year-end processing is complete, the school year in Synergy will be changed so that the **current year will be the 2020-2021 focus (blue screen).**
- ✓ MS & HS schedulers may continue working in **Mass Scheduling**, but please confirm you are focused to 2020-2021 (will be the blue screen).

**Important Middle Schools & High Schools Scheduler Information:**

***MS and HS schedulers: Please do not “go live” in Synergy mass scheduling, with 2020-2021 schedules, until AFTER the CSIS Rollup and Year-End Processing is complete on July 6<sup>th</sup>.***

It is recommended that all schools “go live” by **Monday, July 27, 2020**. After go-live, any additional scheduling required will need to be completed in the “live” Schedule module.

- **ONCE YOU GO LIVE, DO NOT RETURN TO MASS SCHEDULING TO MAKE SCHEDULE CHANGES. BE SURE TO MAKE ALL OF YOUR CHANGES IN LIVE.**
- **DO NOT TUMBLE THE STUDENTS AGAIN AFTER YOU GO LIVE.**

If you have any questions regarding the Synergy upgrade, CSIS roll-up, or “going live” with next year’s schedules, please submit a Web Help ticket for assistance <http://webhelp.cobbk12.org>.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Monday, June 1, 2020 8:21 AM

**Subject:** District Year-End Processing & ES Scheduling Information

**To: Schedulers and Scheduling Administrators:**

If you are not the Synergy scheduler for your school, or if you share the scheduling responsibility with other staff members, please forward this email to the appropriate personnel.

**This summer the Synergy upgrade and CSIS rollup/year-end processing will be completed at different times.**

**SYNERGY UPGRADE**

- The Synergy upgrade is scheduled for **Monday, June 8, 2020 and Tuesday, June 9, 2020. Synergy will be unavailable both days.**
- A District-Wide email will be sent, from *Techhelp Support*, when Synergy is available.
- After the upgrade, the Synergy school year will remain 2019-2020. ***Therefore, to work on next year’s schedules you must be on the brown screen and focused to 2020-2021.***

**CSIS ROLLUP & YEAR-END PROCESSING**

- CSIS rollup and year-end processing will take place on **Monday, July 6, 2020.**
- We anticipate that CSIS, OnTrack, and State Reporting will be unavailable from **7:00 AM – 12:00 PM on Monday, July 6, 2020.**
- A District-Wide email will be sent, from *Techhelp Support*, notifying users when the applications are available.
- **After** CSIS rollup and year-end processing is complete, the school year in Synergy will be changed so that the **current year will be the 2020-2021 focus (blue screen).**
- ✓ Elementary schedulers may continue working on schedules, but please confirm you are focused to 2020-2021 (will be the blue screen).

If you have any questions regarding the Synergy upgrade, CSIS roll-up, or next year’s scheduling please submit a Help ticket for assistance <http://webhelp.cobbk12.org>.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Thursday, May 28, 2020 9:06 AM

**Subject:** Elementary Scheduling: Gifted and EIP Delivery Models

**To: Elementary Schedulers**

As you are aware, we will no longer be coding Delivery Models on the Current Students tab of the Section screen.

Beginning in SY2020-2021, the Delivery Models will be added on the **Section screen > Student Services Tab**.

**To begin adding delivery models for SY2020-2021, please confirm you are on the brown screen and focused to the 2020-21 year in Synergy.**

- The Gifted Delivery and EIP Delivery are the only models that can be entered at this time.
- The screen shot below provides an example of the **Section screen > Student Services Tab**.
  - Delivery Models for the entire class will be entered in the *Section Services* area.
  - For example, use the *Section Services* area to enter the Gifted Resource model for the Target classes or the EIP Reduced Class model on sections.
- Please see the attached directions for specific details. These directions will be included in the complete ES scheduling guide.
- You will be notified when the ESOL Delivery and Special Ed Delivery models become available later this summer.
  - Individual student delivery models will be described later, when ESOL and Special Ed dropdowns are available on the Student Services Tab.

The screenshot shows the 'Section' screen in Synergy, specifically the 'Student Services' tab. The 'Section Services' section is highlighted with a red box, showing dropdowns for Transportation, Sped Inclusion, Gifted Delivery, and EIP Delivery. The 'Students' table below shows a list of students with columns for Line, Formatted Name, SIS Number, Gender, Enter Date, Leave Date, and delivery model checkboxes.

Line	Formatted Name	SIS Number	Gender	Enter Date	Leave Date	Gifted Delivery	EIP Delivery
1	[Redacted]	[Redacted]	Male	08/03/2020			
2	[Redacted]	[Redacted]	Male	08/03/2020			
3	[Redacted]	[Redacted]	Male	08/03/2020			
4	[Redacted]	[Redacted]	Male	08/03/2020			

If you have questions or need assistance, please enter a Help Ticket and someone from the Synergy Team will help you.

**From:** Techhelp Support <Techhelp.Support@cobbk12.org>

**Sent:** Wednesday, May 20, 2020 8:40 AM

**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>

**Subject:** Synergy Upgrade (June 8-9, 2020)

**To:** All Synergy Users

**Purpose:** Synergy Upgrade: June 8 – 9, 2020

Synergy will be unavailable during this time.

**Action Required:**

Please do not attempt to access Synergy beginning at 6:00 AM on Monday, June 8, 2020. A District-Wide email will be sent from *Techhelp Support* on June 9th, notifying users when Synergy is available. Please share this information with your staff.

**Closing:**

Please contact the Customer Care Center at 770-426-3330 if you have questions.

We apologize for any inconvenience this may cause.

Thank you,  
Technology Services

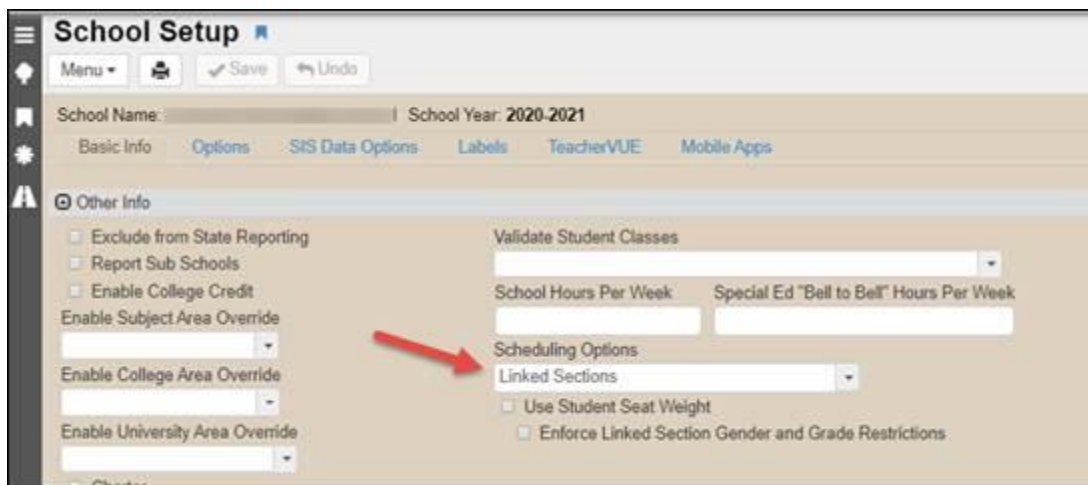
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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Monday, May 18, 2020 6:15 AM  
**Subject:** ACTION: Review School Setup Screen - Scheduling Options (Linked Sections)

**To: Elementary Schedulers**

**RE: Review School Setup Screen > Scheduling Options**

Please be aware that the **Linked Sections** process defaults as enabled on the School Setup screen in the 2020-21 school year focus.

The screenshot shows the 'School Setup' interface. At the top, there's a header with 'Menu', 'Save', and 'Undo' buttons. Below that, 'School Name' and 'School Year: 2020-2021' are displayed. A navigation bar includes 'Basic Info', 'Options', 'StS Data Options', 'Labels', 'TeacherVUE', and 'Mobile Apps'. The 'Other Info' section is expanded, showing various override options like 'Exclude from State Reporting', 'Report Sub Schools', 'Enable College Credit', 'Enable Subject Area Override', 'Enable College Area Override', and 'Enable University Area Override'. On the right, the 'Scheduling Options' dropdown is open, with 'Linked Sections' selected. A red arrow points to this dropdown. Other options in this section include 'Validate Student Classes', 'School Hours Per Week', 'Special Ed "Bell to Bell" Hours Per Week', 'Use Student Seat Weight', and 'Enforce Linked Section Gender and Grade Restrictions'.

**ACTION REQUIRED:**

If you do **not** want to use the Linked Sections process, follow the steps below.

1. Open the School Setup screen in Synergy.
2. Locate the Scheduling Options dropdown, shown in the screen shot above.
3. Select the top '**blank**' option, to clear the Linked Sections option.
4. Click the save button.

**Additional Information:**

- If you decide at a later date to use the Linked Sections process, return to the School Setup screen and select Linked Sections in the Scheduling Options dropdown.
- Please review the ES scheduling guide carefully. Follow the steps to set up linked staff and to exclude non-General Education classes.

If you have questions or need assistance, please enter a Help ticket and someone from the Synergy Team will assist you.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Friday, May 15, 2020 8:12 AM  
**Subject:** Synergy Upgrade (June 8 - 9, 2020)

**To: All Synergy Users**

**Purpose: Synergy Upgrade**



For planning purposes, we want to notify you that the Synergy upgrade is scheduled for **Monday, June 8 and Tuesday, June 9, 2020**. As a result, Synergy will be unavailable these days.

Please do not attempt to access Synergy beginning at 6:00 AM on Monday, June 8, 2020. A District-Wide email will be sent from *Techhelp Support* on June 9th, notifying users when Synergy is available. Please share this information with your staff. If you have any questions, please contact the Customer Care Center at 770-426-3330.

We apologize for any inconvenience this may cause.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Wednesday, May 6, 2020 2:32 PM  
**Subject:** HS: 2019-20 Important End-Of-Year Processes & Information

**TO: ALL HS School Grade Book Managers, Report Card Administrators, and Teachers**  
**RE: 2019-20 Important End-Of-Year Processes & Information**

The following and attached changes are required for completing SY2019-20 Semester 2 report cards and transcripts due to changes in instruction during COVID-19.

- **IMPORTANT:** Please forward this email and the End-of-Year guide to your teachers.
- The End-of-Year guide contains important instructions for teachers and report card administrators.

#### **ADMINISTRATORS**

- **Required Synergy Processes:** *The steps below must be completed before teachers have full access to the report card screens.*
  1. **School Setup Screen:** Set to 6<sup>th</sup> Six Weeks
  2. **Update Grade Screen:** Update Grading Records

#### **TEACHERS' STEPS**

- New instructions, for posting Spring 2020 report cards, are in the End-of Year guide attached to this email.
- **Teachers must carefully review the guide and follow steps for posting grades.**
- The district window for teachers to post report cards opens Wednesday, May 6, 2020.
- Teachers must complete and post report cards by **May 21, 2020**.

#### **ADMINISTRATORS: Processing Report Cards & CSIS Transcripts**

- Review reports, suggested in the End-of-Year guide, to confirm that appropriate grades were posted.
- Refer to the directions in the admin processing guide to:
  1. Suppress unnecessary options on the report card.
  2. **Attach the electronic PDF report card** to the students' record so it can be viewed on mobile devices.
  3. **Enable the Grade Module in PVUE & SVUE** so the report cards are available to parents and students.
  4. **Save an electronic copy of the final report card file for future reference.**



- Post CSIS transcripts.
  1. Review CSIS Transcript reports.
  2. Run and save OnTrack > Post-Processing reports for future reference. **These reports will no longer be available after CSIS rollup on July 6, 2020.**

If you have questions or need assistance with any of the report card or transcript posting processes, please contact a member of the Synergy Team or enter a Web Help Ticket.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Wednesday, May 6, 2020 12:08 PM  
**Subject:** **ES: 2019-20 Important End-of-Year Processes & Information**

**TO: ALL ES School Grade Book Managers, Report Card Administrators, and Teachers**  
**RE: 2019-20 Important End-Of-Year Processes & Information**

The following and attached changes are required for completing SY2019-20 Quarter 4 report cards and transcripts due to changes in instruction during COVID-19.

- **IMPORTANT: Please forward this email and the End-of-Year guide to your teachers.**
- The End-of-Year guide contains important instructions for teachers and report card administrators.

#### **ADMINISTRATORS**

- **Required Synergy Processes:** *The steps below must be completed before teachers have full access to the report card screens.*
  1. **School Setup Screen:** **Set to Quarter 4**
  2. **Update Grade Screen:** **Update Grading Records**

#### **TEACHERS' STEPS**

- New instructions, for completing Spring 2020 report cards, are in the **End-of Year teachers' guide attached** to this email.
- **Teachers must carefully review the guide and follow steps for posting grades.**
- The district window for teachers to post report cards opens Wednesday, May 6, 2020.
- Teachers must complete and post report cards by **May 21, 2020.**

#### **ADMINISTRATORS: Processing Report Cards & CSIS Transcripts**

- Review reports, suggested in the End-of-Year guide, to confirm that a 'P' was posted for all grades.
- Refer to the directions in the admin processing guide to:
  5. Suppress unnecessary options on the report card.
  6. **Attach the electronic PDF report card** to the students' record so it can be viewed on mobile devices.
  7. **Enable the Grade Module in PVUE & SVUE** so the report cards are available to parents and students.
  8. **Save an electronic copy of the final report card file for future reference.**
- Post CSIS transcripts.
  3. Review CSIS Transcript reports.

4. Run and save OnTrack > Post-Processing reports for future reference. **These reports will no longer be available after CSIS rollout on July 6, 2020.**

If you have questions or need assistance with any of the report card or transcript posting processes, please contact a member of the Synergy Team or enter a Web Help Ticket.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Tuesday, May 5, 2020 3:46 PM

**Subject:** MS: 2019-20 Important End-Of-Year Processes & Information

**TO:** MS Grade Book Managers, Report Card Administrators, and Teachers

**RE:** 2019-20 Important End-Of-Year Processes & Information

The following changes are required for completing SY2019-20 Quarter 4 report cards and transcripts due to changes in instruction during COVID-19.

**NOTE:** Instructions differ for Middle School and High School Courses.

- **IMPORTANT:** Please forward this email and the End-of-Year guide to your teachers.
- The End-of-Year guide contains important instructions for teachers and report card administrators.

### **ADMINISTRATORS**

- **Required Synergy Processes:** *The steps below must be completed before teachers have full access to Q4 report card screens.*
  1. **School Setup Screen:** Set to Quarter 4
  2. **Update Grade Screen:** Update Grading Records

### **TEACHERS' STEPS**

- New instructions, for posting Spring 2020 report cards, are in the End-of Year guide attached to this email.
- The district window for teachers to post report cards opens Wednesday, May 6, 2020.
- Teachers must complete and post report cards by **May 21, 2020.**
- **Teachers must carefully review the guide and follow steps for posting grades.**
- **Steps differ for Middle School Courses and High School Courses.**

### **ADMINISTRATORS: Processing Report Cards & CSIS Transcripts**

- Review reports, suggested in the End-of-Year guide, to confirm that 'P' or appropriate grades were posted.
- Refer to the directions in the admin processing guide to:
  9. Suppress unnecessary options on the report card.
  10. **Attach the electronic PDF report card** to the students' record so it can be viewed on mobile devices.
  11. **Enable the Grade Module in PVUE & SVUE** so the report cards are available to parents and students.
  12. **Save an electronic copy of the final report card file for future reference.**
- Post CSIS transcripts.

5. Review CSIS Transcript reports.
6. Run and save OnTrack > Post-Processing reports for future reference. **These reports will no longer be available after CSIS rollup on July 6, 2020.**

If you have questions or need assistance with any of the report card or transcript posting processes, please contact a member of the Synergy Team or enter a Web Help Ticket.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Tuesday, May 5, 2020 1:33 PM  
**Subject:** Loading New 2020-2021 Enrollments to Synergy

**To: Middle & High School Schedulers**

Good afternoon,

**NEW 2020-2021** CSIS Enrollments will load into Synergy each day by noon.

**To work on next year's schedules, please change your Synergy focus to 2020-2021 so you are on the brown screen.**

If you have questions or need assistance, please enter a Help ticket and someone from the Synergy Team will assist you.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Tuesday, May 5, 2020 1:03 PM  
**Subject:** Loading New 2020-2021 Enrollments to Synergy

**To: Elementary Administrators and Schedulers**

Good afternoon,

**Next year enrollments, for grade levels K – 5, are now being loaded into Synergy.**

- NEW 2020-2021 CSIS Enrollments will load once daily by noon, **except for schools Clay ES, Harmony Leland ES, Riverside Primary, and Riverside Intermediate.** Students enrolling at these locations will be loaded to the appropriate schools at a later date.

**To work on next year's schedules, please change your Synergy focus to 2020-2021 so you are on the brown screen.**

If you have questions or need assistance, please enter a Help ticket and someone from the Synergy Team will assist you.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Monday, May 4, 2020 6:24 PM  
**Subject:** CSIS Year-End Rollup (July 6, 2020)

**To: CCSD Portal Users**

For the purpose of planning your summer schedules, we want to notify you that CSIS Year-End Rollup has been scheduled for **Monday, July 6, 2020**. As a result, some applications in the CCSD Portal will be unavailable on July 6<sup>th</sup>.

*Applications affected include:*

- **CSIS**
- **OnTrack**
- **State Reporting**

As information, the Synergy upgrade will occur on a different date this summer. Details regarding Synergy will be sent in the near future.

Please share this information with your staff. An email, from *Techhelp Support*, will be sent to notify all employees this summer. If you have any questions, please contact the Customer Care Center at 770-426-3330.

We apologize for any inconvenience this may cause.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Monday, May 4, 2020 4:51 PM  
**Subject:** High School Grade Book Managers' Meeting

**To: High School Gradebook Managers**

Please plan on attending the High School Gradebook Manager's meeting on **Wednesday, May 6, 2020 at 2:00 PM**.

Traci Blanchard scheduled the meeting through the TEAMS. If you did not receive notification of the meeting, you can join at 2:00 PM Wednesday by opening the [High School Grade Book Managers' TEAM](#), and look for the meeting in the post.

If you are unable to attend, the meeting will be recorded so you can view it later.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Monday, May 4, 2020 4:46 PM  
**Subject:** Elementary Grade Book Managers' Meeting

**To: Elementary School Gradebook Managers**

Please plan on attending the Elementary School Gradebook Manager's meeting on **Wednesday, May 6, 2020 at 11:00 AM**.

Traci Blanchard scheduled the meeting through the TEAMS. If you did not receive notification of the meeting, you can join at 11:00 Wednesday by opening the [Elementary School Grade Book Managers' TEAM](#), and look for the meeting in the post.

If you are unable to attend, the meeting will be recorded so you can view it later.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Monday, May 4, 2020 3:59 PM  
**Subject:** Middle School Gradebook Managers Meeting

**To: Middle School Gradebook Managers**

Please plan on attending the Middle School Gradebook Manager's meeting on **Tuesday, May 5, 2020 at 10:30 AM**.

Traci Blanchard scheduled the meeting through the TEAMS. If you did not receive notification of the meeting, you can join at 10:30 tomorrow by opening the [Middle School Grade Book Managers' TEAM](#), and look for the meeting in the post.

If you are unable to attend, the meeting will be recorded so you can view it later.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Friday, May 1, 2020 9:37 AM  
**Subject:** Elementary Students in Next Year's Synergy Focus

## To: Elementary Administrators and Scheduling Clerks

Good morning,

Rising 1<sup>st</sup> – 5<sup>th</sup> grade students have been loaded into Synergy for SY2020-21 at all schools **except for those currently enrolled at Clay ES, Harmony Leland ES, Riverside Primary, and Riverside Intermediate**. Due to zoning changes at those locations for next school year, students will be loaded to the appropriate schools at a later date.

**Incoming Kindergarten and new 1<sup>st</sup> Grade enrollments for next year, at all elementary schools, will not be loaded into Synergy until after CSIS roll-up in July.**

**To work on next year's schedules, please change your Synergy focus to 2020-2021 so you are on the brown screen.**

If you have questions or need assistance, please enter a Help ticket and someone from the Synergy Team will assist you.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Tuesday, April 14, 2020 12:19 PM

**Subject:** Creating ES Schedules for Next School Year

### Creating Schedules for Next School Year

Each year, around Spring Break, schools begin preparing for the next school year. In order to begin working on the Master Schedule for the next school year, you should gather all known information, which at a minimum should be teacher assignments by grade level. In addition, administrators and teachers will determine the classroom models to be used the following year. For example, Special Ed co-taught model, EIP Reduced Class model, EIP Push-In or EIP Pull Out, Gifted Cluster or Advanced Content Model, etc.

- Your scheduling strategy will take one of two paths:
    1. You will begin creating your master schedule sections from scratch.

**Note:** If a new scheduler has never created a master schedule from scratch, it is recommended that is the path used. Creating a schedule from the beginning provides schedulers a better understanding of the entire process.

**OR**
    2. Your AP will submit a request for the current year's schedule be copied into your next year's focus. This request is made via a Web Help ticket, to the Synergy Team, in Technology Services.
  - Once you determine the path you will use, please review to the attached document that matches your selection: ***Creating Sections from Scratch*** or ***Creating Next Year's Sections Using a Copy of the Current Year***.
  - Based on the scheduling path, see the choices below for TEAMS training.
- ❖ Elementary **refresher** training for **returning** scheduling clerks will be held online through TEAMS on Thursday, April 16<sup>th</sup> from 8:30 – 9:30 AM. If you are unable to attend the live training, a recorded version will be available on the Elementary Schedulers TEAMS file for you to review at your convenience.

*The refresher will cover the following items:*

- How to review and begin editing the sections copied to your next year's focus.
- How to set up Linked Sections.
- How to combine sections for 4<sup>th</sup> & 5<sup>th</sup> grade teachers' gradebooks.
- Additional training and/or work sessions will be scheduled as needed the remainder of the school year.

- ❖ Elementary **training for new scheduling clerks** will be held online through TEAMS on Friday, April 17<sup>th</sup>, from 9:00 – 10:15 AM. If you are unable to attend the live training, a recorded version will be available on the Elementary Schedulers TEAMS file for you to review at your convenience.

*The training will cover the following items:*

- How to add & duplicate new sections to create a 2020-21 master schedule.
- How to set up Linked Sections.
- If time allows, directions for combining sections for 4<sup>th</sup> & 5<sup>th</sup> grade teachers' gradebooks will be covered.
- Additional training and/or work sessions will be scheduled as needed the remainder of the school year.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Tuesday, March 31, 2020 3:38 PM

**Subject:** ACTION: Elementary Scheduling for 2020-21

**To: Elementary Administrators and Scheduling Clerks**

**ACTION: Creation of SY2020-21 sections and schedules in Synergy**

*Please thoroughly read each area below.*

---

We hope everyone is safe and healthy!

**It is time to begin planning schedules for next year. We ask Administrators to please review next year's allotments and staff assignments to determine the classroom models you plan to use. Below are some points to consider.**

Things to consider when planning your school's teaching assignments and schedules for 2020-21	
✓	Identify the Gen Ed teachers who will only teach Gen Ed.
✓	Identify Gen Ed teachers who will have with a Sp. Ed. Teacher. The Special Ed Delivery Models will need to be added again next year. It is our hope that the steps for adding delivery models will be less laborious next year and the need to create
✓	Identify teachers who will have a Self-Contained EIP or Reduced Class EIP classroom. Determine <b><i>specifically which EIP model</i></b> will be used for each teacher.

✓	Identify Gen Ed teachers who will have a Push-In or Pull-Out EIP model & identify the EIP teacher(s).
✓	Identify teachers who are ESOL endorsed, if needed for approved models.
✓	Identify teachers who will use Gifted AP, Cluster, &/or Collaborative Models. Identify Gifted Endorsed teachers.
•	<i>A yearlong commitment to Accelerated Learning Models should be agreed upon by administrators &amp; teachers.</i>
✓	If your school is departmentalizing, identify grade level partners and the subject area(s) the teachers will teach for 2020-21.
•	<i>A yearlong commitment to departmentalizing should be agreed upon by administrators &amp; teachers.</i>

### **Preparation for SY2020-21 Elementary Schedules:**

- ❖ Schedulers can begin working on 2020-21 sections now. **Be sure to change your Synergy focus to School Year 2020-21 (BROWN screen).**

**Important Note:** The students are not currently loaded in the next year's Synergy focus. *They will be loaded in the next few weeks.*

- ❖ **Administrators and returning/experienced schedulers, must decide if they are going to:**
  - Create next year's schedule from scratch, using Add/Duplicate to create sections (recommended for new schedulers and schools with numerous changes or staff movement/turnover)
- Or**
  - Copy their current schedule to next year (recommended only for returning/experienced schedulers if few staff changes or movement is expected.)

It is recommended that schools with new clerks, who have never created a master schedule, prepare schedules for 2020-21 from scratch using Add/Duplicate to create sections.

- ❖ **Attached Documents:** ES Course Numbers by Grade and ES Individual Student Scheduling Worksheet (Excel & PDF).
- ❖ **The ES Scheduling guide is currently being updated for SY2020-21. When complete, it will be added to the Elementary Scheduling TEAMS file, the Synergy Help menu, and emailed to the Synergy ES Scheduler distribution list.**
- ❖ **Online training classes will be held in April through TEAMS.** If you have not opened TEAMS in Office 365, [CLICK HERE](#) to access the **Elementary Scheduling TEAM**. If you are not already a member, ask to join from the TEAM.



- **Copying Schedules to Next Year:** If a **returning/experienced clerk** wants to request that their current year's master schedule be copied over to next year, **a Web Help ticket is required and must be entered by the Assistant Principal** <http://webhelp.cobbk12.org>

1. Scheduling clerks should work closely with administrators to review the current year's Synergy MST402 report. Compare the report to next year's allotments and staff list assignments to decide if the current schedule should be copied.
  - *Please Note: Only the sections are copied – students will still need to be scheduled in the sections.*
2. Unless specifically requested by the school's administration, Master Schedules from 2019-20 (this current year) will not be copied over to next year's focus in Synergy.
  - If sections are not copied over they will need to be completely re-created from scratch.
  - **Master Schedules that are copied over should be carefully reviewed:**
    - **Be sure to change your Synergy focus to School Year 2020-21 (BROWN screen).**
    - During SY2019-20, new sections were created to accurately reflect Special Education course numbers and Delivery Models. Those sections may not be needed for SY2020-21.
    - **Delete** unnecessary sections.
    - **Do Not** add delivery models to any **2020-21 sections** until further notice. The directions are changing and the guide will be updated soon.
    - Thoroughly **edit** copied sections as needed.
    - **Add** new sections, as needed, to complete the schedules for 2020-21.

➤ **Refresher Training for Returning Scheduling Clerks:**

Online TEAMS training will be held the week of April 13<sup>th</sup>. See information above about the *Elementary Scheduling Team*.

*The meetings will cover the following items:*

- How to review and begin editing the copied sections, at your school, for next year.
- How to set up Linked Sections.
- How to combine sections for teachers' gradebooks.
- Additional training and/or work sessions will be scheduled during the remainder of the school year.

➤ **Training for New Scheduling Clerks:**

Online TEAMS training will be held the week of April 13<sup>th</sup> and/or April 20<sup>th</sup>. See information above about the *Elementary Scheduling Team*.

*The training will cover the following items:*

- How to **add & duplicate new sections** to create a 2020-21 master schedule.

- Directions for Linked Sections and how to combine sections for teachers' gradebooks will be covered in the same training if time allows.
- If needed, an additional online TEAMS training will be held the week of April 20<sup>th</sup>.
- Additional training and/or work sessions will be scheduled during the remainder of the school year.

If you have questions, please contact a member of the Synergy Team or enter a help ticket.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Friday, March 20, 2020 1:18 PM

**Subject:** FW: Action: Providing electronic ParentVUE access for the enrolling adult

Good afternoon High School Grade Book Managers & ParentVUE Coordinators,

We hope this finds everyone healthy!

Please see the email below from the Accountability Division.

Best Regards,  
Synergy Team

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**From:** Ehsan Kattoula <EHSAN.KATTOULA@cobbk12.org>

**Sent:** Friday, March 20, 2020 10:38 AM

**To:** DL-Principals-High <DL-Principals-High@cobbk12.org>

**Subject:** Action: Providing electronic ParentVUE access for the enrolling adult

Action: Providing electronic ParentVUE access for the enrolling adult

Good Morning

The following directions are being provided to school principals regarding the process for giving electronic ParentVUE access to the enrolling adult if they do not currently have a ParentVUE activation key.

- No new assignments or grades of any kind, including items that are "not for a grade," should be entered in Synergy starting on March 16.
- Review the attached ParentVUE Activation Key Procedures for the School and procedures for parents to have ParentVUE access.
- When a request is received from the enrolling adult, the school will need to send the ParentVUE Activation Key from Synergy and the attached ParentVUE Acceptable Use Policy & User Agreement documents.
- Attached are the English and Spanish versions of the Acceptable Use Policy & User Agreement.

If you have further questions, please don't hesitate to contact me, or members of the Synergy and Gradebook team.

Regards,  
Ehsan

Ehsan Kattoula, Ph.D.  
Assistant Superintendent  
Accountability Division  
Cobb County School District  
514 Glover Street  
Marietta, GA 30060  
P: 770-420-4918  
F: 678-594-8573



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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Friday, March 20, 2020 10:45 AM  
**Subject:** FW: Action: Providing electronic ParentVUE access for the enrolling adult

Good Morning,  
We hope this finds everyone healthy.  
Please see the email below from the Accountability Division.

Best Regards,  
Synergy Team

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**From:** Ehsan Kattoula <[EHSAN.KATTOULA@cobbk12.org](mailto:EHSAN.KATTOULA@cobbk12.org)>  
**Sent:** Friday, March 20, 2020 10:35 AM  
**To:** DL-[Principals-Elementary](#) <[DL-Principals-Elementary@cobbk12.org](mailto:DL-Principals-Elementary@cobbk12.org)>; DL-[Principals-Middle](#) <[DL-Principals-Middle@cobbk12.org](mailto:DL-Principals-Middle@cobbk12.org)>  
**Subject:** Action: Providing electronic ParentVUE access for the enrolling adult

Action: Providing electronic ParentVUE access for the enrolling adult

Good Morning

The following directions are being provided to school principals regarding the process for giving electronic ParentVUE access to the enrolling adult if they do not currently have a ParentVUE activation key. This process will allow the enrolling adult to view the 3<sup>rd</sup> nine-week report card in ParentVUE for their student.

- No new assignments or grades of any kind, including items that are “not for a grade,” should be entered in Synergy starting on March 16.
- After the teachers and Assistant Principals have completed finalizing the grades and report card steps by 12:00 pm today, March 20<sup>th</sup>, the report card will be available to parents in ParentVUE.
- Review the attached ParentVUE Activation Key Procedures for the School and procedures for parents to have ParentVUE access.
- When a request is received from the enrolling adult, the school will need to send the ParentVUE Activation Key from Synergy and the attached ParentVUE Acceptable Use Policy & User Agreement documents.

- Attached are the English and Spanish versions of the Acceptable Use Policy & User Agreement. Also, the Activation Key Procedures if you see anything that needs changing, please let me know.

If you have further questions, please don't hesitate to contact me, or members of the Synergy and Gradebook team.

Regards,  
Ehsan

*Ehsan Kattoula, Ph.D.*  
*Assistant Superintendent*  
*Accountability Division*  
Cobb County School District  
514 Glover Street  
Marietta, GA 30060  
P: 770-420-4918  
F: 678-594-8573




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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Monday, February 24, 2020 12:33 PM  
**Subject:** Upcoming Synergy Work Sessions

To: All Synergy Users



~~ DROP-IN SYNERGY WORK SESSIONS ~~

In order to provide the best support, it would be helpful to know the number of people planning to attend a work session.

[Please click this link for the sign-up form, located in Office 365](#)

- These are not formal training classes. Please bring work with you.
- Locations and drop-in hours differ; please review carefully.
- Synergy work sessions are optional and available to any Synergy user.
- Assistance will be available for questions concerning Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

**Wednesday, February 26, 2020 from 7:00 AM – 3:30 PM**

Kemp Elementary District Lab  
865 Corner Road, Powder Springs, 30127

**Thursday, March 12, 2020 from 7:00 AM – 2:30 PM**

Lewis Elementary District Lab  
4179 Jim Owens Road, Kennesaw, 30152

## Upcoming Events

- February 28 – 4<sup>th</sup> Six Weeks Progress Report Card Distribution
- March 5 – FTE Cycle 3
- March 13 – End of Quarter 3 (3<sup>rd</sup> Nine-Week Grading Period)
- March 18 – 2020-21 Kindergarten/New to First Grade Pre-Enrollment
- March 20 – ES & MS: Q3 Report Card Distribution

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Thursday, February 6, 2020 9:22 AM

**Subject:** Optional Synergy Work Session



To: All Synergy Users

~~ DROP-IN SYNERGY WORK SESSION ~~

**Wednesday, February 26, 2020 from 7:00 AM – 3:30 PM**

*Kemp Elementary District Lab*

*865 Corner Road, Powder Springs, 30127*

In order to provide the best support, it would be helpful to know the number of people planning to attend the work session.

[Please click this link for the sign-up form, located in Office 365](#)

- *This session is not a formal training class. Please bring work with you.*
- Synergy work sessions are optional and available to any Synergy user.
- Assistance will be available for questions concerning Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

## Upcoming Events

February 28 – 4<sup>th</sup> Six Weeks Progress Report Card Distribution

March 5 – FTE Cycle 3

March 13 – End of Quarter 3

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Thursday, January 2, 2020 6:52 AM

**Subject:** MS - Quarter 3 Grade Book Setup AND Scheduling Reminders

# HAPPY NEW YEAR!!!

**To: Middle School Administrators, Grade Book Managers, Schedulers, and Teachers**

**\*\*\*Please forward the Grade Book Setup information below to your teachers\*\*\***

The first Grade Book Synchronization for Quarter 3 occurred this morning, **Thursday, January 2, 2020**.

- **IMPORTANT NOTE:** If your school is combining sections into one main class for the teachers' gradebooks – ask teachers to **WAIT** to add assignment type weights and assignments until **AFTER** the sections have been combined and a gradebook sync runs.
- Teachers should complete their Grade Book Setup for Q3/S2 classes, before adding assignments and grades into the gradebook.
- Grade Book Managers – see the suggested OnTrack reports listed below for help reviewing teachers' assignment type weighting.

### **Schedulers - Reminders:**

- The first Grade Book Synchronization for Quarter 3/Semester 2 occurred this morning, **Thursday, January 2, 2020**.
  - Schedule changes and section editing can still be done as needed until January 6, 2020.
  - After January 6<sup>th</sup>, the first day students will physically be in the Q3/S2 classes, if schedule changes are needed, enter a leave date for the students instead of deleting the class from the students' schedule.
  - If a student was scheduled incorrectly, **prior to deleting the section, ensure that any assigned grades are documented**, as deleting the course will delete the grades from the teacher's gradebook.
- If you plan to **combine sections** for Q3/S2, and have not completed the classes for all teachers, notify the gradebook manager that teachers should **WAIT** to add Q3/S2 assignment type weights until you have finished the process. A sync is needed to complete the combining process in the teachers' gradebooks.
  - *A District-wide gradebook sync runs each Mon. – Fri. at 4:00 AM.* If a manual sync is needed, please contact a member of the Synergy Team or enter a Help ticket.
  - Use the *OnTrack > Reports > Schedules > Combined Sections Report (SSP4663)* to review combined sections.

### **TEACHERS:**

#### **Grade Book Setup > Assignment Weighting Tab for Quarter 3 or Semester Classes**

If you have multiple sections in the same period, your scheduler may still be working to **combine sections** into one main gradebook class.

BEFORE adding assignment type weights, contact your school's scheduler &/or gradebook manager to find out if your sections are going to be combined.

- **Review all sections to verify students, but hold off adding weights and creating assignments until all sections have been combined by the school's scheduler and a sync runs to update the classes in the gradebook.**

#### *Grade Book > Gradebook Setup – Weighting Tab*

- Assignment Type Weights for Quarter 3 must be set up. ***If additional sections are added later, the weighting must be added.***
- Assignment Type Weights are **not** automatically assigned to Q3 classes.

- Teachers will select Q3 or S2 classes for the **Progress 3** period – to set up weights on the **Gradebook Setup > Assignment Weighting Tab**.
  - DO NOT change Quarter 1, Quarter 2, Semester 1, or Yearlong assignment type weights.**

The top screenshot shows the Synergy TeacherVUE interface with the 'Progress 3' period selected in the 'Periods' dropdown. The bottom screenshot shows the 'Q3' term selected in the 'Terms' dropdown. Both screenshots show a table of class sections with columns for Period, Course, Section ID, Students, Term, Room, and Att Taken. Red boxes highlight the 'Term' column in both tables.

Period	Course	Section ID	Students	Term	Room	Att Taken
Q3 (01/06/2020 - 03/13/2020)						
1	Lang Arts 8 Q3	1017	29	Q3	8C2	
2	Lang Arts 8 Q3	1019	30	Q3	8C2	
3	Lang Arts 8 Q3	1021	28	Q3	8C2	
6	AC Lang Arts 8Q3	1023	22	Q3	8C2	
7	AC Lang Arts 8Q3	1025	26	Q3	8C2	

Period	Course	Section ID	Students	Term	Room	Att Taken
Q3 (01/06/2020 - 03/13/2020)						
1	Advanced Math 8 Q3	1043	28	Q3	8B3	
2	Math 8 Q3	1045	29	Q3	8B3	
3	Advanced Math 8 Q3	1048	29	Q3	8B3	
6	GSE Algebra IY MS-HS	0159	32	YR	8B3	
7	GSE Algebra IY MS-HS	0160	30	YR	8B3	

- Middle School Teachers**
  - Teachers may have a mixture of Quarter, Semester, and Yearlong classes in their schedules.
  - Do NOT change weighting, for Semester 1 classes, unless it was set up incorrectly and your administrator is aware of the change.**
  - Do NOT change weighting, for Yearlong classes, unless it was set up incorrectly and your administrator is aware of the change.**
  - Be sure to set up weighting for every Quarter 3 & Semester 2 class in your schedule. If additional sections are added later, the weighting needs to be added.**

#### Reminders:

- Set up assignment type weights BEFORE adding assignments and grades to Progress 3 gradebooks.
- Weights must total 100% for each class/section.
- Do not delete assignment types used in previous quarters. If an assignment type is not needed for Q3 or S2, simply leave the weight at zero.
  - An unwanted assignment type may be secured for specific sections on the Assignment Types screen, if desired.

The screenshot shows a button labeled 'Hide My Types' and a button labeled 'Secure Measure Type' with a lock icon.



- If new assignment types are needed, add them on the Assignment Types screen.
  - **NOTE:** If yearlong classes are scheduled **do not** adjust weighting *unless there are errors*.
    - If weighting errors exist on yearlong classes, please notify administrators prior to changing weights since this could affect grade calculations in previous grading periods.

### **Grade Book Setup > Grade Book Settings Tab** ([User Guide](#))

- Confirm settings on Gradebook Setup > Grade Book Settings Tab BEFORE adding assignments and grades to classes.
- Reminder: Collaborate with your department & grade level to use consistent Grade Book Settings, Assignment Types and Weights.
- Rounding should be **ON** and **Assignment Due Date** should be selected for the default for new assignments.
  - If rounding was off, changing it now could affect students' gradebook calculations in Q1 & Q2.
  - *Please notify administrators prior to changing the rounding setting since posted Q1/Q2 grades may need to be corrected.*
  - Confirm that the Class Final Grade Rounding Settings match the default Final Grade Rounding Settings.
    - If edits are needed click the Class Settings submenu to make updates.

The screenshot shows the 'Grade Book Settings' tab with three sub-tabs: 'Assignment Weighting', 'Grade Book Settings' (highlighted with a red box), and 'Standards'. The 'Default Final Grade Rounding Settings' section shows 'Class Percentage' with a dropdown menu set to 'Rounding On' (indicated by a green checkmark) and 'Whole Number Only'. A red arrow points from this dropdown to a yellow box on the right titled 'Current Class Final Grade Rounding Settings', which shows 'Class Rounding is ON' and 'Whole Number Only'. Below this, the 'Grading Period Default For New Assignments' section shows 'Assignment Due Date' with a green checkmark.

User guides are located under the [Help link](#) located in the upper right corner of the Synergy screen.

### **Grade Book Managers:**

- To review assignment type weighting at your school, run the OnTrack > Reports > Grade > *Assignment Types: Weighting Report (SSP4646)* **AND/OR** *Weighting Verification (SSP4662)*.

If you have any questions or need assistance, please enter a Web Help ticket and someone from the Synergy Team will contact you.

---

**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Thursday, January 2, 2020 6:49 AM

**Subject:** HS - Semester 2/Quarter 3 Grade Book Setup AND Scheduling Reminders

# HAPPY NEW YEAR!!!

**To: High School Administrators, Grade Book Managers, Schedulers and Teachers**

**\*\*\*Please forward the Grade Book Setup information below to your teachers\*\*\***

The first Grade Book Synchronization for Semester 2 occurred this morning, **Thursday, January 2, 2020**.

- **IMPORTANT NOTE:** If your school is combining sections into one main class for the teachers' gradebooks – read the instructions below for teachers to **WAIT** to add assignment type weights and assignments until **AFTER** the sections have been combined.
- Teachers should complete their Grade Book Setup, for S2/Q3 classes, before adding assignments and grades into the gradebook.
- Grade Book Managers – see the suggested OnTrack reports listed below for help reviewing teachers' assignment type weighting.

## **Schedulers - Reminders:**

- The first Grade Book Synchronization for Semester 2 occurred this morning, **Thursday, January 2, 2020** (unless you requested a different date for your synchronization.)
  - Schedule changes and section editing can still be done as needed until January 6, 2020.
  - After January 6<sup>th</sup>, the first day students will physically be in the S2 classes, if schedule changes are needed, enter a leave date for the students instead of deleting the class from the students' schedule.
  - If a student was scheduled incorrectly, **prior to deleting the section, ensure that any assigned grades are documented**, as deleting the course will delete the grades from the teacher's gradebook.
- If you plan to **combine sections** for S2/Q3, and have not completed the classes for all teachers, notify the gradebook manager that teachers should **WAIT** to add S2/Q3 assignment type weights until you have finished the process. A sync is needed to complete the combining process in the teachers' gradebooks.
  - *A District-wide gradebook sync runs each Mon. – Fri. at 4:00 AM.* If a manual sync is needed, please contact a member of the Synergy Team or enter a Help ticket.
  - Use the *OnTrack > Reports > Schedules > Combined Sections Report (SSP4663)* to review combined sections.

## **Teachers:**

### **Grade Book Setup: Assignment Weighting for Semester 2 Classes**

If you have multiple sections in the same period, your scheduler may still be working to **combine sections** into one main gradebook class.

BEFORE adding assignment type weights, contact your school's scheduler &/or gradebook manager to find out if your sections are going to be combined.

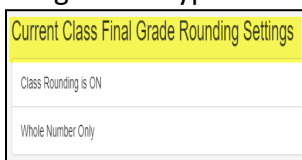
- **Review all sections to verify students, but hold off adding weights and creating assignments until all sections have been combined by the school's scheduler and a sync runs to update the classes in the gradebook.**

## Grade Book > Gradebook Setup – Weighting Tab

**DO NOT change Semester 1, Q1, Q2, or Yearlong assignment type weights unless there were errors and you have contacted your school's gradebook manager first.**

- ALL Semester 2 classes require the Assignment Type Weights to be added – the default weight is zero.
  - Assignment Type Weights are not automatically assigned to new classes or to S2 classes.
  - If quarter classes are scheduled, follow the same steps to set up Q3/Q4 assignment type weights.
  - Set up assignment type weights BEFORE adding assignments and grades to any S2 classes.
  - Weights must total 100% for each class/section.
  - Do not delete assignment types. If an assignment type is no longer needed, simply leave the weight at zero.

- An unwanted assignment type may be secured for specific sections on the Assignment Types screen, if desired.



Current Class Final Grade Rounding Settings

Class Rounding is ON

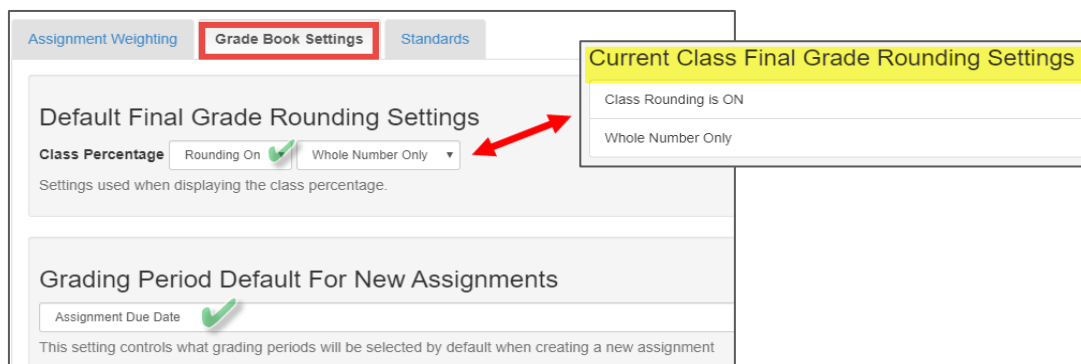
Whole Number Only

- If new assignment types are needed, add them on the Assignment Types screen.
- **NOTE:** If yearlong classes are scheduled **do not** adjust weighting *unless there are errors*.
  - If weighting errors exist on yearlong classes, please notify administrators prior to changing weights since this could affect grade calculations in previous grading periods.

## Grade Book Setup: Grade Book Settings Tab [\(User Guide\)](#)

Confirm settings on Gradebook Setup > Grade Book Settings Tab BEFORE adding assignments and grades to S2 classes.

- Rounding should be **ON** and **Assignment Due Date** should be selected for the default for new assignments.
  - If rounding was off for Semester 1, changing it now could affect students' gradebook calculations.
  - *Please notify administrators prior to changing the rounding setting since S1 grades may need to be corrected.*
  - Confirm that the Class Final Grade Rounding Settings match the default Final Grade Rounding Settings.
    - If edits are needed, click the Class Settings submenu to make updates.



The screenshot shows the 'Grade Book Settings' tab in the software interface. At the top, there are three tabs: 'Assignment Weighting', 'Grade Book Settings' (highlighted with a red box), and 'Standards'. Below the tabs, the 'Default Final Grade Rounding Settings' section is visible. It includes a 'Class Percentage' dropdown set to 'Rounding On' with a green checkmark, and a 'Whole Number Only' dropdown. A red arrow points from this section to a separate dialog box titled 'Current Class Final Grade Rounding Settings', which also shows 'Class Rounding is ON' and 'Whole Number Only'. Below the rounding settings, the 'Grading Period Default For New Assignments' section shows 'Assignment Due Date' selected with a green checkmark. A footer note states: 'This setting controls what grading periods will be selected by default when creating a new assignment'.

User guides are located under the [Help link](#) located in the upper right corner of the Synergy screen.

### **Grade Book Managers:**

- To review assignment type weighting at your school, run the OnTrack > Reports > Grade > *Assignment Types: Weighting Report (SSP4646)* **AND/OR** *Assignment Types Weighting Verification (SSP4662)*

If you have questions or need assistance, please enter a Web Help ticket and someone from the Synergy Team will contact you.

---

**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Tuesday, December 17, 2019 1:35 PM

**Subject:** Optional January Synergy Work Sessions

To: All Synergy Users

~~ JANUARY 2020 SYNERGY WORK SESSIONS ~~

***Two work sessions are planned for January 2020.***

*Please share the dates with new employees who may not be on the Synergy distributions lists yet.*



**Thursday, January 9, 2020 from 7:00 AM – 2:30 PM**

Kemp Elementary District Lab

865 Corner Road, Powder Springs, 30127

AND

**Thursday, January 23, 2020 from 7:00 AM – 2:30 PM**

Lewis Elementary District Lab

4179 Jim Owens Road, Kennesaw, 30152

Synergy work sessions are optional and available to any Synergy user.

In order to provide the best support, it would be helpful to know the number of people who plan to attend either of the sessions above.

[Please click this link for the sign-up form, located in Office 365](#)

- *These are not formal training classes. Please bring work with you.*
- Assistance will be available for questions concerning Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

*If you have a problem accessing the sign-up link, please respond to this email and list your name, school, job title, and the work session(s) you want to attend.*

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Tuesday, December 17, 2019 10:20 AM

**Subject:** CTLS Assignment Imports - Last Day of Quarter 2/Semester 1

**To: Middle & High School Assistant Principals and Gradebook Managers**

In order to accommodate teachers who are giving finals on Friday, December 20<sup>th</sup>, the CTLS assignment import will process two additional times that day.

***CTLS Assignment Import Schedule for Friday, December 20, 2019***

- The first CTLS import will process as normal at 6:10 AM
- Imports throughout the day will process at 10:21 AM, 12:30 PM, 1:21 PM, 2:00 PM.
- The last import will process as normal at 4:21 PM

Please inform teachers, who are giving finals on December 20<sup>th</sup>, so they are aware that CTLS assignments will be importing into the gradebook throughout the day.

If you have questions regarding the CTLS assignment import process, please enter a help ticket and someone from the Synergy Team will assist you.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Thursday, December 12, 2019 7:34 AM

**Subject:** IMPORTANT: Quarter Classes - Attendance on Report Cards

**To: High School Administrators and PPO's**

Please be aware that even though Quarter 2 began on October 14<sup>th</sup>, absences and tardies that occurred on or after that date are added to the Quarter 1 class on the report cards. **Only students scheduled in quarter classes will be affected.**

Please note that the same situation will occur in Semester 2 with Quarter 4 attendance being included on the report cards for Quarter 3 classes.

If there are questions about students' period or full-day absences, OnTrack offers three different attendance reports that could be referenced and shared with parents/guardians. On the Attendance tab in OnTrack, use the **Attendance Summary (SSP4041)**, **Attendance History (SSP4081)**, or the **Attendance Period Detail (SSP4110)**.

- Reports SSP4041 and SSP4081 reflect tardies that occurred only in *first period* and absences that calculate as a full day.
- SSP4110 shows all period attendance and includes a column that identifies if the absences calculate as a full day or not.

The Synergy ATP201 Attendance Profile displays all period attendance, but will not display the full day calculation information found on the OnTrack reports mentioned above.

We apologize for the inconvenience to you and your staff. If you have questions or need assistance, please contact a member of the Synergy Team or enter a Web Help Ticket and someone will be happy to help you.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Wednesday, December 11, 2019 1:12 PM  
**Subject:** Important Report Card Posting Information

**To:** High School Administrators, Gradebook Managers, and Teachers

PLEASE SHARE THIS IMPORTANT INFORMATION WITH YOUR TEACHERS

Comments and Conduct for Semester 1 report cards should be entered on the 3<sup>rd</sup> Six Week Grade Period.

- ALL teachers will post grades from the 3<sup>rd</sup> Six Weeks Grade Period.
- Do not select the EOC period on the *Report Card > Students* screen.

**Grade Book Managers and Report Card Administrators:**

- Review the OnTrack Preprocessing reports carefully to confirm all grades posted as required.

**Teachers' Steps** (see screen shots for corresponding steps)

1. On the Report Cards > Students screen, confirm the **3<sup>rd</sup> Six Weeks Grade Period** displays along with the first class to post.
2. Click the link to **Edit Final Grade and Comments**, located on the 3<sup>rd</sup> Six Week Grade Period column.

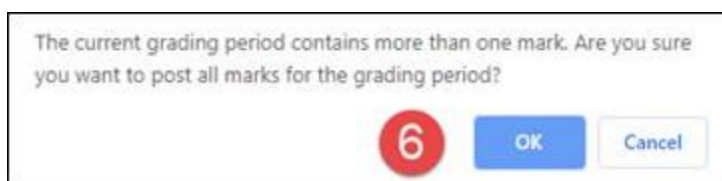
The screenshot shows the 'Grade Summary' page in Synergy TeacherVUE. At the top, there's a navigation bar with 'Home', 'Grade Book', 'Report Card', and 'Admin'. Below it, a 'Grade Summary' header shows 'US Government(1) SEC: 1115' and a dropdown menu set to '3rd Six Week Grade Period' (marked with a red circle '1'). A 'PRINT PAGE' button is on the right. Below the header, there's a section for 'Postable Periods' with a checkbox 'only show postable grading periods' and 'Valid Posting Dates: 1/1/2020 through 2/1/2020'. A green 'Post' button is on the right. At the bottom, there's a table with columns: 'Post', 'Student', 'Grade Level', 'ABS', 'TDY', and two columns for '3rd Six Week Grade Period' and 'EOC'. Each of these two columns has a green 'Edit Final Grade and Comments' button (marked with a red circle '2').

3. On the next screen, enter comments and conduct.
4. Click to Save Changes.
5. Click the green Post button.

The screenshot shows the 'Edit Final Grade and Comments' page in Synergy TeacherVUE. At the top, there's a navigation bar with 'Search', 'Lock', 'Sign Out', 'Support', and 'Help'. Below it, a header shows '3rd Six Week Grade Period' (marked with a red circle '1') and a 'BACK TO REPORT CARD' button. Below the header, there's a 'Class' dropdown menu. Below that, there's a section for 'Postable Periods' with 'Valid Posting Dates: 1/1/2020 through 2/1/2020'. Below this, there's a green 'Save Changes' button (marked with a red circle '2'), a blue 'Undo' button, and a grey 'Unsaved Change(s)' label. Below that, there's a table with columns: 'Student', 'Calc %', 'Current Grade', 'Final Grade', 'Comment 1', and 'Conduct'. The 'Student' column shows a student with a 'Calculated Grade: 77'. The 'Calc %' column shows '77'. The 'Current Grade' column shows '77'. The 'Final Grade' column has a dropdown menu. The 'Comment 1' column has a dropdown menu set to 'S1' (marked with a red circle '3'). The 'Conduct' column has a dropdown menu set to 'S' (marked with a red circle '4'). Below the table, there's a green 'Post' button (marked with a red circle '5').

6. When the message below displays, click OK. If EOC grades exist for the class, they will be posted along with the students' 3<sup>rd</sup> Six Weeks grades.

**Only EOC-Required classes should have EOC grades.**



7. Wait for the Alert message to display that the grades have posted successfully.



Select the next class, from the focus drop down, and follow the same steps until all classes have been posted.

For complete admin and teacher directions, see the user guides located [CCSD-HS menu](#) of the Synergy Help link.

If you have questions or need assistance, please contact a member of the Synergy Team or enter a Web Help Ticket.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Wednesday, December 4, 2019 12:13 PM  
**Subject:** New Attendance Codes

To: Attendance PPO's, Clerks, and Administrators

***Two new Attendance Codes are available in Synergy***

The codes are not required but provide a way to track when students check out of school early, **but are not considered absent.**

<b>COE</b>	<i>Checked out early</i>	Use when a student checks out of school early in the day or period but has attended enough of the day or period to be considered present. <ul style="list-style-type: none"><li><i>Please note:</i> In period attendance schools, please consider the remainder of the day when entering attendance codes. COE may be used for the period in which the student left. However, subsequent periods should be marked absent if the student does not return.</li></ul>	This code has zero weight and will not count as an absence for the day or period. <b>DO NOT use this code if the student is absent for the day or period.</b>
<b>COR</b>	<i>Checked out-returned</i>	Use when a student returned to school after being checked out earlier in the day.	This code has zero weight and will not count as an absence for the day or period.



- In a daily attendance school, the student was not gone long enough to be considered absent for the day.
- In a period attendance school, the student was not gone long enough, in the period to which they returned, to be considered absent.

**DO NOT use this code if the student is absent for the day or period.**

If you have questions regarding these new attendance codes, please enter a Help Ticket or contact a member of the Synergy Team for assistance.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Wednesday, December 4, 2019 7:44 AM

**Subject:** MS Quarter 3/Semester 2: Scheduling & Grade Book Synchronization

**To:** Middle School Grade Book Managers, Schedulers, and Scheduling Administrators

### **Quarter 3/Semester 2 Grade Book Synchronization**

As we look ahead to the beginning of Quarter 3/Semester 2 on January 6, 2020, a Grade Book Synchronization is required to move the students into the gradebook and create new classes for the teachers.

The first Grade Book Synchronization for Quarter 3/Semester 2 is scheduled to occur on the morning of **Thursday, January 2, 2020**.

- It is important to have the Quarter 3/Semester 2 schedules as complete and accurate as possible prior to that date.
  - As usual, schedule changes and section editing can still be done as needed on an ongoing basis until January 6<sup>th</sup>, the first day of Q3/S2.
  - Reminder – if you plan to combine sections, it is most helpful to have the steps completed prior to the first Q3/S2 sync runs.
- **If you need your school's synchronization postponed one day**, notify the Synergy Team as soon as possible by entering a Web Help Ticket at <http://webhelp.cobbk12.org>.

### **Reminder for schedulers and administrators**

- **If you have set your ParentVUE and StudentVUE School Configuration to suppress Q3 classes**, please remove the option if/when you want the classes visible to parents and students.
  - Refer to the help guide for instructions: [How To Enable or Disable Modules In PVUE & SVUE](#)

### **What the synchronization means to your teachers** *(Please share this information with your teachers.)*

- Teachers **will** be able to see all of their scheduled Q3/S2 students in the seating chart as schedules are added. However, they will **not** be able to access their Q3/S2 grade book until after the synchronization on January 2<sup>nd</sup>.

- Teachers will **not** be able to setup their Q3/S2 *Grade Book Setup > Assignment Type Weighting* until **after** the synchronization.
  - Additional information regarding gradebook setup will be communicated on January 2<sup>nd</sup>.
- NOTE: Yearlong classes will continue to display in the gradebook as they currently do.
- Please **notify your teachers** so they will be aware of how TeacherVUE and grade book will appear both before and after the synchronization.

If you have questions or need assistance, please enter a Web Help ticket and someone from the Synergy Team will contact you.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Wednesday, December 4, 2019 7:44 AM

**Subject:** HS Semester 2: Scheduling & Grade Book Synchronization

**TO: High School Grade Book Managers, Schedulers, and Scheduling Administrators**

### **Semester 2 Grade Book Synchronization**

As we look ahead to the beginning of Semester 2 on January 6, 2020, a Grade Book Synchronization is required to move the students into the gradebook and create new classes for the teachers.

The first Grade Book Synchronization for Semester 2 is scheduled to occur on the morning of **Thursday, January 2, 2020.**

- It is important to have the S2/Q3 schedules as complete and accurate as possible prior to that date.
  - As usual, schedule changes and section editing can still be done as needed on an ongoing basis until the first day of Semester 2.
  - Reminder – if you plan to combine sections, it is most helpful to have the steps completed prior to the first S2 sync runs.
- If you need your school's synchronization postponed one day,** notify the Synergy Team as soon as possible by entering a Web Help Ticket at <http://webhelp.cobbk12.org>.

### **Reminder for schedulers and administrators**

- If you have set your ParentVUE and StudentVUE School Configuration to suppress S2 classes,** please remove the option if/when you want the classes visible to parents and students.
  - Refer to the help guide for instructions: [How To Enable or Disable Modules In PVUE & SVUE](#)

### **What the synchronization means to your teachers** *(Please share this information with your teachers.)*

- Teachers **will** be able to see all of their scheduled S2/Q3 students in the seating chart as schedules are added. However, they will **not** be able to access their S2/Q3 grade book until after the synchronization on January 2<sup>nd</sup>.

- Teachers will **not** be able to setup their S2/Q3 *Grade Book Setup > Assignment Type Weighting* until **after** the synchronization.
  - Additional information regarding gradebook setup will be communicated on January 2<sup>nd</sup>.
- NOTE: Yearlong classes will continue to display in the gradebook as they currently do.
- Please **notify your teachers** so they will be aware of how TeacherVUE and grade book will appear both before and after the synchronization.

If you have questions or need assistance, please enter a Web Help ticket and someone from the Synergy Team will contact you.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Tuesday, December 3, 2019

**Subject:** Training for NEW Attendance PPO/Clerks and Jan. Optional Work Sessions for ALL Synergy Users

### **To: Administrators & Attendance Clerks/PPO's**

If your school will be hiring or has recently hired a new attendance PPO/clerk OR if recent changes at your school have resulted in new job responsibilities changing to Synergy attendance, please review the information training session information below.

- Training, for NEW attendance PPOs/clerks, will be held on **Thursday, January 2, 2020 9:30 AM – 12:30 PM (work session/extra help available until 2:30)**  
*Lewis Elementary Training Lab, Room # 402*  
*4179 Jim Owens Rd., Kennesaw, GA 30152*
- Please click the link below to sign-up for training.  
[Office 365 Training Sign-up Link](#)

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### **January Optional Synergy Work Sessions**

**Thursday, January 9, 2020: drop in hours 7:00 AM – 2:30 PM**

*Kemp Elementary District Training Lab*

*865 Corner Road, Powder Springs, 30127*

**Thursday, January 23, 2020: drop in hours 7:00 AM – 2:30 PM**

*Lewis Elementary Training Lab, Room 402*

*4179 Jim Owens Road., Kennesaw, 30152*

Synergy work sessions are optional and available to any Synergy user.

In order to provide the best support, it would be helpful to know the number of people who plan to attend either of the sessions above.

[Please click this link for the sign-up form, located in Office 365](#)

- These are not formal training classes. Please bring work with you.
- Assistance will be available for questions concerning Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

*If you have a problem accessing the sign-up links, please respond to this email and list your name, school, job title, and which training and/or work session you want to attend.*

---

**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Tuesday, December 3, 2019

**Subject:** Training for NEW Attendance & ES Scheduling Clerks and Jan. Optional Work Sessions for ALL Synergy Users

**To:** Elementary Administrators, Schedulers, & Attendance Clerks

If your school will be hiring or has recently hired a new attendance or scheduling clerk OR if recent changes at your school have resulted in new job responsibilities changing to Synergy attendance or scheduling, please review the information below for training sessions.

- Training, for NEW attendance clerks, will be held on **Thursday, January 2, 2020 9:30 AM – 12:30 PM (work session/extra help available until 2:30)**
- Training, for NEW elementary scheduling clerks, will be held on **Friday, January 3, 2020 9:30 AM – 12:30 PM (work session/extra help available until 3:00)**

*Lewis Elementary Training Lab, Room # 402  
4179 Jim Owens Rd., Kennesaw, GA 30152*

*Elementary Scheduling Topics:*

- Basic Synergy navigation
- Individual, new student scheduling and schedule changes

Please click the link below to sign-up for training.

- [Office 365 Training Sign-up Link](#)

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### January Optional Synergy Work Sessions

**Thursday, January 9, 2020: drop in hours 7:00 AM – 2:30 PM**

*Kemp Elementary District Training Lab  
865 Corner Road, Powder Springs, 30127*

**Thursday, January 23, 2020: drop in hours 7:00 AM – 2:30 PM**

*Lewis Elementary Training Lab, Room 402  
4179 Jim Owens Road., Kennesaw, 30152*

Synergy work sessions are optional and available to any Synergy user.

In order to provide the best support, it would be helpful to know the number of people who plan to attend either of the sessions above.

[Please click this link for the sign-up form, located in Office 365](#)

- These are not formal training classes. Please bring work with you.
- Assistance will be available for questions concerning Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

*If you have a problem accessing the sign-up links, please respond to this email and list your name, school, job title, and which training and/or work session you want to attend.*

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**From:** Techhelp Support <Techhelp.Support@cobbk12.org>  
**Sent:** Tuesday, November 26, 2019 9:55 AM  
**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>  
**Subject:** Synergy Is Now Available

To: All Synergy Users

**Purpose:**

The maintenance for Synergy is complete and the application is now available.

**Action:**

You may use Synergy as normal.

**Closing:**

If you have questions, please contact the Customer Care Center at 770-426-3330.

Thank you,  
Technology Services

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Wednesday, November 20, 2019 6:46 AM  
**Subject:** December Synergy Work Session

To: All Synergy Users

~~ DROP-IN SYNERGY WORK  
SESSION ~~



***This will be the last work session before Quarter 2/Semester 1 report cards are processed AND before completion of schedules for Quarter 3/Semester 2.***

Synergy work sessions are optional and available to any Synergy user.  
In order to provide the best support, it would be helpful to know the number of people who plan to attend the session.

[Please click this link for the sign-up form, located in Office 365](#)

- *This is not a formal training class. Please bring work with you.*
- Assistance will be available for questions concerning Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

**Monday, December 9, 2019 from 7:00 AM – 3:30 PM**  
*Lewis Elementary District Lab*  
4179 Jim Owens Road, Kennesaw, 30152

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**From:** Techhelp Support <Techhelp.Support@cobbk12.org>  
**Sent:** Monday, November 18, 2019 8:51 AM

**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>

**Subject:** Scheduled Maintenance for Synergy

To: All Synergy Users

**Purpose:** Scheduled Maintenance for Synergy

Synergy will be unavailable beginning at 6:00 AM Monday, November 25, 2019 through Tuesday, November 26, 2019.

**Action Required:**

Please do not attempt to access Synergy after 6:00 AM on November 25, 2019.

A District-Wide email will be sent notifying users when Synergy is available.

**Closing:**

If you have questions, please contact the Customer Care Center at 770-426-3330.

We apologize for any inconvenience this may cause.

Thank you,

Technology Services

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Thursday, October 3, 2019 11:14 AM

**Subject:** Upcoming Synergy Work Sessions

To: All Synergy Users



Synergy work sessions are optional and available to any Synergy user.

In order to provide the best support, it would be helpful to know the number of people who plan to attend any of the sessions below.

[Please click this link for the sign-up form, located in Office 365](#)

- These are not formal training classes. Please bring work with you.
- Assistance will be available for questions concerning Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

**Tuesday, Oct. 8, 2019 from 7:00 AM – 2:30 PM**

Kemp Elementary District Lab

865 Corner Road, Powder Springs, 30127

**Thursday, November 14, 2019 from 7:00 AM – 2:30 PM**

Kemp Elementary District Lab

865 Corner Road, Powder Springs, 30127

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**From:** Techhelp Support <Techhelp.Support@cobbk12.org>

**Sent:** Tuesday, September 24, 2019 8:52 AM

**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>

**Subject:** Synergy Is Now Available

**Importance:** High

To: All Synergy Users

**Purpose:**

The maintenance for Synergy is complete and the application is now available.

**Action:**

You may use Synergy as normal.

**Closing:**

If you have questions, please contact the Customer Care Center at 770-426-3330.

Thank you,

Technology Services

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**From:** Techhelp Support <Techhelp.Support@cobbk12.org>

**Sent:** Monday, September 16, 2019 2:50 PM

**To:** .Entire Organization <EntireOrganization365@cobbk12org.onmicrosoft.com>

**Subject:** Scheduled Maintenance for Synergy

To: All Synergy Users

**Purpose:** Scheduled Maintenance for Synergy

Synergy will be unavailable on Monday, September 23, 2019 beginning at 6:00 AM.

**Action Required:**

Please do not attempt to access Synergy after 6:00 AM on September 23, 2019.

A District-Wide email will be sent notifying users when Synergy is available.

**Closing:**

If you have questions, please contact the Customer Care Center at 770-426-3330.

We apologize for any inconvenience this may cause.

Thank you,

Technology Services

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**From:** Synergy

**Sent:** Wednesday, September 4, 2019 1:39 PM

**Subject:** Elementary Administrators Report Card-Processing Training

**To: Elementary Report Card Administrators**

<i>10/11/2019 ES: End of Quarter 1 (1st Nine Weeks)</i>
<i>October 14 - 18, 2019 ES Conference Week &amp; Report Card Distribution</i>

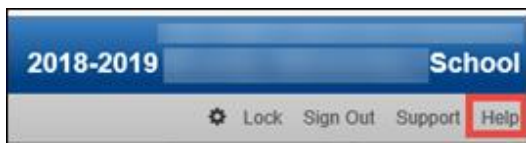
- Training for *NEW* report card administrators will be held according to the schedule below.
  - The steps for Synergy report card processing have not changed.
  - Admin steps are listed in the attached Admin guide, and will soon be added to the Synergy Help link.
- Please review the **OnTrack > Reports > Grade > ES Pre-Processing Reports** prior to processing or printing report cards.



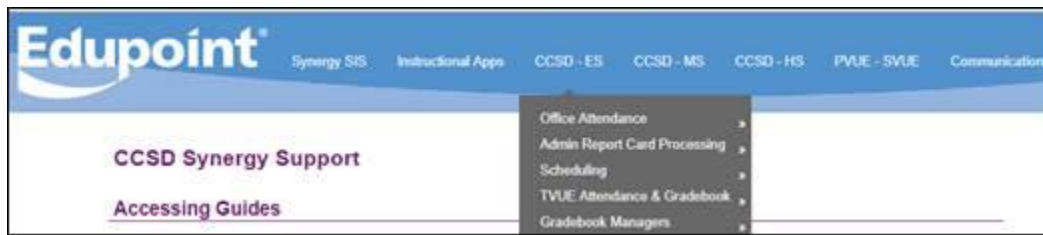
- Review the pre-processing report, *SSP6035 Elementary Assignment Correlations Conditions* **now** to look for assignment errors before teachers begin to transfer grades to the report cards.
  - Continue to review the correlation conditions report during the year to identify assignment errors for 4<sup>th</sup> & 5<sup>th</sup> grade teachers.
- **Update Grading Records in Synergy (Update Grade Screen):**
  - *Reminder:* Select ALL grade levels **K – 5** every quarter when running the Update Grading Records and Absences Processes.
- **Online Report Cards:**
    - The Grade Module (Report Card) in PVUE/SVUE provides an online version of students' report cards.
      - All grade level report cards (K – 5) will be visible in PVUE/SVUE when the module is enabled on the ParentVUE and StudentVUE School Configuration Screen.
    - In addition, schools can attach a PDF version of the report card allowing parents and students the ability to print their own copy from PVUE/SVUE.
      - *Reminder:* The K-3 report cards are designed to print on ledger-sized paper (11 x 17 inches). Parents can print to legal-sized paper, but font will be small.
- If you have not already done so, please login to Synergy to confirm your login works and that you have the correct security.
  - If login or security problems occur, please enter a Help Ticket as soon as possible so they can be addressed prior to training.

### **Synergy Help Guides and Information:**

- The Synergy [Help](#) link is located in the top, right corner of the Synergy application.
- **NOTE:** The admin guide for SY2019-20 is attached to this email and will soon be added to the Synergy Help link > support menu item **Admin Report Card Processing**.



- To view the entire Help menu as seen below, be sure that your browser window is fully expanded.
- **Teachers' guides** can be found under -
  - CCSD-ES > TVUE Attendance & Gradebook Guide > Report Cards > **4<sup>th</sup> & 5<sup>th</sup> Grade Teacher Directions** **AND** > **K-3 Digital Report Card and Final Grades**



### **K-3 Digital Report Cards:**

Continuing this year, Kindergarten through Third grade teachers, at all elementary schools, will enter standards-based grades on the digital report card in Synergy.

If schools are providing printed report cards instead of or in addition to the online digital report, schools decide if teachers will print their own report cards or if they are printed by the office staff or administrator.

**Printing Information:**

- If teachers are printing their own report cards, they may need help connecting a network copier at your school. Request assistance from your field tech, if necessary.
- Teachers can generate a PDF file of their class report cards and save to a shared school folder. This provides quick access by the office staff for printing.
- The standards-based K-3 report cards are designed to be printed on ledger sized (11" x 17") paper.
- Use a copier with a ledger-sized paper tray (not the by-pass feeder) for best performance.

**Additional Information:**

- K-3 teachers will **NOT** be entering assignments and grades into the gradebook.
  - Grades are entered on the *Report Card > Matrix* screen or the *Report Card > Student* screen using drop-down selections.
- K-3 **Progress** Reports will not be done through Synergy gradebook reports.
- Art, Music, & PE Specialists can enter standards-based grades for K-3 grade students, as they do for the 4<sup>th</sup> & 5<sup>th</sup> grade students, using the Report Card > Matrix screen.
- At the end of Quarter 4, K-3 teachers will enter **Final Grades of E, M, or N**, in Synergy, as they have done in prior years.
  - Grades of E, M, or N are **in addition** to the standards-based report card grades.
- The guide for K-3 teachers can be found under CCSD-ES > TVUE Attendance & Gradebook Guide > Report Cards > **K-3 Digital Report Card and Final Grades**.

**Helpful Tip For all K – 5 Teachers:**

Please confirm all K-5 teachers can access their homeroom class in **Gradebook Main**. **This can be done now before teachers begin working on their report cards.**

- From the TeacherVUE homeroom seating chart, teachers will point to Grade Book in the main menu and click on *Gradebook Main*.
  - The screen will open to Gradebook Main. The **homeroom class** name should be visible at the top of the screen in the class focus window.
  - Since teachers will access the report cards screens via the homeroom class, it is important to confirm the homeroom section is available in the gradebook.

**Note:** *Assignments should never be created in the homeroom class.*

- If a teacher does not see his/her homeroom class in the gradebook, **please notify the school scheduler**.
  - The scheduler must edit the homeroom section to: **Include in Grading**.
  - An overnight synchronization is required to update the teacher's gradebook. A District-wide sync runs at 4:00 AM Monday – Friday.

**Training Locations & Schedule:** [Click here to sign up](#)

- These training sessions are not required, but helpful for administrators new to the gradebook manager/report card processing role.
  - **Hawthorne Center Lab, Room # 178**, 1595 Hawthorne Ave., Smyrna, GA 30080
  - **Lewis Elementary Training Lab, Room # 402**, 4179 Jim Owens Road, Kennesaw, GA 30152
  - **Kemp Elementary District Lab**, 865 Corner Road, Powder Springs, GA 30127

ELEMENTARY SCHOOLS - NEW REPORT CARD ADMINISTRATOR TRAINING			
<a href="#">Click Here To Sign Up</a>			
Date	Time	Location	Max #
Mon., 9/16/2019	8:30 - 11:00 AM	Hawthorne Center Lab	20
Mon., 9/16/2019	12:00 – 2:30 PM	Hawthorne Center Lab	20
Thurs., 10/3/2019	8:30 - 11:00 AM	Lewis ES Lab	20
Thurs., 10/3/2019	11:30 AM – 2:00 PM	Lewis ES Lab	20
Mon., 10/7/2019	9:00 - 11:30 AM	Kemp ES Lab	20
<i>10/10/2019 – End of 1st Nine Weeks; End of Quarter 1</i>			
<i>10/14 – 10/18/2019 – Elementary Conference Week &amp; Report Distribution</i>			

**Synergy Work Sessions:**

- [Click here to sign up for work sessions.](#) Drop-in during the listed times.
- Review locations & times carefully since they differ each session.
- These are not formal training classes. Please bring questions and items to work on during the session.

DROP-IN WORK SESSIONS			
Date	Drop-In Times	Location	Attendees
Wed., 9/18/2019	<b>7:00 AM – 12:30 PM</b>	<i>Lewis ES Lab # 402</i>	<i>Any Synergy user</i>
Mon., 10/7/2019	<b>11:30 AM – 3:00 PM</b>	<i>Kemp ES Lab</i>	<i>ES Report Card Admin No sign-up req'd.</i>
Tues., 10/8/2019	<b>7:00 AM – 2:30 PM</b>	<i>Kemp ES Lab</i>	<i>Any Synergy user</i>
Assistance will be available for questions concerning Synergy Attendance, Scheduling, TVUE, PVUE, Gradebook, and Report Cards.			

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Friday, August 30, 2019 11:36 AM

**Subject:** **UPDATE: Assignment Imports from CTLS to Synergy**

To: Assistant Principals and Grade Book Managers

**Please forward this email to your teachers who use Synergy gradebook.**

The purpose of this email is to notify you that CTLS assessments imports have returned to default as HIDDEN in the ParentVUE/StudentVUE Portals.

Thank for your patience.

If you have questions or need assistance, please enter a Web Help ticket or contact the Customer Care Center.

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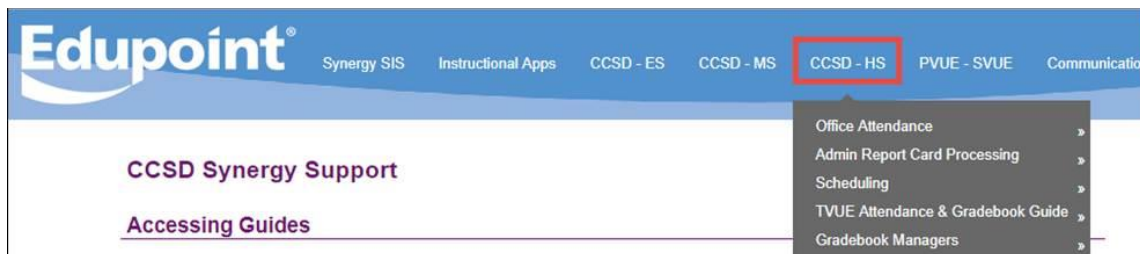
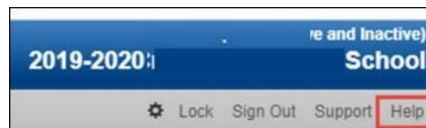
**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Monday, August 26, 2019 4:48 PM  
**Subject:** High School & MS (Semester) Report Card-Processing Training

## **High Schools & Middle *Semester* Schools: Administrator Training for Report Card Processing**

- Training for NEW report card administrators will be held according to the schedule below.
  - The steps for Synergy report card processing have not changed.
  - Admin steps are listed in the attached Admin guide, and will soon be available on the Synergy Help link.
  - Please review all OnTrack > Reports > Grades > miscellaneous grade reports and *MS/HS Pre-Processing Grade Reports* as usual.
  - Schools on (Semester) Six Weeks Grading Periods must post report cards at the end of every grading period – six times each school year.
  - **Online Report Cards:**
    - The Grade Module (Report Card) in PVUE/SVUE provides an online version of students' report cards.
    - In addition, schools can attach a PDF version of the report card allowing parents and students the ability to print their own copy from PVUE/SVUE.
- If you have not already done so, please login to Synergy to confirm your login works and that you have the correct security.
- If login or security problems occur, please enter a Help Ticket as soon as possible so they can be addressed prior to training.

### **Synergy Help Guides and Information:**

- Synergy help guides and documentation are located in the [Help](#) link located in the top, right corner of the Synergy application.
- To view the entire Help menu, be sure that your browser window is fully expanded.
- See the support menu item **Admin Report Card Processing**, found under CCSD-MS/CCSD-HS (your school level.)
- **Teachers' guides** can be found under (your level) CCSD-MS/CCSD-HS > TVUE Attendance & Gradebook Guide > Report Cards > Teacher Directions



**Training Locations & Schedule:** Please [Click Here To Sign Up](#)

- These training sessions are not required, but helpful for administrators new to the report card processing role.
- Classes are limited to 20 as shown below.

- **Kemp Elementary District Lab**, 865 Corner Road, Powder Springs, GA 30127
- **Lewis Elementary Training Lab**, Room #402, 4179 Jim Owens Road, Kennesaw, GA 30152

HIGH SCHOOLS & MIDDLE <b>SEMESTER</b> SCHOOLS NEW REPORT CARD ADMINISTRATOR TRAINING please <a href="#">Click Here To Sign Up</a>			
Date	Time	Location	Max # Attendees
Mon., 9/9/2019	9:00 - 11:30 AM	Kemp ES District Lab	20
Tues., 9/10/2019	8:30 – 11:00 AM	Lewis ES Lab #402	20
Tues., 9/10/2019	11:30 – 2:00 PM	Lewis ES Lab #402	20
<i>9/13/2019 – HS &amp; MS Semester Schools <b>End of 1st Six Weeks</b></i>			
<i>9/20/2019 - HS &amp; MS Semester Schools 1st Six Weeks Progress Report Distribution</i>			

### **Synergy Work Sessions:**

- [Click here to sign up for work sessions.](#) Drop-in during the listed times.
- These are not formal training classes. Please bring questions and items to work on during the session.

DROP-IN WORK SESSIONS			
Date	Drop-In Times	Location	Attendees
Thurs., 9/5/2019	<b>7:00 AM – 2:30 PM</b>	<i>Kemp ES Lab</i>	<i>Any Synergy user</i>
Mon., 9/9/2019	<b>11:30 AM – 3:00 PM</b> <i>No sign-up req'd.</i>	<i>Kemp ES Lab</i>	<i>HS Report Card Admin</i> <i>No sign-up req'd.</i>
Wed., 9/18/2019	<b>7:00 AM – 12:30 PM</b>	<i>Lewis ES Lab # 402</i>	<i>Any Synergy user</i>
Assistance will be available for questions concerning Synergy Attendance, Scheduling, TVUE, PVUE, Gradebook, and Report Cards.			

If you are unable to access the sign-up forms, please reply to this email with the day/time you would like to attend training or work sessions.

**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Thursday, August 22, 2019 5:00 PM  
**Subject:** [Upcoming Work Sessions](#)

To: All Synergy Users



### **Upcoming Events**

- **August 30**
  - End of Progress Period 1 (1<sup>st</sup> 4 ½ Weeks)
- **Sept. 6**
  - 4 ½ Weeks Progress Report Distribution (Elementary & Middle Schools)

- *Middle School Reminder: Teachers can post report card grades to use as progress reports.*
- *Using this method, digital progress report cards can be added to ParentVUE/StudentVUE.*
- **Sept. 13**
  - End of 1<sup>st</sup> Six Weeks (High Schools and Semester Middle Schools)
- **Sept. 20**
  - 1<sup>st</sup> Six Weeks Progress Report Distribution (High Schools and Semester Middle Schools)

Synergy work sessions are optional and available to any Synergy user.

In order to provide the best support, it would be helpful to know the number of people who plan to attend any of the sessions below.

[Please click this link for the sign-up form, located in Office 365](#)

- *These are not formal training classes. Please bring work with you.*
- Carefully review the location and drop-in hours since they differ each day.
- Assistance will be available for questions concerning Attendance, Scheduling, TeacherVUE, ParentVUE, Grade Book, and Report Cards.

**Friday, August 23, 2019 from 7:00 AM – 3:30 PM**

Lewis Elementary District Lab

4179 Jim Owens Road, Kennesaw, 30152

**Thursday, Sept. 5, 2019 from 7:00 AM – 2:30 PM**

Kemp Elementary District Lab

865 Corner Road, Powder Springs, 30127

**Wednesday, Sept. 18, 2019 from 7:00 AM – 12:30 PM**

Lewis Elementary District Lab

4179 Jim Owens Road, Kennesaw, 30152

**Tuesday, Oct. 8, 2019 from 7:00 AM – 2:30 PM**

Kemp Elementary District Lab

865 Corner Road, Powder Springs, 30127

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Thursday, August 22, 2019 12:25 PM

**Subject:** ParentVUE Accounts Created During Online Registration

To: ParentVUE Coordinators

**Background:**

- Parents began using **Online Registration** this school year.
- Once their student is enrolled, the User ID and Password created during Online Registration will become the parent's ParentVUE account login.
- 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.***

#### Troubleshooting:

- After confirming their identify, 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 password for the parent. These steps are also provided in the ParentVUE Coordinator Guide.
  - On the Parent screen, search for the parent needed. Select the ParentVUE Tab.
  - 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 numbers and letters. Passwords ARE case sensitive.
  - 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.*

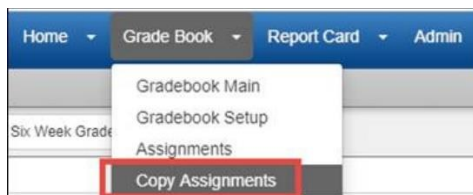
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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Wednesday, August 21, 2019 5:14 PM  
**Subject:** Copy Assignment Feature in Synergy Grade Book

To: High School & Semester Middle School Grade Book Managers and Teachers

**PLEASE FORWARD THIS EMAIL TO YOUR TEACHERS**





Please be aware that using the Copy Assignment feature in Synergy Grade Book could automatically check the EOC Grading Period for the copied assignments unless the teacher selects the option, **Copy Using Matching Grading Periods** during the copy process.

- During the copy process, select the option 'Copy Using Matching Grading Period.'

**If teachers have used the Copy Assignment feature this school year, please review the assignments individually or on the *Grade Book > Assignments* screen described below.**

**Action:** After using the Copy Assignment feature in gradebook –

- Open the *Grade Book > Assignments* screen, for every section where the assignments were copied.
- Click the *Grading Periods* Tab to review the assignments.
- Assignments should be checked for the appropriate Grade Period based on the Due Date of the assignment.
- EOC must only be checked for the ONE assignment used at the end of the term to enter the EOC exam – no other assignments should ever be checked for the EOC Grade Period.

Assignment	Due Date	1st Six Week Grade Period	2nd Six Week Grade Period	3rd Six Week Grade Period	EOC
PRE COURSE QUIZ: Identify Outcomes	8/1/2019	<input type="checkbox"/> All <input checked="" type="checkbox"/> Included	<input checked="" type="checkbox"/> Included	<input checked="" type="checkbox"/> Included	<input type="checkbox"/> All <input type="checkbox"/>
Graphing Packet	8/3/2019	<input type="checkbox"/> All <input checked="" type="checkbox"/> Included	<input checked="" type="checkbox"/> Included	<input checked="" type="checkbox"/> Included	<input type="checkbox"/> All <input type="checkbox"/>
Analyzing Data Graphing Packet	8/6/2019	<input type="checkbox"/> All <input checked="" type="checkbox"/> Included	<input checked="" type="checkbox"/> Included	<input checked="" type="checkbox"/> Included	<input type="checkbox"/> All <input type="checkbox"/>
PRE COURSE QUIZ: Identifying Variables	11/5/2019	<input type="checkbox"/> All <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Included	<input type="checkbox"/> All <input type="checkbox"/>
Lab: Scavenger Hunt	11/11/2019	<input type="checkbox"/> All <input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Included	<input type="checkbox"/> All <input type="checkbox"/>

If you have questions or need assistance, please enter a Web Help ticket and someone from the Synergy Team will assist you.

**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Tuesday, August 20, 2019 3:11 PM

**Subject:** RE: Assignment Imports from CTLS to Synergy

**Importance:** High

To: Assistant Principals and Grade Book Managers

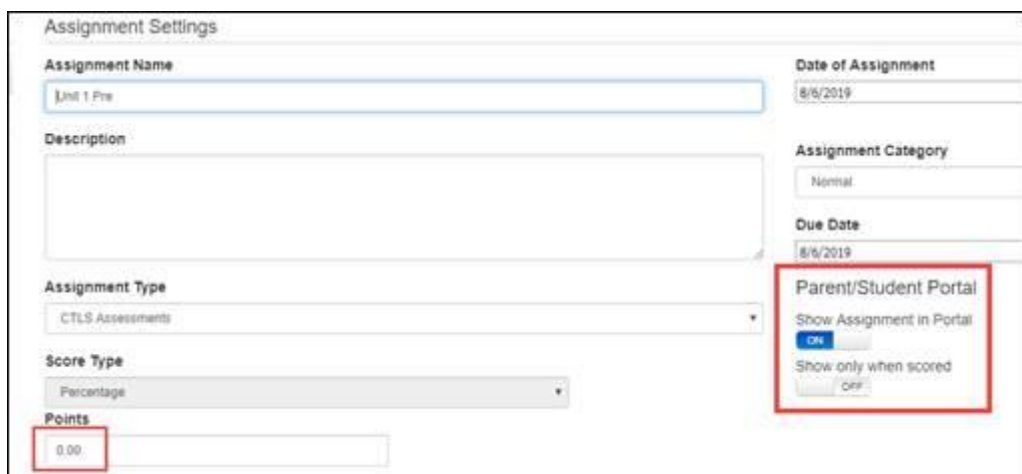
**Please forward this email to your teachers who use Synergy gradebook.**

Recently an email was sent with details about how CTLS assessments are imported into Synergy. Attached to the email were directions for teachers.

Teachers should decide if the assessment will count toward the students' overall calculation and then edit the assignment as needed.

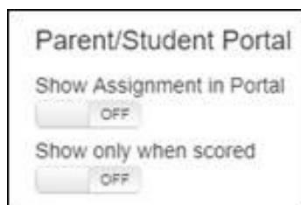
**We have discovered that when the assignments are imported into the gradebook, they are not hidden from the ParentVUE/StudentVUE Portals as was the case in prior years.**

- The assignment is importing to SHOW the assignment in the ParentVUE/StudentVUE Portals.
- The assignment still imports with zero points.



**TEACHER ACTION:**

- To hide the assignment from the ParentVUE/StudentVUE Portals, edit the assignment and toggle the *Show Assignment in Portal* option to OFF.



**Closing:**

We apologize for this inconvenience. We are working with the vendor for a correction and will notify you when the imported assignments no longer default to be shown in the ParentVUE/StudentVUE Portals.

If you have questions or need assistance, please contact the Customer Care Center or enter a Web Help ticket.

From: Synergy <Synergy@cobbk12.org>

Sent: Friday, August 16, 2019 1:27 PM

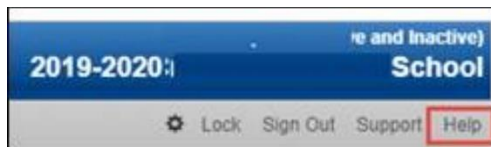
Subject: **Middle School Administrators: Quarter Report Card Processing & Training**

## **Middle School Report Card Administrators: Quarter Report Card Processing & Training**

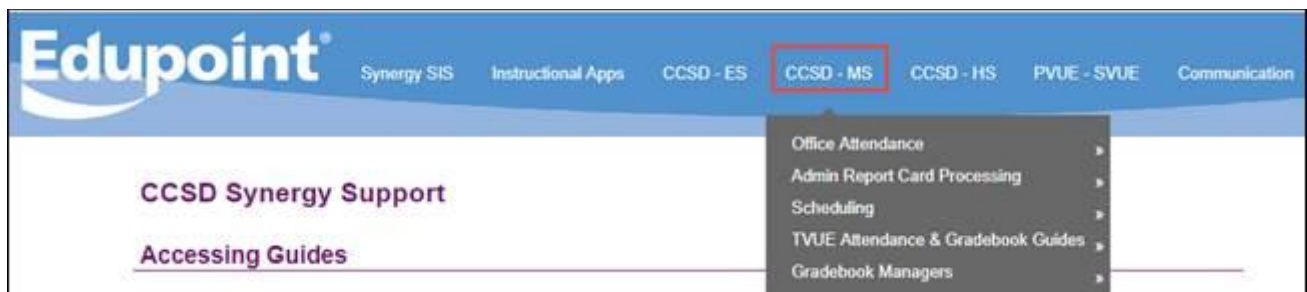
- Training for NEW report card administrators will be held according to the schedule below.
  - The steps for Synergy report card processing have not changed.
  - Admin steps are listed in the attached Admin guide, and will soon be available in the Synergy Help link.
  - Please review all OnTrack > Reports > Grades > *MS Pre-Processing Grade Reports* as usual.
  - **Online Report Cards:**
    - Schools decide if they want to enable the Grade Module in PVUE/SVUE for an online version of students' report cards.
    - A second, optional, feature provides the ability for parents and students to print report cards from PVUE/SVUE.
- If you have not already done so, please login to Synergy to confirm you can access the application.
- If login or security problems occur, please enter a Help Ticket as soon as possible so they can be addressed prior to training.

### **Synergy Help Guides and Information:**

- Synergy help guides and documentation, are located in the [Help](#) link located in the top, right corner of the Synergy application.



- To view the entire Help menu, be sure that your browser window is fully expanded.
- See the support menu item *Admin Report Card Processing*, found under CCSD-MS.
- The teachers' guide is attached and also available in the Help link under CCSD-MS > TVUE Attendance & Gradebook Guide > Report Cards > Teacher Directions - *Please share the user guide with your teachers.*



### **Training Location & Schedule:** Please [click here to sign up](#)

The training classes are optional. If an administrator is NEW to the report card processing role, it will be helpful to attend one of the classes.

- **Kemp Elementary District Lab**, 865 Corner Road, Powder Springs, GA 30127

- **Lewis Elementary Training Lab**, Room #402, 4179 Jim Owens Road, Kennesaw, GA 30152
- **Hawthorne Center Lab**, Room #178, 1595 Hawthorne Ave., Smyrna, GA 30080

QUARTER MIDDLE SCHOOLS - NEW REPORT CARD ADMINISTRATOR TRAINING			
<a href="#">Click Here To Sign Up</a>			
Date	Time	Location	Max # Attendees
Thurs., 8/22/2019	9:30 AM – 12:00 PM	Kemp ES Lab	20
Mon., 8/26/2019	12:30 – 3:00 PM	Lewis ES Lab	20
Fri., 8/30/2019	9:00 – 11:30 AM	Hawthorne Center #178	20
Fri., 8/30/2019	12:00 – 2:30 PM	Hawthorne Center #178	20
<i>8/30/2019 – End of Progress 1 (1<sup>st</sup> 4 ½ Weeks)</i>			
<i>9/6/2019 – Progress Report Distribution</i>			
<i>10/11/2019 – End of Quarter 1 (1<sup>st</sup> Nine Weeks)</i>			
<i>10/14 – 10/18 – Conference Week</i>			

### **Synergy Work Sessions:**

- [Click here to sign-up](#) for 8/23 or 9/5. Drop-in during the listed times.
- These are not formal training classes. Please bring questions and items to work on during the session.

DROP-IN WORK SESSIONS			
Date	Drop-In Times	Location	Attendees
Thurs., 8/22/2019	<i>12:00 PM – 2:00 PM No sign-up req'd.</i>	<i>Kemp ES Lab</i>	<i>MS Report Card Admin No sign-up req'd.</i>
Fri., 8/23/2019	<i>7:00 AM – 3:30 PM</i>	<i>Lewis ES Lab # 402</i>	<i>Any Synergy user</i>
Thurs., 9/5/2019	<i>7:00 AM – 2:30 PM</i>	<i>Kemp ES Lab</i>	<i>Any Synergy user</i>
Assistance will be available for questions concerning Synergy Attendance, Scheduling, TVUE, PVUE, Gradebook, and Report Cards.			

**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Tuesday, July 30, 2019 11:48 AM

**Subject:** [Assignment Imports from CTLS to Synergy](#)

To: Assistant Principals and Grade Book Managers

**Please forward this email to your teachers who use Synergy gradebook.**

The auto-import of CTLS assessments into gradebooks will begin this week. The attached document, *CTLS Assessments in Synergy SY2019-20*, explains what teachers must do to manage the assessment results in the gradebooks.

**Important Notes for all teachers regarding imported assessments:**

- **SGM (Student Growth Measure) Pre-Tests are NOT imported into the gradebooks.**
- Teachers should either Delete or Edit the imported assignments.
- Assignments will be imported with a Max Score of 100 and Point value of zero.

- Teachers should mark the assignment 'Not for Grading' if it is left in the gradebook at zero points.
- Assignments will be imported using the **Percentage Score Type**.
- **Teachers will be unable to change the assignment score type.**
  - If Raw Score is used on all other assignments, the imported assignment can remain a Percentage score type. However, assign a point value consistent with other assignments so it will calculate appropriately in the overall grade.
- The District Assignment Type called *CTLS Assessments* will have weights **IF** the teacher has applied weights.
- If the teachers are not displaying the District Assignment Type called *CTLS Assessments*, the imported assignment will show up as 'Hidden.'

#### **Additional Information for Elementary Teachers – Grades 4 & 5**

- Elementary teachers are not required to use assignment type weighting.
- If all assignment types are left at zero weight, the assignments will be evenly averaged together to determine the students' overall grade calculation.
- If using weighted assignment types, Elementary teachers should only apply weights to the imported CTLS Assessment assignment, if they want it to count toward a class grade.
- For consistency, it is recommended that teachers at the same school set up assignment types using the same weights within the grade levels.

Please enter a Web Help ticket if you have questions or need assistance.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Monday, July 29, 2019 7:02 AM

**Subject:** Action: Synergy Attendance - First Week Procedures

**To: Teachers, Attendance Administrators and Personnel, & Grade Book Managers**

*Please confirm your attendance administrator & attendance manager (PPO/Clerk) receives this email.*

**ACTION: Please forward this information to your teachers.**

The important notes below will assist you the first week of school.

- **Do not mark students absent on the first day of school.** If a student is scheduled in the class, but not physically present, the **NE** code should be used.
  - The **Absent** attendance code will not be available on the first day of school.
  - Codes **NE** and **T** (Tardy) will be the only attendance codes available on the first day of school.
- **NE Attendance Code:** The **NE** attendance code will only be available to teachers in TVUE the first five days of school. Use this code if students are scheduled in the class, but have not physically been present at school (Elementary) or in the class (Middle/High.) Once the student is present in the class, the NE code should no longer be used for that student – should she/he not be in the class on a subsequent day, then the *Absent* code would be used.

- **Teachers Recording Attendance:** School Schedulers should be notified if teachers report missing sections/classes in TVUE. Sections need to be '*Included In Attendance*' before attendance can be recorded by teachers in TVUE.
- **Attendance Verification Screen (used by Attendance Personnel)**  
The Attendance Verification screen is used to view the teachers' attendance entries. Attendance PPO's and clerks can make any necessary changes directly on the screen. Please remind your teachers that only NE or TARDY codes may be used on the first day of school. Students cannot be marked absent until they have been present for a day. The NE code is only available the first five days of school. If students have not attended school after the first five days, follow the directives from Student Reporting's *Start of Year Checklist* to code students No Show in CSIS: <http://support.cobbk12.org/studentreporting/>
- **Classroom Taken Attendance Summary Screen (used by Attendance Personnel)**  
School attendance clerks/principal designee should use this screen to monitor whether teachers are taking attendance. Teachers can be emailed attendance reminders from this screen.
- **Attendance reports to assist in viewing NE codes for the first five days to identify no shows:**
  - **MS/HS:** OnTrack > Reports > Attendance > Data As of Now > Attendance Detail by Period (SSP4110)
  - **ES:** Synergy > Reports Daily > List > ATD402 – Daily Attendance List (check the attendance code '*Not Enrolled*' to include)
  - Your student enrollment count may be obtained from the OnTrack report School Enrollment –SIS4025 (OnTrack / Reports / General / School Enrollment).
- **N/S Synergy Not-Scheduled Code:** If this code displays on a student's Period Attendance screen in Middle or High school, the student isn't scheduled for a class in that particular period.
- **N/E Synergy Not-Enrolled Code:** This differs from the attendance code NE discussed above. If students have N/E codes preventing attendance entry, the system believes the student is not actively enrolled.
  - First - please verify two items: 1) Student has a current enrollment record in CSIS and 2) Student has a correct CSIS enrollment date. If these items are verified to be accurate, the scheduler should re-activate the student in *Synergy*.
  - After these steps, if the N/E code is still present and the student displays as inactive in Synergy, please send students' names & student ID numbers in a Web Help ticket for correction by the Synergy Team.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Saturday, July 20, 2019 4:24 PM

**Subject:** Enabling ParentVUE & StudentVUE Modules and Creating Activation Keys

**To:** Administrators, Grade Book Managers, & ParentVUE Coordinators

***Please confirm that new Grade Book Managers and new ParentVUE Coordinators at your school receive this email.***

The *ParentVUE and StudentVUE Coordinator Guide for 2019-20* is attached and will be added soon to the Synergy [Help](#) link under **PVUE-SVUE**. The Help link is located in the top, right corner of the screen in the Synergy application.

**ACTION:**

The Grade Book Manager &/or ParentVUE Coordinator should review the *ParentVUE and StudentVUE School Configuration* screen in Synergy to determine the current setting for all modules at your school.

***Reminder: Confirm you are focused to the current school year, 2019-20.***

**Enabled Modules at the District:**

1. ***Athletic Registration*** – available only to 8<sup>th</sup> – 12<sup>th</sup> grade parents and students 18 years of age & older.
2. ***Family Engagement Registration*** – used for events at Title I Schools.
3. ***Meal Benefits*** – available to all parents.
4. ***Course Requests*** – available to all parents and students, *if the module is enabled at your location*.
5. ***Current Schedules*** – available to all parents and students, *if the module is enabled at your location*.
6. ***Office 365 Consent*** – available to all parents.
7. ***Office 365 Account Login Information*** – available to students.
  - All CCSD students (K-12) will have access to the Office 365 digital tools suite unless a parent previously selected the opt-out decision. If a parent wants to confirm student access and/or ascertain their student's Office 365 username, they can locate this information via ParentVUE (<https://parentvue.cobbk12.org/>).
  - To determine your students' Office 365 usernames, teachers can run the SIS4130 report using the Report Search widget in the CCSD Portal (<https://aportal.cobbk12.org>).

**The ParentVUE & StudentVUE modules below will be enabled, at the District level, effective Thursday, August 1, 2019.**

Local schools will still need to enable the modules on the *ParentVUE and StudentVUE School Configuration* screen, as desired.

1. **Attendance**
2. **Grade Book**
3. **Grade (Online Report Card)**

Follow the steps in the attached guide to enable or disable modules. The guide provides directions to navigate to the screen and make the desired selections for your school.

- Once activated it may take an overnight cycle to process the change and make modules available to parents and students, so plan accordingly.
- Be prepared for the information to be available immediately, since that does occur with some modules in the mobile apps.



- Synergy [Help](#) is located in the top, right corner of the **Synergy application**.

#### **ParentVUE Accounts:**

- **Changes to existing accounts:** If a parent or guardian has created a ParentVUE account for their child or children, and the enrolling adult changes in CSIS, the account for the original parent or guardian will no longer exist. The new enrolling adult must sign the required acceptable use policy and user agreement paperwork then register to create a new account.
- **Activation Keys,** for parents or guardians who do not already have an activation key, can be created in mass by the local school's ParentVUE Coordinator when desired, using the PVU202 report.
  - The attached coordinators guide lists detailed instructions for creating activation keys and letters in mass.
- Check the **Create Parent Activation Keys** box, prior to printing the letters from the PVU202 report.
- Review the **Report Options** section of the report and add students' names and ID numbers, if desired.
  - It is helpful to include the students' names and/or ID's on the letters for parent distribution.
  - Check the box to **Exclude Activated Parents** from the mass printing of the letters.  
*If parents already have an active PVUE account, there is no need for them to create a new one. They will not need an activation letter.*
  - **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.

**Report PVU202: Parent Activation Key Letter**

Print Save Default Reset Saved Default

Name: Parent Activation Key Letter Number: PVU202 Page Orientation: Portrait

Options Sort / Output Conditions Selection Advanced

**Student Info**

CCSD ID

Last Name First Name

Grade

**Parent Relationship**

☐ Lives With  
☐ Has Custody  
☐ Mailings Allowed  
☐ Contact Allowed

**Report Options**

☒ Show Student Name  
☒ Show CCSD ID  
☒ Exclude Activated Parents  
☐ Show Adult ID  
☒ Group Students By Parent

**Create Parent Activation Keys**

This will create an activation code for all parents, in the current focus, that have:  
 (a) not already had an activation key created for them that is still valid or  
 (b) have not logged into the ParentVUE system.  
 Note: This will use the same settings from ParentVUE and StudentVUE Configuration > Activation Key Configuration.

☒ Create Parent Activation Keys

**Distribution Options**

By specifying both a date and period below, the report will group the results by classroom and display this information in the upper-right corner of the report. This will override any sort options specified on the Sort/Output tab.

Date  Period

Sort Option  
☐ Teacher, Student ☒ Grade, Teacher, Student

If you have questions, please enter a Web Help ticket and someone from the Synergy Team will assist you.

**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Friday, July 19, 2019 3:53 PM

**Subject:** HS: TeacherVUE & Grade Book Information and Synchronization

**To:** Grade Book Managers, Schedulers and Scheduling Administrators:

***Please forward this email to your teachers.***

***Please note the following information is applicable to schedules that have been moved from Mass Scheduling to 'LIVE.'***

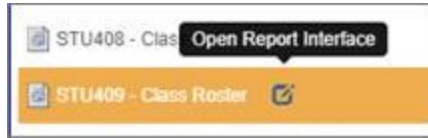
Once schedules are live, a Grade Book synchronization is required to move the students into the gradebook and create classes for the teachers.

**The first District-Wide synchronization is planned for the morning of Monday, July 29, 2019.**

#### **What this means for teachers**

- Teachers will not have access to the SY2019-20 gradebook until after the synchronization.
- the afternoon of Tuesday, July 23<sup>rd</sup>, teachers **will see this year's students in the seating chart if schedules are live. However, they will not have access to the SY19-20 gradebook.**
  - From the TVUE seating chart, Teachers can print a Class List (STU408) or Class Roster (STU409), before school starts, by clicking the icon to open the report interface.

- Enter the first day of school in the date field. Use the second day of school to remove inactive students from displaying the report.



- **AFTER the gradebook synchronization, teachers must set up their gradebook assignment types and weights.**

Use the attached guide for assistance with Grade Book Setup, creating new assignment types, and applying weights to the types.

- Grade Book Setup should be completed for *Final Grade Rounding Settings*
- Grading Period Default for New Assignments set to *Assignment Due Date*
- *Assignment Types & Weighting*
  - The only District Assignment Type is *CTLS Assessments*. This is the assignment type that will be associated with imported assignments.
  - Assignment types, previously created by returning teachers, **may have been hidden**.
    - **Returning teachers** should review hidden assignment types to determine if they should be enabled and used again for SY2019-20.
    - Review hidden types before creating new types.
  - **New teachers** will need to create their own assignment types.
  - When creating new assignment types, keep the names at a high level. Use the actual assignment name for details about specific standards, modules, chapters, or lessons during the grading period.
  - **Teachers teaching EOC-Required classes must set up weights to include 20% for the 'EOC' assignment type.**
  - Teachers must apply weights for all new classes (sections), if new ones are added after weights are applied.
- *Copying Assignments*
  - If assignments are copied from a previous year, teachers **MUST** edit the dates on ALL assignments to be within the current school year.

### **Gradebook Managers & Schedulers – Scheduling Info & Gradebook Synchronization**

**A district-wide gradebook synchronization will automatically run the morning of Monday, July 29, 2019.**

- It is recommended that schools go 'live' with schedules by Wednesday, July 24, 2019.
  - After going live, use the time before the sync to complete all Homeroom sections.
  - After going live, and before the sync, work on combining sections for teachers' gradebooks. *Sections can be combined even if there are no students added.*
  - *If the combining process is not complete prior to the sync, please ask teachers to wait to set up the gradebook for sections that will be combined and to hold off entering assignments as well.*
- If your schedules are 'live' and/or complete and you are ready for the gradebook synchronization to occur prior to the morning of July 29, 2019, please submit a [Web Help Ticket](#) stating you would like the Synergy Team to run a synchronization for your school. Please include the date you would like the sync to be done.
- **Please enter a Web Help ticket only if your schedules are complete and you want a synchronization to occur prior to July 29, 2019.**
  - The synchronization cannot be done prior to Wednesday, July 24, 2019.

- Please note, if changes to schedules continue to occur after synchronization, teachers' gradebook rosters will change.

### **Notify Teachers**

- Please notify your teachers so they will be aware of how TeacherVUE and gradebook will appear BOTH before and after the synchronization.
- Teachers should confirm with the scheduler that all sections have been combined, if that step is being done at your school, before gradebooks are setup and before adding assignments.
- Please notify your teachers that their rosters may change due to schedule changes during the first 10 days of school. Keep a backup record of grades.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Friday, July 19, 2019 3:50 PM

**Subject:** MS: TeacherVUE & Grade Book Synchronization

**To: Grade Book Managers, Schedulers and Scheduling Administrators:**

*Please forward this email to your teachers.*

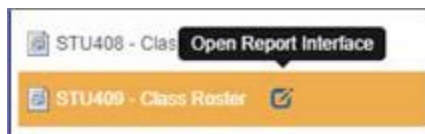
*Please note the following information is applicable to schedules that have been moved from Mass Scheduling to 'LIVE.'*

Once the scheduler has updated the Synergy schedule to 'live,' a Grade Book synchronization is required to move the students into the gradebook and create classes for the teachers.

**The first District-Wide synchronization is planned for the morning of Monday, July 29, 2019.**

### **What this means for teachers**

- Teachers will not have access to the SY2019-20 gradebook until after the synchronization.
- Effective the afternoon of Tuesday, July 23<sup>rd</sup>, teachers **will see this year's students in the seating chart if schedules are live. However, they will not have access to the SY19-20 gradebook.**
  - From the seating chart, Teachers can print a Class List (STU408) or Class Roster (STU409), before school starts, by clicking the icon to open the report interface.
  - Enter the first day of school in the date field. Use the second day of school to remove inactive students from displaying the report.



- **AFTER the gradebook synchronization, teachers must set up their gradebook assignment types and weights.**

Use the attached guide for assistance with Grade Book Setup, creating new assignment types, and applying weights to the types.

- Grade Book Setup should be completed for *Final Grade Rounding Settings*
- Grading Period Default for New Assignments set to *Assignment Due Date*
- *Assignment Types & Weighting*
  - The only District Assignment Type is *CTLS Assessments*. This is the assignment type that will be associated with imported assignments.
  - Assignment types, previously created by returning teachers, **may have been hidden**.

- **Returning teachers** should review hidden assignment types to determine if they should be enabled and used again for SY2019-20.
    - Review hidden types before creating new types.
  - **New teachers** will need to create their own assignment types.
  - When creating new assignment types, keep the names at a high level. Use the actual assignment name for details about specific standards, modules, chapters, or lessons during the grading period.
  - **YEARLONG** high school EOC-Required classes must set up weights to include 20% for the 'EOC' assignment type.
  - Teachers must apply weights for all new classes (sections), if new ones are added after weights are applied.
- **Copying Assignments**
- If assignments are copied from a previous year, teachers **MUST** edit the dates on ALL assignments to be within the current school year.

### **Gradebook Managers & Schedulers – Scheduling Info & Gradebook Synchronization**

**A district-wide gradebook synchronization will automatically run the morning of Monday, July 29, 2019.**

- It is recommended that schools go 'live' with schedules by Wednesday, July 24, 2019.
  - After going live, use the time before the sync to complete all Homeroom sections.
  - After going live, and before the sync, work on combining sections for teachers' gradebooks. *Sections can be combined even if there are no students added.*
  - *If the combining process is not complete prior to the sync, please ask teachers to wait to set up the gradebook for sections that will be combined and to hold off entering assignments as well.*
- If your schedules are 'live' and/or complete and you are ready for the gradebook synchronization to occur prior to the morning of July 29, 2019, please submit a [Web Help Ticket](#) stating you would like the Synergy Team to run a synchronization for your school. Please include the date you would like the sync to be done.
- **Please enter a Web Help ticket only if your schedules are complete and you want a synchronization to occur prior to July 29, 2019.**
  - The synchronization cannot be done prior to Wednesday, July 24, 2019.
- **Please note, if changes to schedules continue to occur after synchronization, teachers' gradebook rosters will change.**

### **Notify Teachers**

- Please notify your teachers so they will be aware of how TeacherVUE and gradebook will appear BOTH before and after the synchronization.
- Teachers should confirm with the scheduler that all sections have been combined, if that step is being done at your school, before gradebooks are setup and before adding assignments.
- **Please notify your teachers that their rosters may change due to schedule changes during the first 10 days of school. Keep a backup record of grades.**

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Friday, July 19, 2019 3:48 PM

**Subject:** ES: TeacherVUE & Grade Book Information and Synchronization

**To:** Elementary Grade Book Managers, Schedulers and Scheduling Administrators:

***Please forward this email to your teachers.***

A Grade Book synchronization is required to move the students into the gradebook and create classes for the teachers.

**The first District-Wide synchronization is planned for the morning of Monday, July 29, 2019.**

### **What this means for teachers**

- Teachers will not have access to the SY2019-20 gradebook until after the synchronization.
- Effective the afternoon of Tuesday, July 23<sup>rd</sup>, teachers **will see this year's students in the seating chart when students are added to their classes. However, they will not have access to the SY19-20 gradebook.**
  - From the TVUE seating chart, Teachers can print a Class List (STU408) or Class Roster (STU409), before school starts, by clicking the icon to open the report interface.
  - Enter the first day of school in the date field. Use the second day of school to remove inactive students from displaying the report.



### **4<sup>th</sup> & 5<sup>th</sup> Grade Teachers – Grade Book**

- **AFTER the gradebook synchronization 4<sup>th</sup> & 5<sup>th</sup> grade teachers must set up their gradebook, assignment types, and weights.**
- **NOTE: Assignment Type weighting is not required in elementary. However, when weighting is used it should be consistent within the grade level.**

*Use the attached guide for assistance with Grade Book Setup, creating new assignment types, and applying weights to the types.*

- Grade Book Setup should be completed for *Final Grade Rounding Settings*
- Grading Period Default for New Assignments set to *Current Period in Gradebook*
- **Assignment Types**
  - The only District Assignment Type is *CTLS Assessments*. This is the assignment type that will be associated with imported assignments.
  - Assignment types, previously created by returning teachers, **may have been hidden**.
    - **Returning teachers** should review hidden assignment types to determine if they should be enabled and used again for SY2019-20.
    - Review hidden types before creating new types.
  - **New teachers will need to create their own assignment types.**
  - When creating new assignment types, keep the names at a high level. Use the actual assignment name for details about specific standards, chapters, or lessons during the grading period.
  - If teachers are using weights, they must apply weights to any new classes (sections) that are added after weights are applied.
- **Copying Assignments**
  - If assignments are copied from a previous year, teachers **MUST** edit the dates on ALL assignments to be within the current school year.
  - If assignments are copied from one class to another, teachers **MUST** review the new assignment to ensure it is associated with the correct subject and report card correlation.
  - If assignments are copied from one grade level class to a different grade level, teachers **MUST** review each copied assignment individually to ensure it is correlated correctly.
  - **SAVE** the assignment after confirming all areas are correct.

### **Gradebook Managers & Schedulers – Scheduling Info & Gradebook Synchronization**

***A district-wide synchronization will automatically run the morning of Monday, July 29, 2019.***

- Schedulers – if you will be combining sections for teachers' gradebooks, please create the needed sections and complete the combining process prior to the sync. *Sections can be combined even if there are no students added.*
  - *If the combining process is not complete prior to the sync, please ask teachers to wait to set up the gradebook for sections that will be combined and to hold off entering assignments as well.*
- If your schedules are complete and you are ready for the gradebook synchronization to occur prior to the morning of July 29, 2019, please submit a [Web Help Ticket](#) stating you would like the Synergy Team to run a synchronization for your school. Please include the date you would like the sync to be done.
- ***Please enter a Web Help ticket only if your schedules are complete and you want a synchronization to occur prior to July 29, 2019.***
  - The synchronization cannot be done prior to Wednesday, July 24, 2019.
- ***Please note, if changes to schedules continue to occur after synchronization, teachers' gradebook rosters will change.***

***Notify Teachers that use Synergy Gradebook***

- Please notify your teachers so they will be aware of how TeacherVUE and gradebook will appear BOTH before and after the synchronization.
- Teachers should confirm with the scheduler that all sections have been combined, if that step is being done at your school, before gradebooks are setup and before adding assignments.
- ***Please notify your teachers that their rosters may change due to schedule changes during the first 10 days of school. Keep a backup record of grades.***

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Friday, July 19, 2019 7:31 AM  
**Subject:** FW: Attendance Clerk Training (RE: School Social Workers)

**To:** Attendance PPO's and Clerks  
Please see the important email below.

**From:** Michele Mizzell <MICHELE.MIZZELL@cobbk12.org>  
**Sent:** Thursday, July 18, 2019 4:16 PM  
**Subject:** Attendance Clerk Training

We will be having Attendance Clerk Training that is critical and will provide valuable information to help you be successful as a Cobb County School District Attendance Clerk. This training is for all Attendance Clerks from the experienced as well as the new CCSD Attendance Clerks. We will cover some new changes in procedures as well as updates on other procedures. As always your input as the schools Attendance Clerk is valued so we hope to see you at one of our two trainings. Please send one representative from your school.  
Thank you.

**Attendance Clerk Training:**  
**Tuesday, July 30th**  
**Hawthorne Center, 1595 Hawthorne Ave.; Smyrna, GA 30080**  
**Room 139 from 9:00 am until 11:00 am**  
or  
**Room 139 from 1:30 pm 3:30 pm**



Ana Murphy, EdS, LCSW  
Supervisor, School Social Work  
678-581-6811 - office

**And**

Michele Mizzell  
Communications Specialist  
Notification Systems  
Communications Department  
770-514-3895 phone  
404-395-5196 cell  
678-594-8567 fax  
[Michele.Mizzell@cobbk12.org](mailto:Michele.Mizzell@cobbk12.org)

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Wednesday, July 10, 2019 2:12 PM

**Subject:** Elementary: Synergy Roll-up & Upgrade Are Complete and Scheduling Information

**To: Elementary Schedulers and Scheduling Administrators**

If you are not the Synergy scheduler for your school, or if you share the scheduling responsibility with other staff members, please forward this email to the appropriate personnel.

➤ **The Synergy roll-up and upgrade are complete.**

- The current year focus in Synergy is now **2019-2020**, and the screen should be **blue**.

**NOTE: Teachers' Synergy focus will be changed to SY2019-20 on the afternoon of Tuesday, July 23, 2019.**

- Please confirm you are focused to 2019-2020 to continue working on schedules.
- A **green** screen indicates you are still focused to 2018-2019 or earlier.

➤ The process to load new student enrollments into Synergy will begin again on Thursday, July 11, 2019.

**Synergy Upgrade: What's new?**

- The attached PDF describes some of the changes found in the new version of Synergy.

**Optional Drop-In Work Sessions - July & August**

*(Please receive approval from your school's administration before attending a work session.)*

Date	Location <a href="#">CLICK HERE TO SIGN UP FOR A SESSION</a>	Drop-In Times
Mon., July 15, 2019 (ES Scheduling Only)	Kemp Elementary District Lab 865 Corner Road, Powder Springs, GA 30127 <i>*If no one answers the bell for the front door, please call 770-330-2591.</i>	7:00 AM – 3:45 PM

Mon., July 29, 2019	Lewis ES Lab, Room 402 4179 Jim Owens Rd., Kennesaw 30152 <i>*If no one answers the bell for the front door, please call 770-975-6673, Lab Extension 256.</i>	7:00 AM – 3:30 PM
Wed., July 31, 2019	Kemp Elementary District Lab 865 Corner Road, Powder Springs, GA 30127	7:00 AM – 3:30 PM
Wed., Aug. 7, 2019	Kemp Elementary District Lab 865 Corner Road, Powder Springs, GA 30127	7:00 AM – 3:30 PM
Mon., Aug. 12, 2019	Lewis ES Lab, Room 402 4179 Jim Owens Rd., Kennesaw 30152	7:00 AM – 3:30 PM
Fri., Aug. 23, 2019	Lewis ES Lab, Room 402 4179 Jim Owens Rd., Kennesaw 30152	7:00 AM – 3:30 PM

### **Scheduling – Required Processes**

#### ➤ **Synchronizing Sections & Updating Home Rooms**

- Schedulers will complete these processes as schedules are being created and again when all students have been scheduled for SY2019-20.

#### ➤ Please review the attached directions for these important scheduling processes.

- The ***Update Home Data*** process should be run before student schedules are printed for “Preview Day,” “Sneak-A-Peek,” etc. or the first day of school.
- ***Synchronize Sections***: It is important to periodically synchronize section totals in live schedules.
  - During the scheduling process, as many edits are made to sections, the student totals can become inaccurate. Synchronization will eliminate the possibility of incorrect information displaying on reports.

If you have problems accessing the Office 365 sign-up form, please email [Synergy@cobbk12.org](mailto:Synergy@cobbk12.org) or enter a [Web Help Ticket](#) with the sessions you want to attend.

If you have questions regarding any of the steps listed in this email, please contact a Synergy team member or submit a Web Help ticket for assistance.

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**From:** Synergy <Synergy@cobbk12.org>

**Sent:** Wednesday, July 10, 2019 2:08 PM

**Subject:** MS & HS: Synergy Roll-up & Upgrade Are Complete and Synergy "Go-Live" Information

**To: MS & HS Schedulers and Scheduling Administrators**

If you are not the Synergy scheduler for your school, or if you share the scheduling responsibility with other staff members, please forward this email to the appropriate personnel.

Please be sure to read the entire email to review all the steps.

#### ➤ **The Synergy roll-up and upgrade are complete.**

- The current year focus in Synergy is now **2019-2020**, and the screen should be **blue**.

**NOTE:** Teachers' Synergy focus will be changed to SY2019-20 on the afternoon of Tuesday, July 23, 2019.

- Please confirm you are focused to 2019-20 to continue working on schedules.
- A **green** screen indicates you are focused to 2018-2019 or earlier.
- You may continue to work in Mass Scheduling for **2019-2020**, but the screen should be blue instead of brown.

➤ The process to load new student enrollments into Synergy will begin again on Thursday, July 11, 2019.

**Synergy Upgrade: What's new?**

- The attached PDF describes some of the changes found in the new version of Synergy.

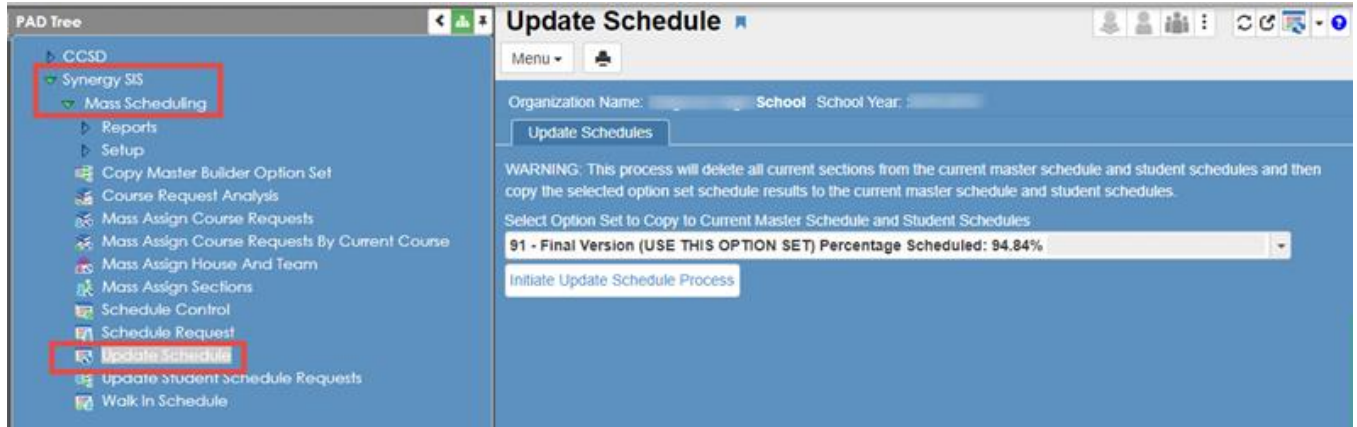
**Optional Drop-In July Work Sessions**

Date	Location <a href="#">CLICK HERE TO SIGN UP FOR A SESSION</a>	Drop-In Times
Mon., July 29, 2019	Lewis ES Lab, Room 402 4179 Jim Owens Rd., Kennesaw 30152 *If no one answers the bell for the front door, please call 770-975-6673, Lab Extension 256.	7:00 AM – 3:30 PM
Wed., July 31, 2019	Kemp Elementary District Lab 865 Corner Road, Powder Springs, GA 30127	7:00 AM – 3:30 PM
Wed., Aug. 7, 2019	Kemp Elementary District Lab 865 Corner Road, Powder Springs, GA 30127	7:00 AM – 3:30 PM
Mon., Aug. 12, 2019	Lewis ES Lab, Room 402 4179 Jim Owens Rd., Kennesaw 30152	7:00 AM – 3:30 PM
Fri., Aug. 23, 2019	Lewis ES Lab, Room 402 4179 Jim Owens Rd., Kennesaw 30152	7:00 AM – 3:30 PM

**Scheduling – Going Live with Schedules: FOLLOW THESE INSTRUCTIONS BELOW WHEN YOU ARE COMPLETELY FINISHED USING THE MASS SCHEDULING FUNCTIONALITY:**

- Any MS and HS schedulers who are finished using mass scheduling can plan to go live in Synergy with the completed 2019-2020 schedule on or after Thursday, July 11<sup>th</sup>.
- It is recommended that ALL schools “go live” by Wednesday, July 24, 2019.
    - Afterward, any additional scheduling needed will be completed in “live.”
      - PAD Tree > Synergy SIS > Schedule > **Section** (or) **Walk- In Schedule**
      - Or
      - PAD Tree > Synergy SIS > Student > **Student** (Classes Tab)
  - **ONCE YOU GO LIVE, DO NOT RETURN TO MASS SCHEDULING TO MAKE SCHEDULE CHANGES. BE SURE TO MAKE ALL OF YOUR CHANGES IN LIVE.**
  - **DO NOT TUMBLE THE STUDENTS AGAIN AFTER YOU GO LIVE.**

- **MS & HS Update Schedule/Going Live:**
  - **Run the Update Schedule Process only ONE time from the Update Schedule screen.**
  - Navigation: PAD Tree > Synergy SIS > Mass Scheduling > Update Schedule
  - BE SURE TO SELECT THE **CORRECT OPTION SET** in the dropdown.
  - Click the button to **Initiate Update Schedule Process**



### **Required Processes: After going live:**

- **Synchronizing Sections & Updating Home Rooms**
  - Schedulers will complete these processes after going live.
- Please review the attached directions for these important scheduling processes.
  - The **Update Home Data** process should be run before student schedules are printed for “Preview Day,” “Sneak-A-Peek,” etc. or the first day of school.
  - **Synchronize Sections:** It is important to periodically synchronize section totals in live schedules.
    - During the scheduling process, as many edits are made to sections, the student totals can become inaccurate. Synchronization will eliminate the possibility of incorrect information displaying on reports.

If you have problems accessing the Office 365 sign-up form, please email [Synergy@cobbk12.org](mailto:Synergy@cobbk12.org) or enter a [Web Help Ticket](#) with the sessions you want to attend.

If you have questions regarding any of the steps listed in this email, please contact a Synergy team member or submit a Web Help ticket for assistance.

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**From:** Synergy <Synergy@cobbk12.org>  
**Sent:** Wednesday, July 10, 2019 9:05 AM  
**Subject:** The Synergy Upgrade is Complete

### **Purpose:**

Information regarding the Synergy upgrade.

- The Synergy upgrade is complete. The Synergy application is now available.
- We are still working to correct a connectivity issue to ParentVUE for parents trying to access it from home. Parents can access ParentVUE using a school computer.
- We are currently working on active student enrollments in Synergy for SY2019-20.

**Action:**

You may now use **Synergy SIS** as normal.

If you are currently logged in, please log out and back into Synergy.

- ✓ Please review your Synergy focus to ensure you are working in SY2019-20.
- ✓ NOTE: Teachers' Synergy focus will be changed to SY2019-20 on July 23, 2019.

**Closing:**

If you have any questions, please contact the Customer Care Center at 770-426-3330.