



ParentVUE/StudentVUE School Support Manual



This Document Reviews:

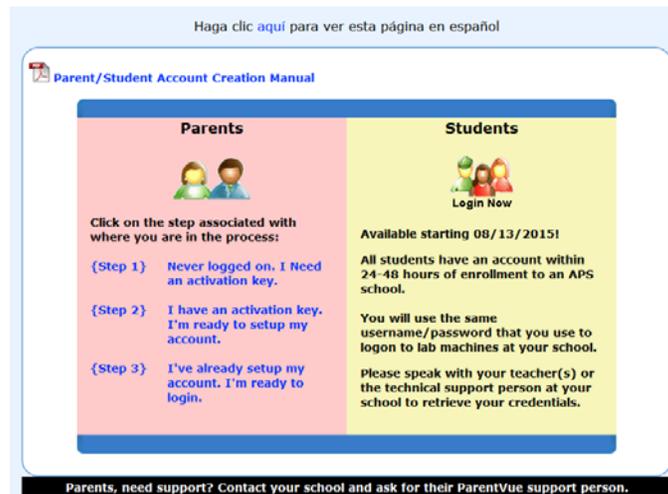
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ParentVUE/StudentVUE

School Support Manual

The Albuquerque Public Schools Web Based Parent/Student Communication Tool

MyStudent.aps.edu



Account Creation Web Application

ParentVUE/StudentVUE SUPPORT

Support for parents/students is to come from the school designated support person. By design, SIS is to assist the designated support person(s) at the school who can in turn pass those resolutions along to their parents/students. **DO NOT** refer students/parents to SIS for support. For SIS support, the designated ParentVUE/StudentVUE support person(s) will need to submit a ticket by going to sis.aps.edu and click on **Support**. Complete the simple web form and submit ticket. Any inquires outside this process **will not** make it to the SIS queue.

INFORMATION TO VERIFY WHEN A PARENT REPORTS TROUBLE

CREATING A ParentVUE ACCOUNT

The **Account Creation Web Application** checks several things before allowing the site to create an account:

- Does the first name and last name of the parent match **exactly**?
- Does the student already exist? Is the student **active**? Does the student name, ID#, and DOB match **exactly**?
- Does the parent have **Ed. Rights**? If not, then the system will **never** allow the account to be created.

Student Name: **Martinez, Jude T.** School: **APS Summer School** Homeroom: Teacher: Birth Date: **10/21/1998** Previous Year End Status:

Demographics **Parent/Guardian** Other Info Emergency Enrollment Enrollment History Classes Documents

Student Contact Log Notes Protected Information APS Merge History McKinney-Vento

Last Name: **Martinez** First Name: **Jude** Middle Name: **Test** Suffix: Perm ID: **970093990** Grade: **12** Gender: **Male**

Email Parents

Parents and Guardians + Add Show Detail

Line	Order	Lives With	Relation	Parent Name	Type	Phone	Contact Allowed	Ed. Rights	Has Custody
1	3	<input checked="" type="checkbox"/>	Mother	Salaz, Patricia L.	Home	505-553-2471	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Ed. Rights: Allows parent/guardian access to student information on the Synergy parent portal

Click on the parent/guardian name from the **Student > Parent/Guardian** tab, or access the **Parent** screen from the **Menu Tree**.

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Click on parent/guardian name to access the Parent screen

VIEWING THE PARENT SCREEN

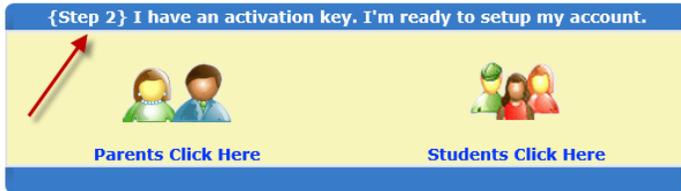
From the **Parent** screen, access the **ParentVUE** tab. Lookup the parent/User ID using the find function/mode.

The screenshot shows the ParentVUE interface for a parent named Patricia L. Salaz. The 'ParentVUE' tab is selected. The interface includes several sections:

- Parent Information:** Last Name (Salaz), First Name (Patricia), Middle Name (L), Suffix, and Title.
- Activation Key Management:** Activation Key (FBUYX2V), Key Valid Until (08/20/2018 08:29:17), Date Activation Key Used, and buttons for 'Create Activation Key' and 'Print Activation Key'. A callout points to these buttons: "Create and print Activation Key".
- Email Addresses:** A list of five email addresses. A callout points to the list: "Email Addresses on file".
- ParentVUE ID:** Fields for User ID, Password, and Confirm Password.
- Account Activation:** Radio buttons for 'ParentVUE Account Disabled' and 'Exclude Parent From Activation Letter'. A callout points to the 'ParentVUE Account Disabled' option: "Account Disabled".
- ParentVUE Settings:** A dropdown menu for 'ParentVUE Language' set to 'English'. A callout points to this dropdown: "Language can be changed for ParentVUE user".
- Notify Options:** Checkboxes for Attendance, Discipline, Health, Grade, Class Change, and Gradebook. A 'Send Messages Every' dropdown and a checkbox for 'Only send messages when grades are below: %' are also present.
- Open ParentVUE as Parent:** A button at the bottom left. A callout points to it: "Open ParentVUE as Parent".
- Additional App Type Logins:** A section with a '+ Add' button.
- Acknowledged Documents:** A table with columns for Line, Language, Response Date, and Res.
- Parent Access History:** A table with columns for Line and Access Dt. A callout points to this section: "Parent Access History".

CREATE AND PRINT AN ACTIVATION KEY

If no **Activation Key** displays, click on **“Create Activation Key”**. Note that the activation key has an expiration date. The parent/student must create account before that date. **“Print Activation Key”** prints the parent/student info and Activation Key on paper. This should only be used if the parent/student is having trouble retrieving their activation key from the **Account Creation Web Application** and you want to hand it to them on paper. They still have to go through the **Account Creation Web Application** to create an account but will start with **Step 2** not **Step 1**.



EMAIL ADDRESSES

To complete account creation, the parent is asked for an email address. Note that this can be different than the one listed on the **Demographics** tab. Multiple email addresses can be added within ParentVUE (not StudentVUE). These are used specifically for communications stemming from ParentVUE/StudentVUE, most notably user id/password recovery. Note, most of the other communication features are not enabled at this time.

ACTIVATED VIA ONLINE REGISTRATION

If a parent has activated their ParentVUE account when they began the Online Registration process, then the box next to **Activated Via Online Registration** will be checked. This means that they did not create their ParentVUE during the school year by signing up for ParentVUE, their ParentVUE account was activated while completing the Online Registration.

ParentVUE ACCOUNT DISABLED

To enable the account, remove checkmark **“ParentVUE Account Disabled”** and click Save. Note that Accounts become disabled when too many failed login attempts occur by the parent/student.

ParentVUE LANGUAGE

If a parent needs their ParentVUE language changed, you can use this drop down menu to select the parent’s preferred language. **Option will be available in the OLR for the 2019-2020 School Year.**

OPEN ParentVUE AS PARENT

To see the ParentVUE site as that parent, click **“Open ParentVUE as Parent”**. This is helpful in diagnosing problems within ParentVUE/StudentVUE.

PARENT ACCESS HISTORY

Shows the time and date the parent has accessed the ParentVUE web portal, the IP address of the computer used for access, and if they successfully logged on or not.

ONLINE REGISTRATION TAB

You can review the registration status for submitted student registrations on the **Online Registration** tab, from the **Menu Tree** by going to **Synergy SIS > Parent > Parent** screen > **Online Registration** tab.

Parent Name: **Widner, Tracey L.**

Demographics Children ParentVUE Parent Contact **Online Registration** Impact Aid Survey

Last Name: Widner First Name: Tracey Middle Name: L Suffix: Title:

Pending Registrations

Line	Registration Date	Student			School Name	In Boundary	Registration Flags					Signature			Actions	
		Student Name	Grade	Perm ID			Disc	ELL	Health	SE	Reenroll	Duplicate	Signature	Date		IP Address
1	03/06/2018 10:52:00	Widner, Evan R.	970074451	09	Eldorado High School	✓			♥		👤		Tracey Widner	03/05/2018 18:02:05	172.18.5.38	Review
2	03/06/2018 10:52:00	Widner, Emma C.	970074423	08	Eisenhower Middle School	✓					👤		Tracey Widner	03/05/2018 18:02:05	172.18.5.38	Review

Previous Registrations

Line	Registration Date	Student			School Name	In Boundary	Registration Flags					Signature			Actions	
		Student Name	Perm ID	Grade			Disc	ELL	Health	SE	Reenroll	Duplicate	Signature	Date		IP Address
1	03/06/2018 10:52:00	Widner, Evan R.	970074451	09	Eldorado High School	✓			♥		👤		Tracey Widner	03/05/2018 18:02:05	172.18.5.38	Review
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ACKNOWLEDGEMENTS AND ELECTRONIC SIGNATURES

Acknowledgments will be used to notify parents and students of documents that they must respond to confirming that they have viewed the documents. Once parents/guardians and students download document(s) and click **Yes** or **No**, **electronic signature** may also be required and **Skip** button may not be an option.

The screenshot shows a web-based form titled "Acknowledgement 4 of 4: Emergency Health Acknowledgement & Signature.pdf". The form contains a text area with the following text: "Emergency Health Information. If, for any reason, NEITHER I NOR MEDICAL CARE PROVIDERS OR HOSPITAL CAN BE REACHED, I understand that appropriate transport and medical care of my child will be arranged to ANY appropriate medical care provider, hospital or medical facility. This authorization does not cover major surgery unless one other doctor/dentist concurs to the need. Nothing in this section shall be construed to impose liability on any school official or school employee, who in good faith, attempts to comply with this section. It is understood that I will be financially responsible for all emergency care. I authorize the school health office staff to contact my child's providers regarding medical management of my child. I understand information will be shared with appropriate personnel on an as-needed basis only. I understand health screenings may be done unless I provide the school health office with written notification requesting exclusion from these screenings." Below the text area, there is a link: "To download this document, click here: [Emergency Health Acknowledgement & Signature.pdf](#)". There is a "Signature" field with a text input box. At the bottom, there are three buttons: "Yes", "No", and "Skip".

Viewing Acknowledged documents for ParentVUE access the **Parent** screen> **ParentVUE** tab.

Viewing Acknowledged documents for StudentVUE access the **StudentVUE** screen> **Activation Key** tab.

Parents/Guardians will acknowledge the following registration documents for the 2018-19 school year:

- Student Behavior Handbook
- Permission to Photograph/Record
- Student Acceptable Use of Technology
- Emergency Health Acknowledgement

VIEWING THE StudentVUE SCREEN

Access the **StudentVUE** screen from the **Menu Tree > Student > StudentVUE** screen. Lookup the student User ID using the find function/mode.

The screenshot shows the StudentVUE interface for student **Martinez, Jude T.** with school **APS Summer School** and status **Active**. The interface includes several sections:

- Activation Key Management:** Shows an activation key **L3QZP4Z** valid until **12/15/2015 07:40:08**. Buttons for **Create Activation Key** and **Print Activation Key** are present.
- Account Activation:** A section titled **Account Activation** with the status **StudentVUE Account Disabled** and an unchecked checkbox.
- StudentVUE ID:** Shows the **User ID** as **970093990**.
- Online Course Request Status:** Includes fields for **Locked In** (set to **No**) and **Validated** (set to **No**), each with a date picker.
- Additional App Type Logins:** A section with an **+ Add** button.

Three callouts with red arrows point to specific elements:

- Access History:** Points to the **Access** tab in the top navigation bar.
- Account Disabled:** Points to the **StudentVUE Account Disabled** checkbox in the Account Activation section.
- Open StudentVUE as Student:** Points to the **Open StudentVUE as Student** button in the bottom left corner.

Most functionality is the same as the **Parent** screen (detailed on pages 4 & 5) and **Student** screen, except noted here:

To view **Student Access History** access the **“Access”** tab on the **StudentVUE** screen. It shows the time and date the student has accessed the **StudentVUE** web portal, the IP address of the computer used for access, and if they successfully logged on or not.

At this time, Synergy **DOES NOT** display student email address captured during account activation process. *APS has requested this be changed.* You can view/enter student email address on the Student screen>Demographics tab if entered from the registration card. Just like parents, the emails addresses between StudentVUE and the demographics tab can be different and are mutually exclusive.

REVIEWING PVUE UPDATES

As of March 1st, 2018, only one B-Schedule employee per school, will receive notification via email for ParentVUE updates pending review. ALL school B-Schedule employees will have access to **Review PVUE Updates** screen.

1. Navigate to **Synergy SIS > Student > Review PVUE Updates** and select the student.
2. Review the updates requested by parents. The **PVUE Updates** tab displays the date, time, and person requesting the change.
3. Use the **<< Change** and **Change >>** buttons to scroll through changes.

The screenshot shows the 'Review PVUE Updates' interface. At the top, it displays the student's name 'Anaya, Arissa R.', school 'Atrisco Heritage Academy High School', homeroom 'E217', and teacher 'Critchfield, T.'. Below this, there are fields for 'Last Name', 'First Name', 'Middle Name', 'Suffix', 'Perm ID', 'Grade', and 'Gender'. The 'Process Updates' section shows the date and time of the change as '06/24/2018 21:09:00' and the parent/guardian as 'Jami Anaya'. A table titled 'Changes' is visible, with columns for 'Line', 'BO Name', 'Property', 'Current Value', 'New Value', 'Accept/Reject', and 'Reason for Rejecting'. Two rows are shown: Line 1 for 'HomePhone' and Line 2 for 'WorkPhone', both with a 'Reject' button and a text box for the reason.

Line	BO Name	Property	Current Value	New Value	Accept/Reject	Reason for Rejecting
1	K12.EmergencyInfo.Emergency	HomePhone	505-...	505-...	Reject	
2	K12.EmergencyInfo.Emergency	WorkPhone		505-...	Reject	

Accept/Reject – Select either Accept or Reject from the Drop-down.

A close-up of the 'Accept/Reject' dropdown menu. The 'Reject' option is selected, and a text box next to it contains the reason: 'Need legal documentation for last name change'.

If rejecting the change, enter the **Reason for Rejecting**.

Click **Save**

Click **Process Updates** after all updates are reviewed.

A close-up of the 'Process Updates' button. A red arrow points to the button, and a hand cursor is shown clicking it. Below the button, the date and time of the change are displayed as '06/24'.

After processing the updates, the changes move to the History tab and clears the PVUE Updates tab.

FAQ's

Q: What is the website for existing parents to retrieve activation key?

It is called the **Account Creation Web Application** and is located at <https://mystudent.aps.edu>

Start with Step 1

Haga clic [aquí](#) para ver esta página en español

Parent/Student Account Creation Manual

Parents	Students
 Click on the step associated with where you are in the process: {Step 1} Never logged on. I Need an activation key. {Step 2} I have an activation key. I'm ready to setup my account. {Step 3} I've already setup my account. I'm ready to login.	 Login Now Available starting 08/13/2015! All students have an account within 24-48 hours of enrollment to an APS school. You will use the same username/password that you use to logon to lab machines at your school. Please speak with your teacher(s) or the technical support person at your school to retrieve your credentials.

Parents, need support? Contact your school and ask for their ParentVue support person.



This is the official method for account creation. Letter printing should be used as a last resort and only be used if a parent/student is having trouble retrieving the activation key via the **Account Creation Web Application**.

How do I create parent activation keys for new parents?

For individual creation: See above screenshot and details on page 3. Access the **Parent > ParentVUE** tab screen and confirm activation key is assigned. If it is blank then click create activation key.

For higher volume: contact SIS who can perform mass activation key creation.

Parent completed Step 1 and never received email with activation key, now what?

Confirm parent entered correct email address. Have parent reviewed inbox - junk folder. If parent continues to report not receiving activation key via email verify parent should be allowed access, provide/print activation key, and have them continue to Step 2 on the web application.

{Step 2} I have an activation key. I'm ready to setup my account.

 Parents Click Here	 Students Click Here
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How does a parent retrieve their User ID/Password?



Parent login page provides a link “Forget your password? Click here”

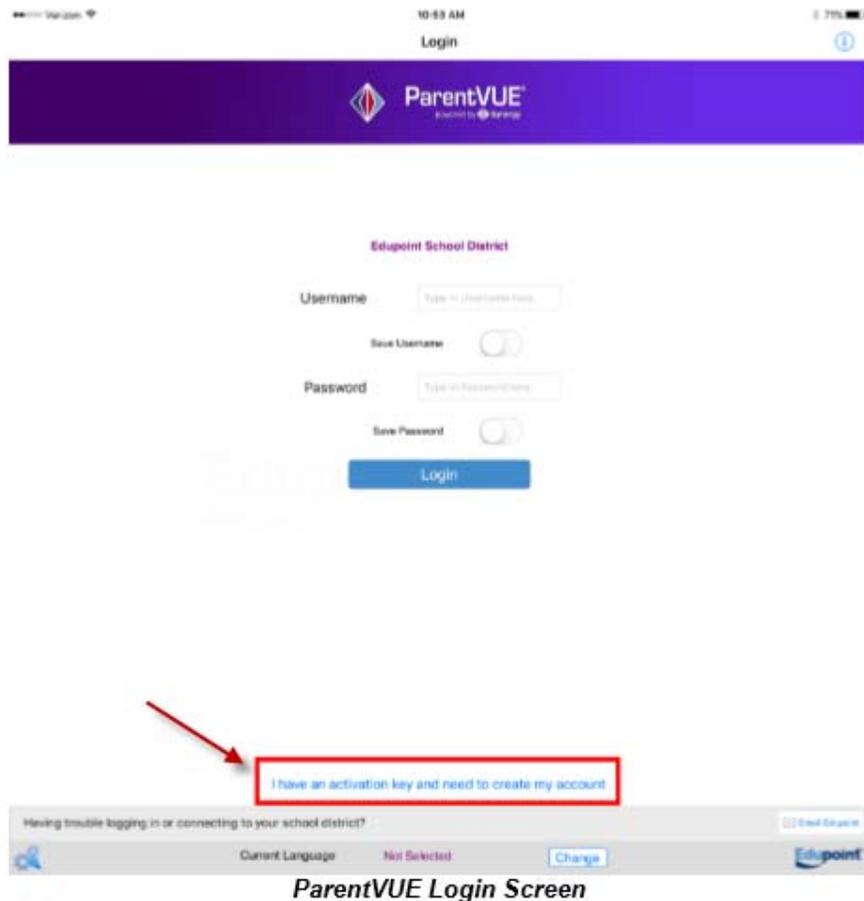
The parent will be asked for the email they provided during account creation (see page 3, “Email Addresses”). An email will be sent to their email with their login credentials.



Note that the User ID/Password retrieval function only works if the parent successfully completed step 1 and 2 of the **Account Creation Web Application**.

Can parents activate their ParentVUE account from the mobile app?

Yes! Parents can now activate their ParentVUE account from the mobile app, and no longer need to be on a computer.



Password/User ID is no longer accepted, what do I do?

If password and/or User ID are no longer recognized access the Parent>ParentVUE tab and assign a new activation key by clicking the “Create Activation Key” button. Synergy will assign a new key that you can provide to parent and start at Step 1 on the **Account Creation Web Application**. Note User ID field MUST be cleared so parent/student can proceed during Step 2. Remove User ID and click Save.

What synergy report will show parent/student activity?

From **Menu Tree > Parent > Reports > List > PVU401 – Parent/Student Portal Activity**

What synergy report will provide letter to parents with activation key?

From **Menu Tree > Parent > Reports > Individual > PVU202 – Parent Activation Key Letter**

PVU204 – Parent Activation Key Letter By Parent

You can print letter for parents that groups students by parent, displays student name and I.D. number.

You can also print sorted classroom/period.

There is an issue not covered in this document or an issue I simply can't resolve, what do I do?

For SIS support, the designated ParentVUE/StudentVUE support person(s) will need to submit a ticket by going to sis.aps.edu website and click on support. Complete the simple web form and submit ticket. Any inquires outside this process will not make it to the SIS queue.