

Online Registration for Parents



Synergy Education Platform

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What is Synergy?

Synergy SIS is the new student information system for Prince George's County Public Schools. It is scheduled to replace the existing system beginning with the 2024-2025 school year. Synergy offers a full suite of student management software, including attendance, grades, scheduling, and enrollment. It also provides a ParentVUE portal and a StudentVUE portal, where parents, guardians, and students can view their information at any time on their computer or mobile device.

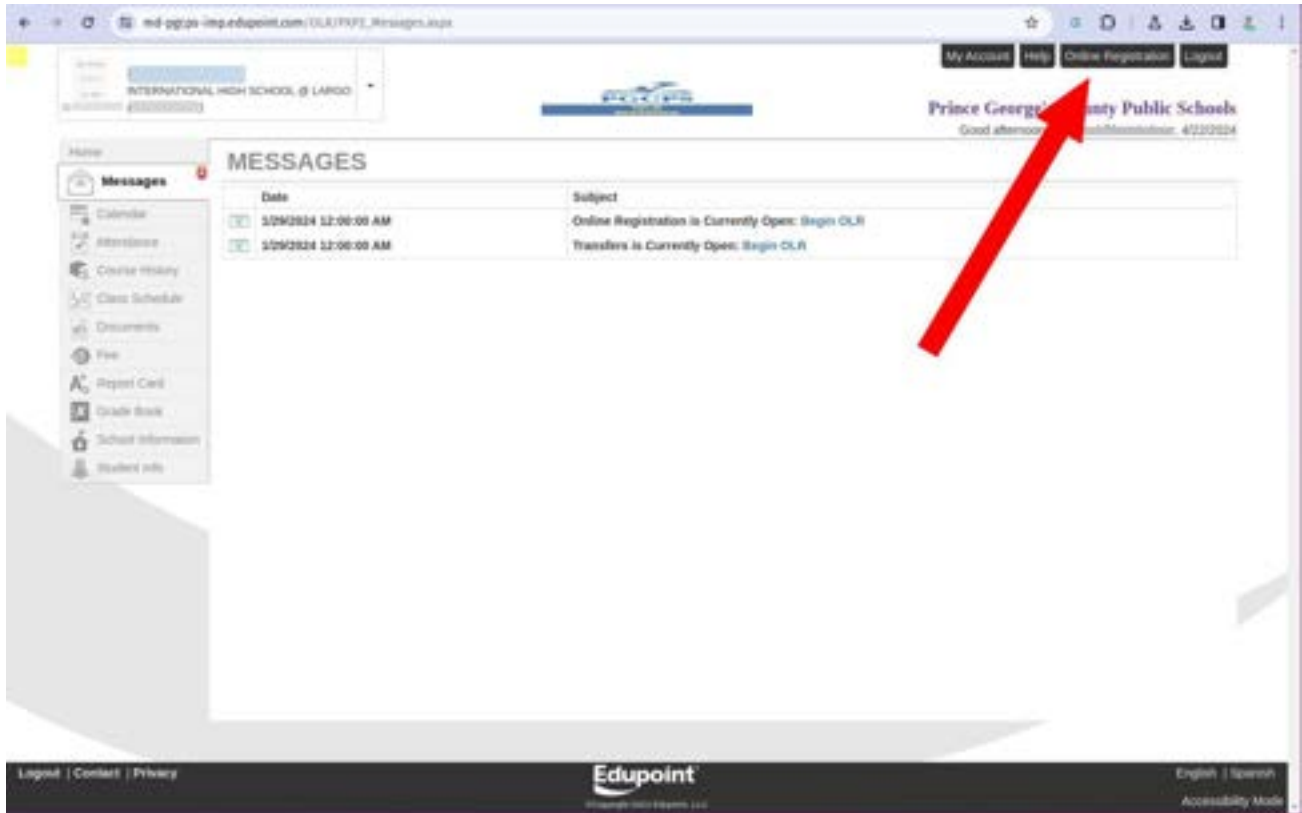
What is Online Registration?

Online Registration (OLR) is the Synergy module that allows parents and guardians to register their student in a school within Prince George's County Public Schools. You can enroll a new student or request an approved transfer for an existing student to another school.

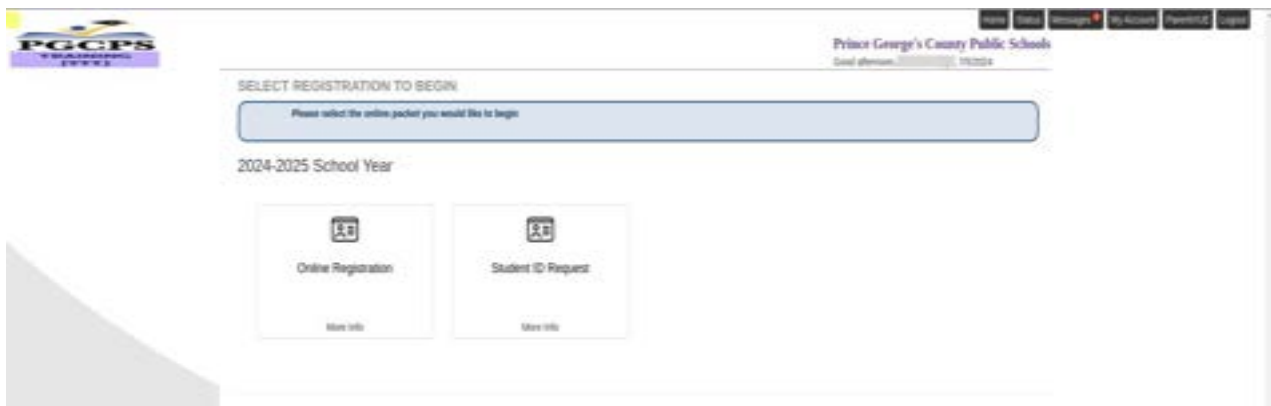
NOTE: To use OLR, you must first have a ParentVUE account. See the [Synergy ParentVUE Guide](#) for more information.

Accessing OLR

1. Log in to [ParentVUE](#).



2. Click the **Online Registration** button in the top right corner of the page.



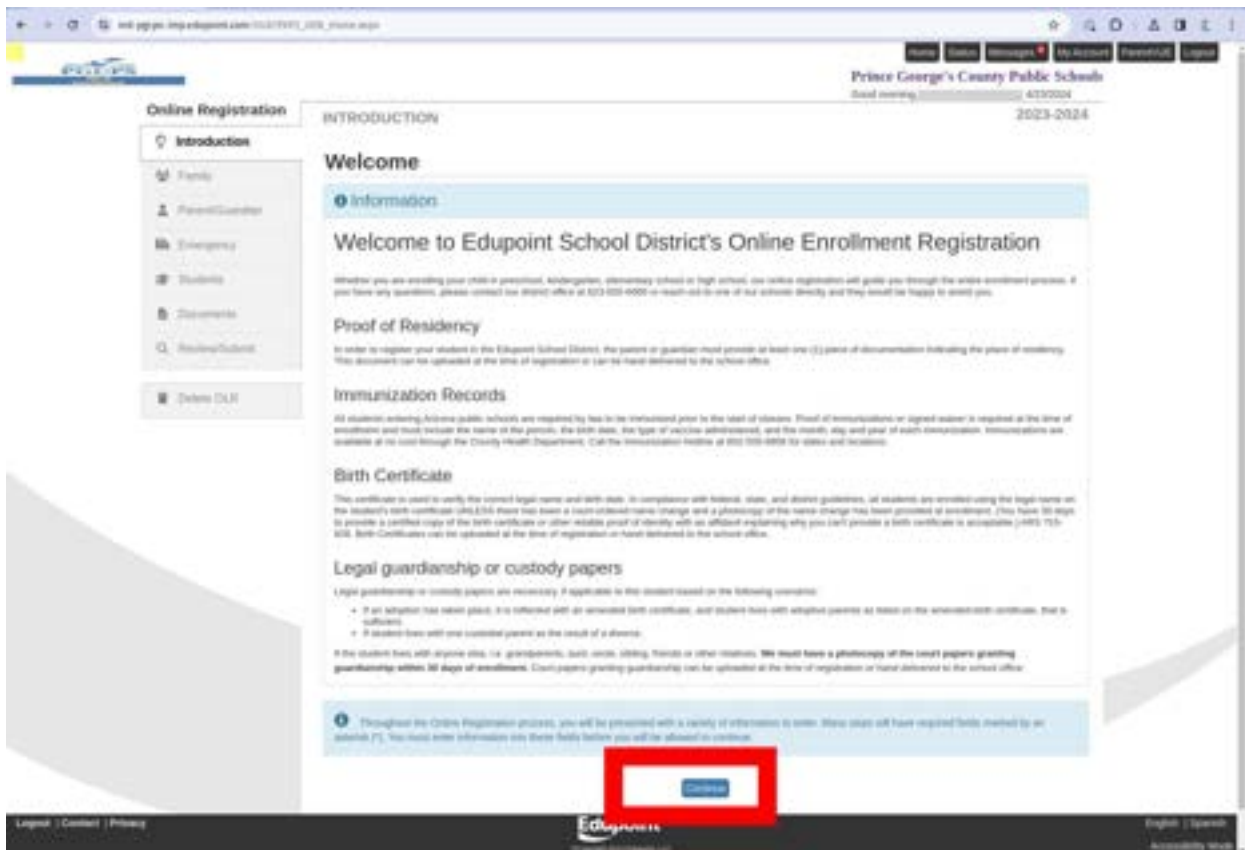
3. From the main OLR page, you can:
- Enroll a new student
 - Request a student ID without enrolling them

Enrolling A New Student

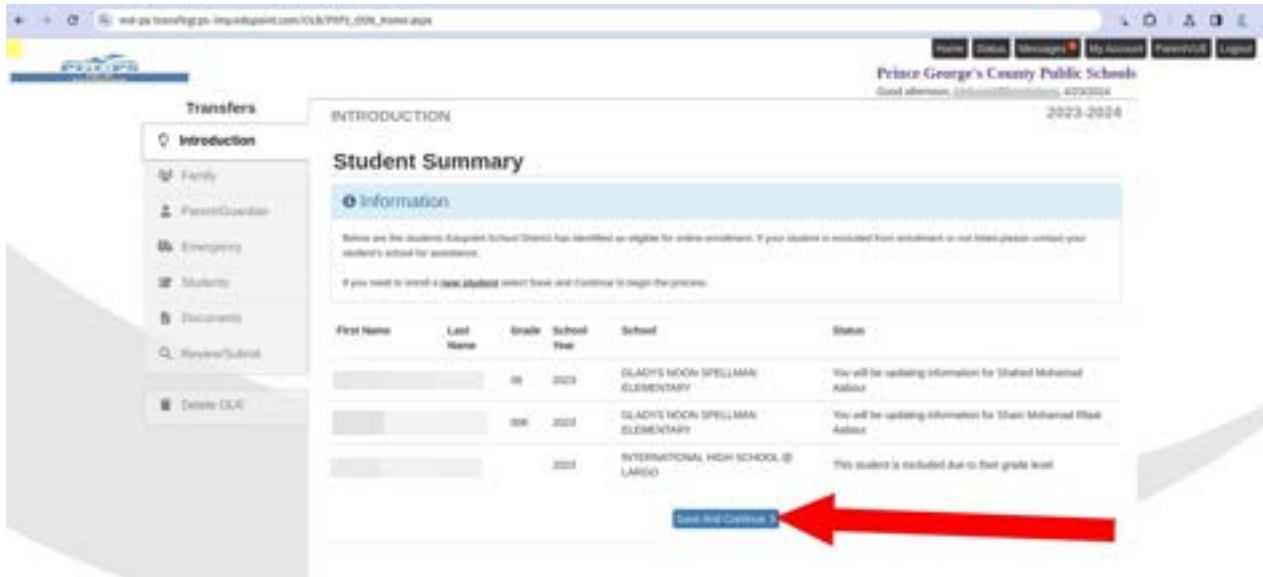
To enroll a new student who does not currently attend a school in PGCPs:



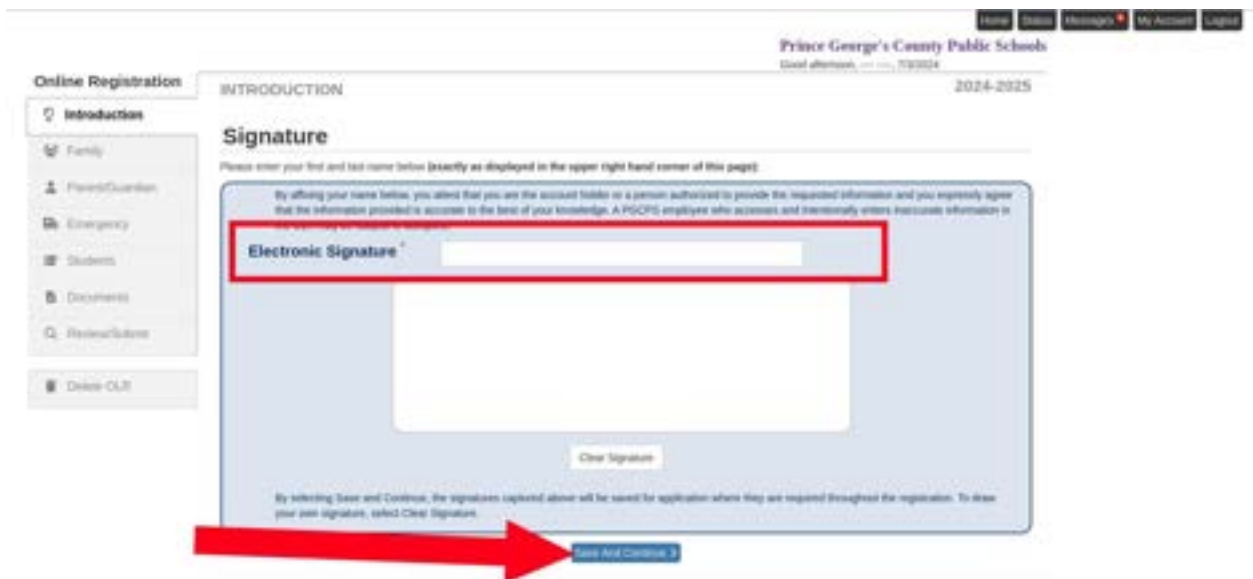
1. Click **Online Registration**.



2. Read through the introduction.
3. Click **Continue**.



- If you already have students in the school system, you see them listed on this page. If you don't have students enrolled in the school system, that section is blank. If you do not see a student that you expected to see, first verify that you correctly followed the steps when activating your ParentVUE account, as described in the "[Existing Parents and Guardians](#)" section of the [Synergy ParentVUE Guide](#). If you activated your account using the correct steps, and you still don't see your student, contact the ParentVUE admin at your student's school.
- Click **Save and Continue**.

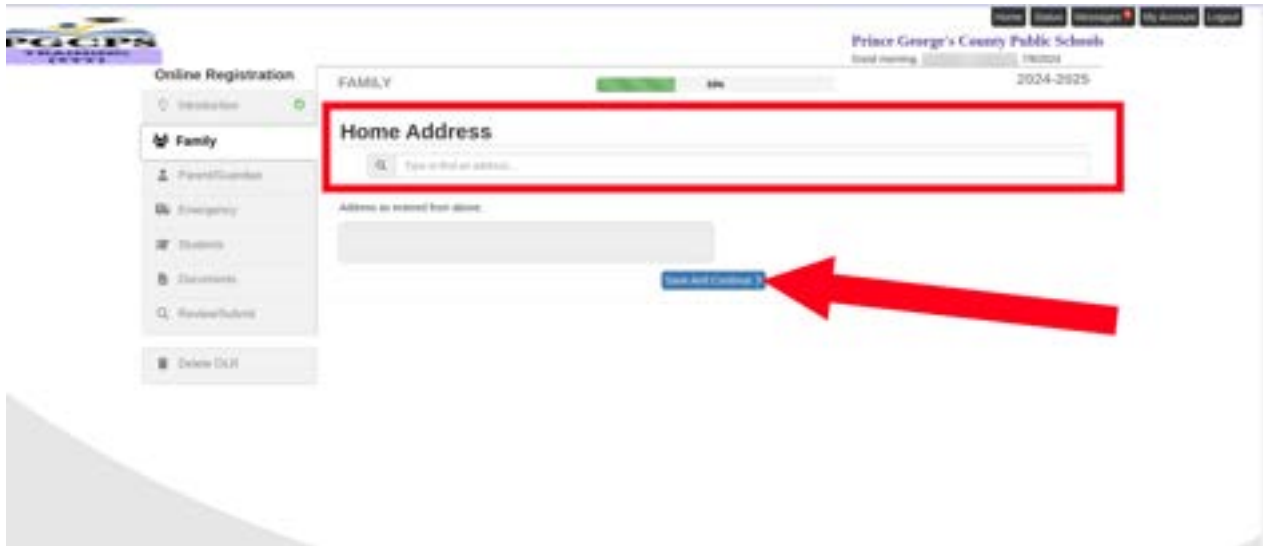


- Before you begin entering information about the student, you must provide your full legal name in the **Electronic Signature** text box, which indicates that you agree to the following:
"By affixing your name below, you attest that you are the account holder or a person

authorized to provide the requested information and you expressly agree that the information provided is accurate to the best of your knowledge. A PGCPs employee who accesses and intentionally enters inaccurate information in the OLR may be subject to discipline."


NOTE: The signature must match the name on the account.

7. Click **Save and Continue**.



The screenshot shows the 'Online Registration' interface for Prince George's County Public Schools. The user is logged in as 'FAMILY'. The 'Home Address' section is highlighted with a red box. Below the search box, there is a dropdown menu showing 'Address as entered from above'. A red arrow points to the 'Save and Continue' button.

8. If you are new to the system, you must enter the first line of the home address in the Home Address search box, then select it from the list. If the address does not exist in the system, or it is not displayed correctly, you can enter it manually, but it will need to be verified by the Pupil Accounting and School Boundaries office after you submit the enrollment request. If you already have a home address in the system, verify it is up to date. If you need to make changes to an existing address, you can select the **Check here if your address has changed checkbox**, and search for the current address.
9. Click **Save and Continue**.



The screenshot shows the 'Online Registration' interface for Prince George's County Public Schools. The user is logged in as 'FAMILY'. The 'Mail Address' section is highlighted. A checkbox labeled 'Mail address is the same as home address' is checked. Below the search box, there is a dropdown menu showing 'Hyattsville, MD 20794'. A red arrow points to the 'Save and Continue' button.

10. Confirm that the mailing address is correct. If you need to change it from the home address, clear the checkbox and you will be prompted to enter a different address.
11. Click **Save and Continue**.

Prince George's County Public Schools
2023-2024

Online Registration

- Introduction
- Family
- ParentGuardian**
- Emergency
- Students
- Documents
- Review/Submit
- Done CLR

PARENTGUARDIAN 99%

Demographics:

Instructions:
If the name listed below needs to be updated or changed please see your student's school to have the name changed.

First Name: [Text Field]
Middle Name: [Text Field]
Last Name: [Text Field]
Gender: [Dropdown Menu]
Preferred language spoken in the home: [Dropdown Menu]

3800 84th Ave
Hyattsville, MD 20784

Birth Date: [Text Field]

Previous **Save and Continue**

12. Verify that the personal information is correct. Note that if the name is incorrect, you cannot change it here. You must change it as the registrar.
13. Select the **Preferred language spoken in the home**. Once selected, future communications with the household will be offered in that language whenever possible. If you choose a language other than English, the student's school will automatically be set to International Student Admissions and Enrollment (ISAE) to ensure additional support services are available.
14. Click **Save and Continue**.

Online Registration

PARENTGUARDIAN

Work Address: [Redacted]

Check here if parent/guardian does not have an employer

OR

Employer Name: [Redacted]

Job Title: [Redacted]

Uniformed Military:

Parent/guardian is an employee of this school district:

Enter the work address for the parent/guardian.

Type to find an address.

Street Number [Redacted] Fraction [Redacted] Direction [Redacted] Street [Redacted] Type [Redacted] Post Direction [Redacted] Unit Type [Redacted]

Unit Number [Redacted]

City [Redacted] State [Redacted] Zip Code [Redacted] [Redacted]

Address as entered from above

[Redacted]

Previous Save and Continue

15. Enter the work contact information, or select the checkbox to indicate that they are not currently employed.
16. Click **Save and Continue**.

Online Registration

PARENTGUARDIAN

Contact Information: [Redacted]

Phone Numbers

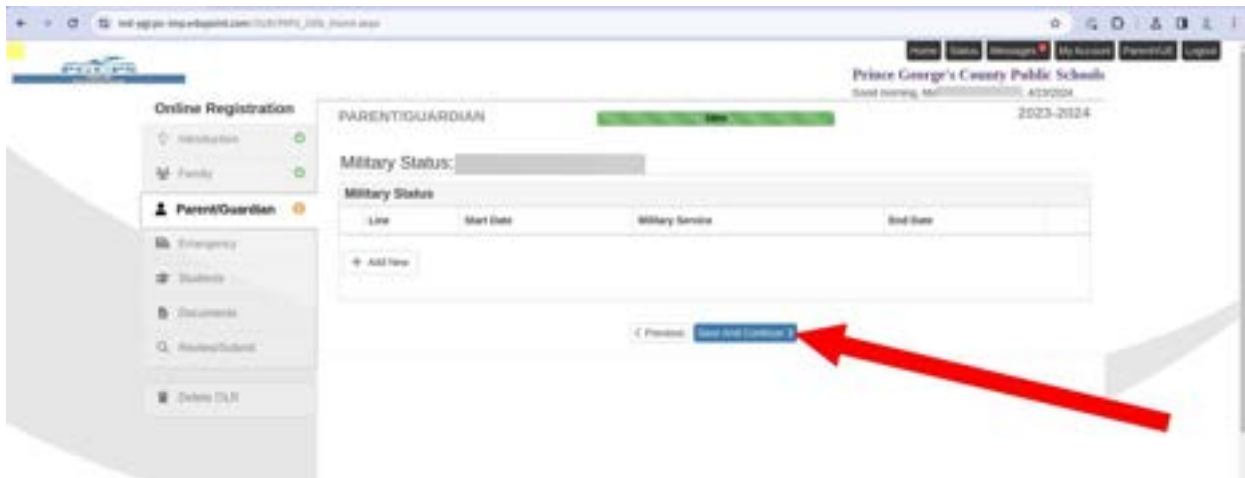
#	Line	Primary	Type	Phone	Extension	Not Listed	Phone Communication	Text Communication
	1	<input checked="" type="checkbox"/>	Home	410-331-885-1234		<input type="checkbox"/>	Yes	No

+ Add New

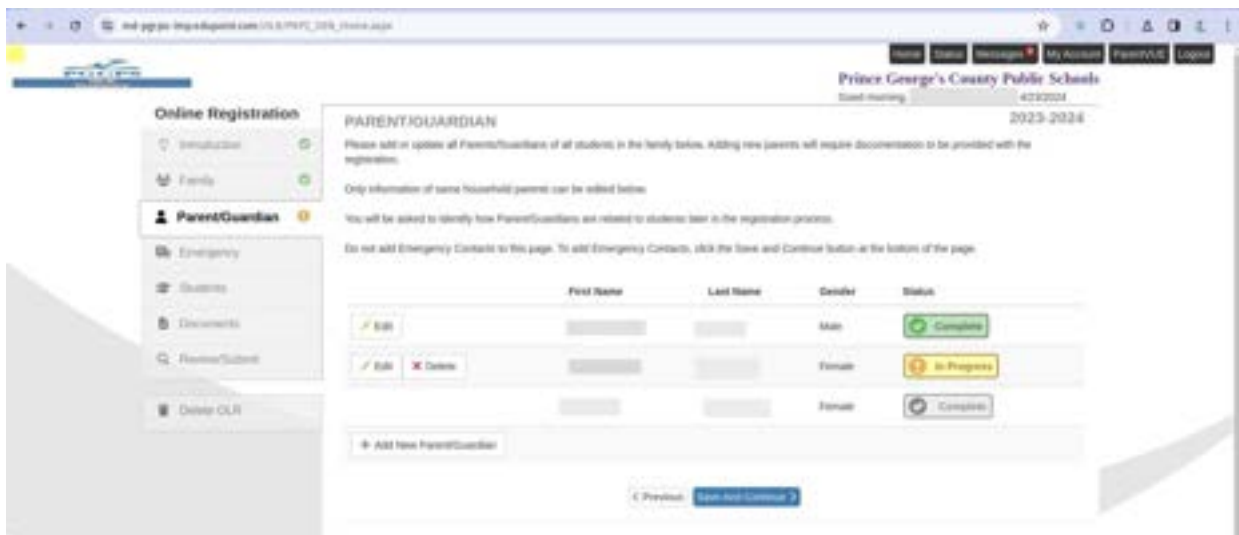
Email Address: [Redacted]

Previous Save and Continue

17. Verify or add **Phone Numbers**. You can indicate whether the recipient wants to receive phone calls, text messages, or both, when the school or district has important announcements such as school closures. One of the phone numbers on your account *must* be designated as **Primary**.
18. Verify the **Email Address**.
19. Click **Save and Continue**.



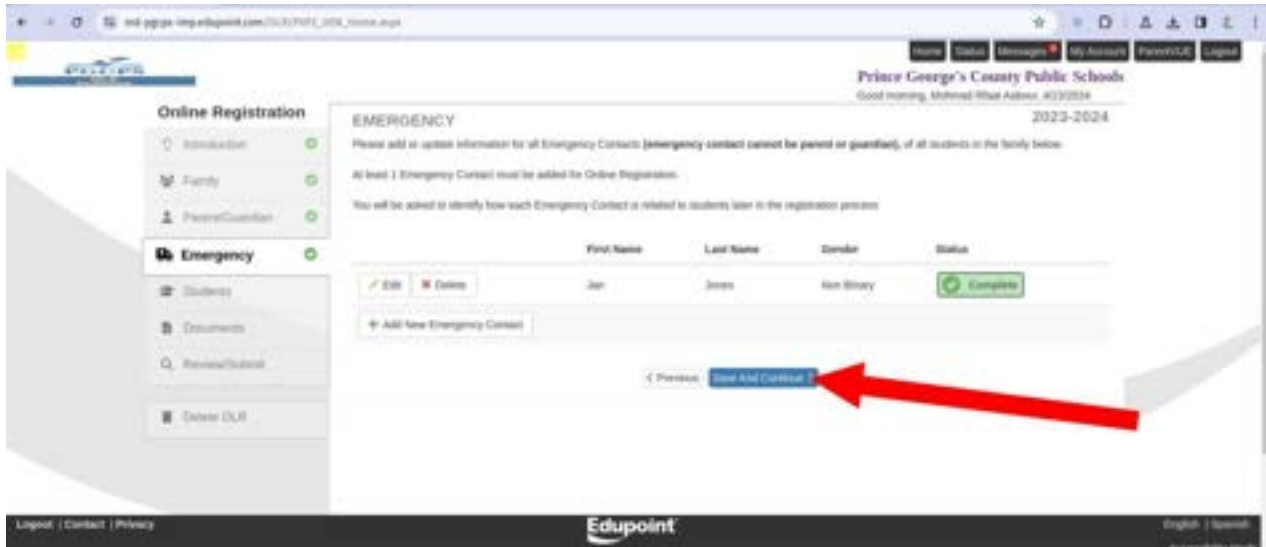
20. If they have **Military Service**, click **Add New** to enter it here.
21. Click **Save and Continue**.



22. Add or update the list of parents and guardians associated with the household. This does *not* include other emergency contacts, which are added on the next page.
23. To change information about an existing parent or guardian, click the **Edit** button
24. To add an additional parent or guardian, click **Add New Parent/Guardian**.

NOTE: Documentation for newly added parents and guardians is required.

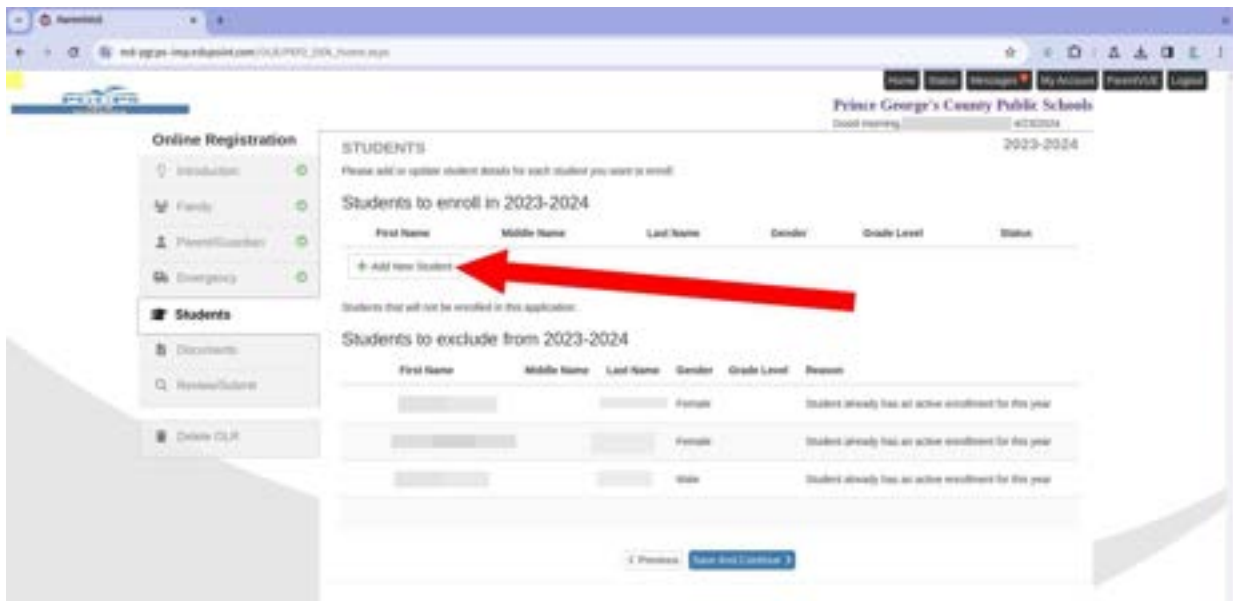
25. Click **Save and Continue**.



26. Add or update information for emergency contacts who are not parents or guardians associated with the household. Emergency contacts *must* have a phone number, or you will not be able to proceed.

NOTE: You must have at least one emergency contact in order to complete registration.

27. Click **Save and Continue**.



28. If you already have students enrolled in the current school year, or you previously had a student enrolled at a PGCPs school, you see them listed. To enroll a new student, click **Add New Student**.

Prince George's County Public Schools
Good morning, [User Name] 4097004
2023-2024

DEMOGRAPHICS 4%

Demographics: New Student

Instructions

Please enter the legal name of the child as listed on the birth certificate. If the child's name has been changed after birth, a court order or updated birth certificate is needed to change the name.

If a student is 3-5 years of age (or preschool) and has an IEP, the family should contact the Prefabricated Child Find Office at (301)209-8000 for further assistance.

First Name *

Middle Name *

No Middle Name

Last Name *

Suffix

Gender *

Birth Date *

Grade Level *

Primary Address *

Home Address Mail Address

Preferred Name

Does your student have an acceptance letter to a non-public school?

Previous **Save and Continue**

29. Enter information for the student. Any field marked with a red asterisk (*) is required.
30. When you have completed the form, click **Save and Continue**.

Prince George's County Public Schools
Good morning, [User Name] 4097004
2023-2024

DEMOGRAPHICS 24%

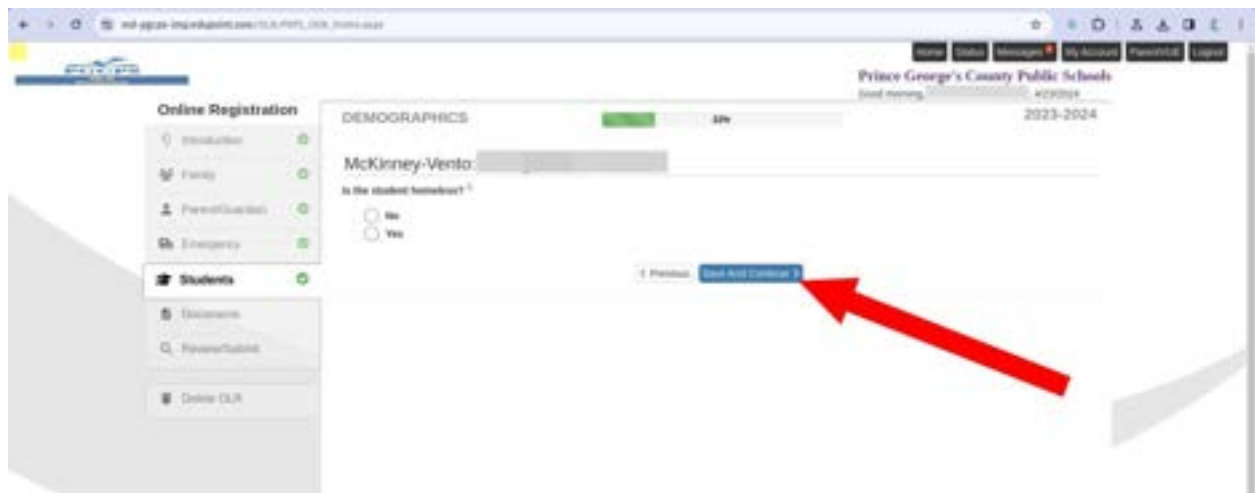
Additional Information:

Student's birth country *

Birth verification document type *

Previous **Save and Continue**

31. Select the **Student's birth country** from the drop down list. If you select "United States", you need to select the state. If you select a birth country *outside* the US, you must also enter the **Date the student entered the US**, the **Date the student first attended school in the US**, as well as the **Month** and **Year** the student last attended school in their birth country.
32. Select the **Birth verification document type** from the drop down list. This is required regardless of the student's country of origin.
33. Click **Save and Continue**.



34. Indicate whether the student is homeless. If the answer is **Yes**, you are required to indicate where the student stays at night.
35. Click **Save and Continue**. If you indicated that the student is homeless, you are taken to a separate page to complete a Displacement Statement form. If you are enrolling a student in 00K, you are taken to the Prior Care page, where you must enter information on the student's previous experience with childcare before enrollment. If you did not indicate the student is homeless or entering kindergarten, you are taken to the Parent/Guardian Relationships page.

RELATIONSHIPS 2%

Parent/Guardian Relationships

Instructions

Indicate the relationship each Parent/Guardian has with the student.

Relationship	First Name	Last Name	Gender	Lives With	Contact Allowed	Ed Rights	Has Custody	Mailings Allowed	Release To	Financial Resp.
<input type="text"/>	<input type="text"/>	<input type="text"/>	Male	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	Female	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

No Relationship

No Relationship

Lives With: Indicates the parent/guardian lives in the household with the student.
Contact Allowed: Indicates the parent/guardian is allowed contact with the student and will be included in school to student communication.
Ed. Rights: Indicates the parent/guardian has rights to make decisions regarding the student's education and access to student information in the Synergy parent portal.
Has Custody: Indicates the parent/guardian has legal custody of the student.
Mailings Allowed: Indicates the parent/guardian may receive mailings regarding the student.
Release To: Indicates the school may release the student to the parent/guardian.
Financial Resp.: Indicates the parent/guardian is financially responsible for the student.

Are there any custody or restraining orders the school should be aware of?

Are you someone other than the biological parent attempting to register the student?

Does the student currently have an agency placement letter?

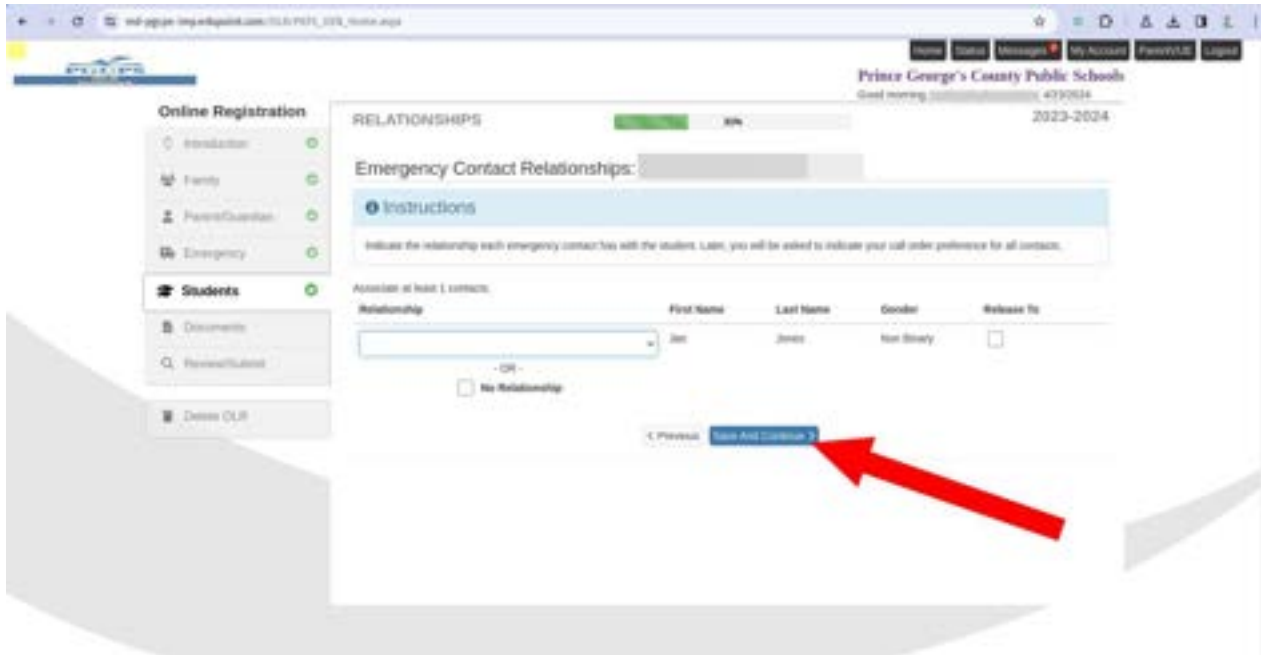
36. Verify or select a **Relationship** to the student for every parent or guardian associated with the household from the drop-down list.

37. Select other parameters where appropriate:

- **Lives With:** Indicates the parent/guardian lives in the household with the student.
- **Contact Allowed:** Indicates the parent/guardian is allowed contact with the student and will be included in school to student communication.
- **Ed. Rights:** Indicates the parent/guardian has rights to make decisions regarding the student's education and access to student information in the Synergy parent portal.
- **Has Custody:** Indicates the parent/guardian has legal custody of the student.
- **Mailings Allowed:** Indicates the parent/guardian may receive mailings regarding the student.
- **Release To:** Indicates the school may release the student to the parent/guardian.
- **Financial Resp.:** Indicates the parent/guardian is financially responsible for the student.

38. Select answers from the drop-down list for the remaining required questions.

39. Click **Save and Continue**.



40. Verify or select a **Relationship** for the Emergency Contact.
41. Indicate whether the school can release the student to this person.
42. Click **Save and Continue**.



43. Drag and drop the list of parents, guardians, and emergency contacts in the order they should be contacted in the event of an emergency.
44. Click **Save and Continue**.

Prince George's County Public Schools
Good morning, 4039004
2023-2024

ETHNICITY & RACE

Ethnicity:

Select One *

Provide the following information about the student's race (Select all that apply):

1 American Indian/Alaska Native 4 Asian

2 Black or African American 5 Native Hawaiian or Other Pacific Islander

3 White

[Previous](#) [Save and Continue](#)

45. Select an **Ethnicity** from the drop down list.
46. Select applicable race or races.
47. Click **Save and Continue**.

Prince George's County Public Schools
Good morning, 4039004
2023-2024

LANGUAGE SURVEY

Language Survey

What language does the student use most often to communicate? *

What language(s) did the student first learn to speak? *

What language(s) are spoken in your home? *

*If a language other than English is indicated on two or more of the above, both Certificate is outside of the US, or last school records are outside of US, Please refer to the International Student Admissions and Enrollment (ISAE) 802-485-6480.

[Previous](#) [Save and Continue](#)

48. Answer the required **Language Survey** questions using the drop down list for each one. If you select a language other than English for two or more questions, your enrollment request will be routed to the International Student Admissions and Enrollment (ISAE) department after you submit it.
49. Click **Save and Continue**.

Prince George's County Public Schools
Good morning, [redacted] 4028204
2023-2024

HEALTH

Health Information: [redacted]

Physician

Name: [input]
Phone Number: [input]
Extension: [input]

Dentist

Name: [input]
Phone Number: [input]
Extension: [input]

< Previous **Save and Continue**

50. Enter contact information for the student's **Physician** and **Dentist** in case of an emergency. These fields are not required.
51. Click **Save and Continue**.

Prince George's County Public Schools
Good afternoon, [redacted] 392824
2024-2025

INFORMATION RELEASE

Information Release: [redacted]

Throughout the school year, Prince George's County Public Schools (PGCPS) and the Prince George's County Board of Education conduct activities that may be published by local or national news media or used to promote the school system. Publicity activities include interviews, photographs or videos of individuals or groups of students, or student works (including, but not limited to, artistic works, athletic activities, performances and competitions) that may be used in websites, social media such as Facebook and Twitter, print or online publications, or videos. The information shared under this publicity release may include certain directory information, which is generally not considered harmful in an invasion of privacy if released under Administrative Procedure 1020. Please check **ONE** of the two statements below to acknowledge your preference. This Publicity Release consent will remain in effect for the entire school year.

I **DON'T GRANT PERMISSION** for my/our child's name, voice, photographic likeness and student work to be used by PGCPS staff and contractors, journalists or photographers employed by news media outlets.

I **DO NOT GRANT PERMISSION** for my/our child's name, voice, photographic likeness and student work to be used by PGCPS staff and contractors, journalists or photographers employed by news media outlets.

In accordance with federal law, upon written request to the Chief Executive Officer, the names and addresses of high school students and graduates may be disclosed to a branch of the United States armed forces for the purpose of providing students with information related to career and educational opportunities available through the military. According to Administrative Procedure 1020, upon written request to the Chief Executive Officer, the names and addresses of high school students may be disclosed to state or federal agencies, or a representative of a community college in the State, for the purpose of providing students with information related to college admissions, financial aid or scholarships. An agency does not include a college, university, vocational school or other institution of higher learning.

Permission to release information to military recruiters: [dropdown]
Permission to release information to educational institutions: [dropdown]
Permission to release directory information: [dropdown]

< Previous **Save and Continue**

52. Indicate whether you **Grant Permission** or **Do Not Grant Permission** to have your student's name, voice, photographic likeness, and student work to be used by PGCPs staff and contractors, journalists, or photographers employed by news media outlets.
53. Select answers to the required **Information Release** questions from the drop down list.
54. Click **Save and Continue**.

Princes George's County Public Schools
Great morning
2023-2024

INTERNET SURVEY 99%

Internet Access: [dropdown]

Does the student have access to the internet at home? [dropdown]

[Previous] **Save and Continue**

55. Select an answer to the required **Internet Access** question from the drop down list. If you answer "No", select an answer to the question **What is the primary barrier to having internet access in the student's home?** from the drop-down list.
56. Click **Save and Continue**. If you selected "Yes", you are taken to the Internet Survey page. If you selected "No", you go directly to the Previous Schools Attended page.

Princes George's County Public Schools
Good afternoon
2024-2025

INTERNET SURVEY 99%

Internet Survey: [dropdown]

What is the primary type of internet service used in the student's home? [dropdown]

Can the student complete learning activities, including video streaming and assignment upload? [dropdown]

What type of device does the student use most often to complete learning activities away from school? [dropdown]

Who is the provider of the device? [dropdown]

Is the student's device shared with another individual? [dropdown]

[Previous] **Save and Continue**

57. Select an answer to each question from the drop-down list.
58. Click **Save and Continue**.

Prince George's County Public Schools
Good Learning

2023-2024

PREVIOUS SCHOOLS ATTENDED 75%

Previous Schools Attended:

Has this student attended school before?

[Previous](#) [Save and Continue](#)

59. Indicate whether the student has attended school before by selecting an answer from the drop down list.
60. Click **Save and Continue**. If you answered “Yes” to whether the student has attended other schools, you are taken to a separate page to enter information about any previous school experience. If you answer “No” you are taken directly to the Special Education page.

Prince George's County Public Schools
Good Learning

2023-2024

PREVIOUS SCHOOLS ATTENDED 75%

Previous Schools Attended:

Instructions

Please provide previous school attended information for the past two years.

School Name	City	State	Country	Credits	School Year Attended	Phone
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Previous](#) [Save and Continue](#)

61. If you answered “Yes” on the previous page, enter the previous school information in the lines provided. If the most recent attended school was in another country, the student’s school will automatically be set to International Student Admissions and Enrollment (ISAE0) to ensure additional support services are available.
62. Click **Save and Continue**.

Prince George's County Public Schools
2024-2025

Online Registration

- Introduction
- Family
- Parent/Guardian
- Emergency
- Students**
- Documents
- Review/Submit
- Cancel OIR

SPECIAL SERVICES

Special Education:

Has your student ever been tested for special services or programs? *

Has the student ever participated in special services or programs? *

Does your child participate in the talented and gifted program? *

Does your child have a current 504 Plan? *

Does your child have a current IEP? *

Previous Save And Continue

63. Answer each question by selecting a response from the drop-down list.
64. Click **Save and Continue**.

Prince George's County Public Schools
2024-2025

Online Registration

- Introduction
- Family
- Parent/Guardian
- Emergency
- Students**
- Documents
- Review/Submit
- Cancel OIR

TRANSPORTATION

Transportation:

Please note the following updated for PGCPS Transportation:

If your child typically receives a bus assignment, but you do not plan for them to ride the bus, letting us know helps us streamline service and avoid unneeded trips. When we can account for families who do not plan to use their bus assignment, it helps us maximize routes and provide more efficient service to all. Please let us know if you need a bus below. More information can be found on the [Transportation web page](#).

Please Check:

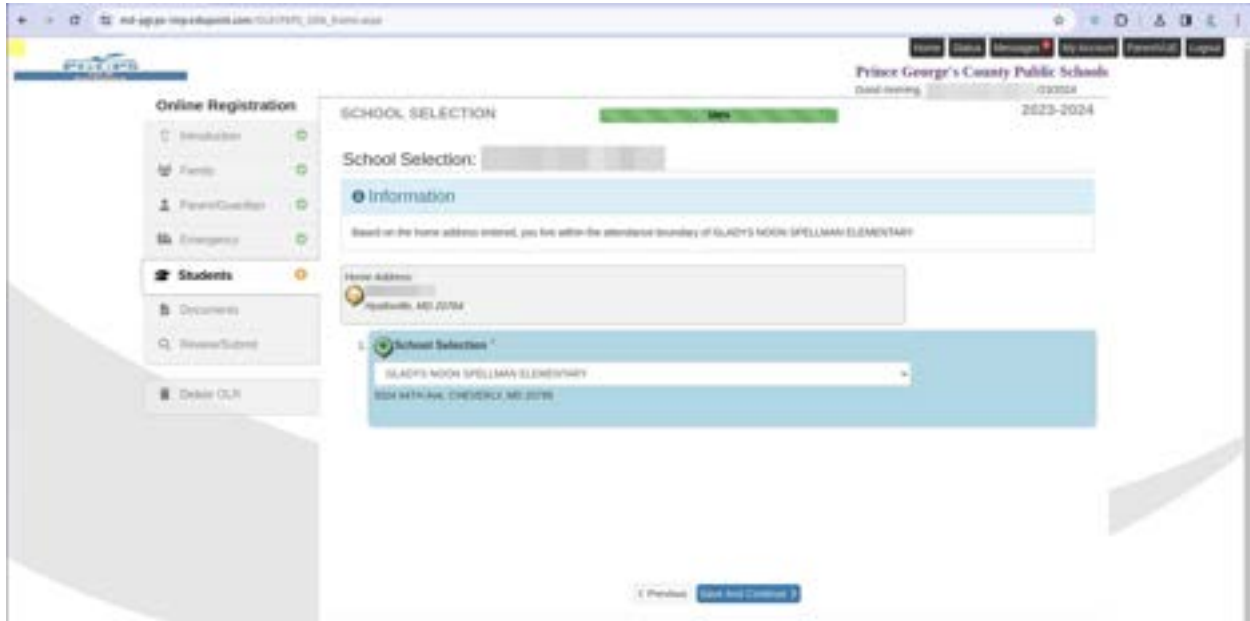
- I have reviewed the PGCPS School Attendance Policy to check if the address being used qualifies for transportation.
- I have reviewed PGCPS Policy AP1041 and the Transportation FAQs.

Do you wish to OPT-OUT of transportation?

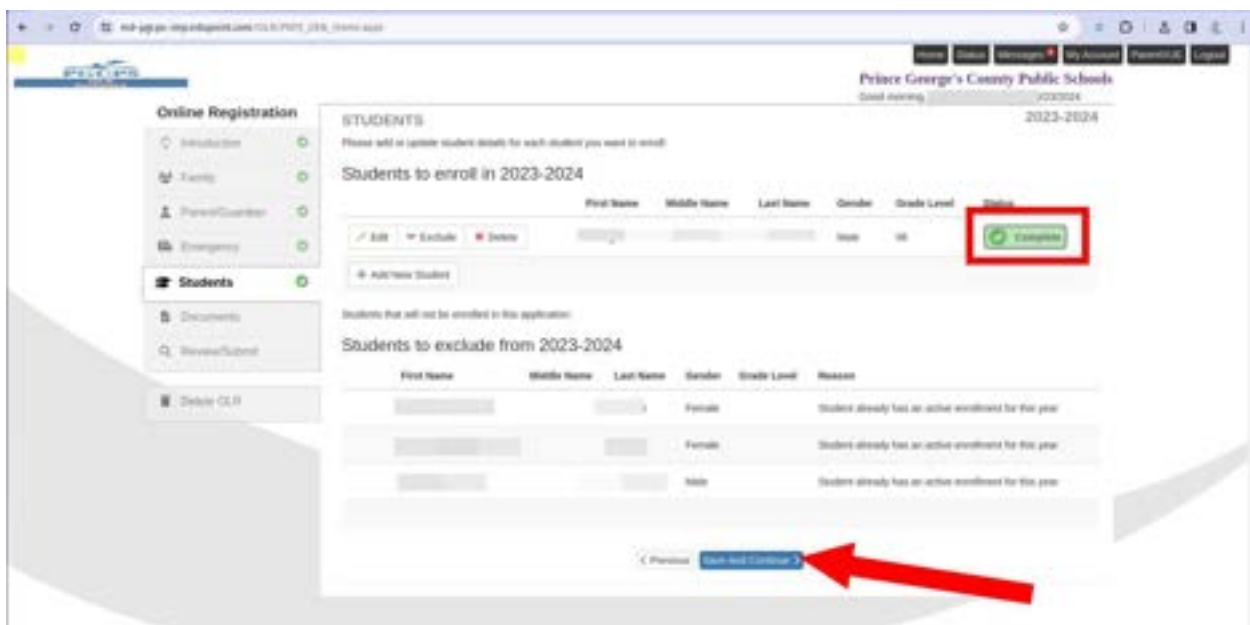
- Yes, I am opting-out of transportation and will arrange transportation to and from school for my student.
- No, I would like to request transportation for my student.

Previous Save And Continue

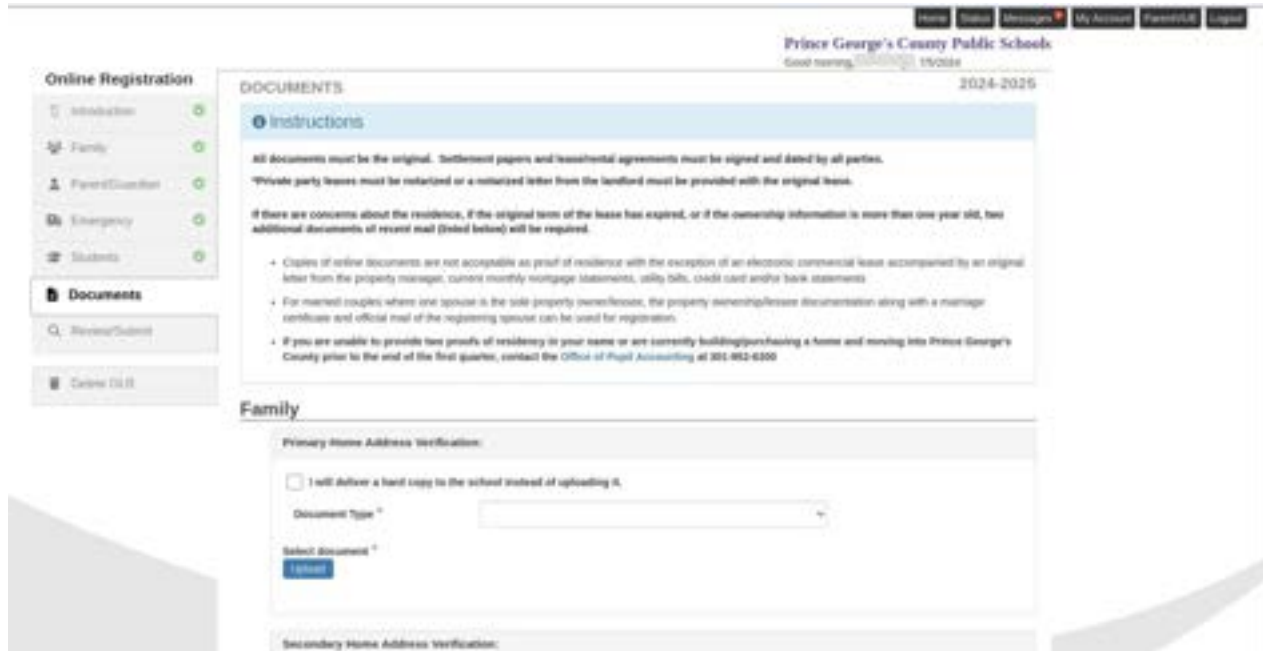
65. Review the linked transportation documents, then select the checkboxes to indicate you have done so.
66. Indicate whether you wish to opt-out of transportation. If you indicate that you would like to request transportation, you are then asked if the student will be picked up or dropped off at an address different from the home address. If you answer "Yes" to this follow up question, you can then enter the address of that pick up/drop off location.
67. Click **Save and Continue**.



68. The boundary school based on the home address is automatically chosen. If they are preapproved for a different school, you can select it from the **School Selection** drop down list.
69. Click **Save and Continue**.

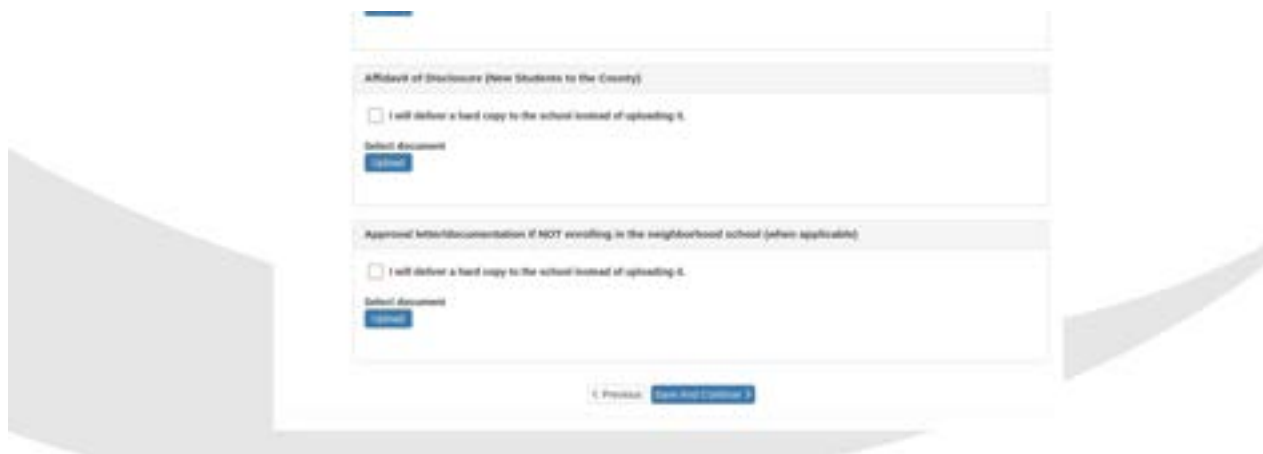


70. You automatically return to the Student list. You can now see the status of the new student is marked "Complete". If you need to add additional students, click **Add New Student** and repeat the previous steps. Otherwise click **Save and Continue**.

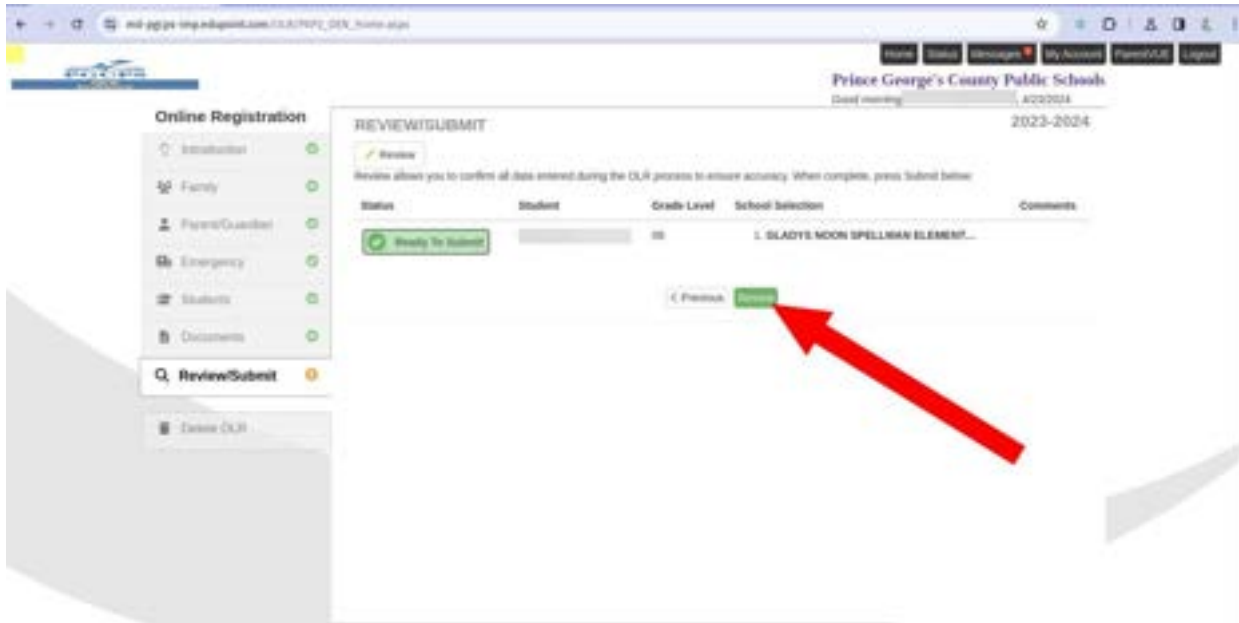


71. You are given a list of required documents. If you have an electronic copy of the document, select the **Document Type** from the drop-down list, then click **Upload** to upload that document from your computer. If you do *not* have an electronic copy, select **I will deliver a hard copy to the school instead of uploading it.**

NOTE: The enrollment request cannot be approved until all required documentation has been received by the school either electronically or delivered in hard copy to the school.



72. Once all required documents have been uploaded, or you have indicated that you will deliver a hardcopy to the school, click **Save and Continue.**



73. The OLR status is shown as ready to submit. Click **Review** to continue.



74. The Review/Submit page displays all information you have provided. Click **Print** to export a printer-friendly version of the information for your records.

75. If you need to change something, click **Edit** next to that section and make the necessary adjustments.

md.gov | md.gov | md.gov | md.gov | md.gov | md.gov | md.gov | md.gov | md.gov | md.gov

Middle Name:
 Last Name:
 Gender: Female
 Preferred language spoken at the home: English

Birth Date: 02/29/1988

Mail Address

Work Address

Contact Information

Phone Numbers

Line	Primary	Type	Phone	Extension	Not Listed	Phone Communication	Text Communication
1.	<input type="checkbox"/>	Home	301-555-1234		<input type="checkbox"/>	No	No

Email Address: email@redpoint.com

Military Status

Military Status

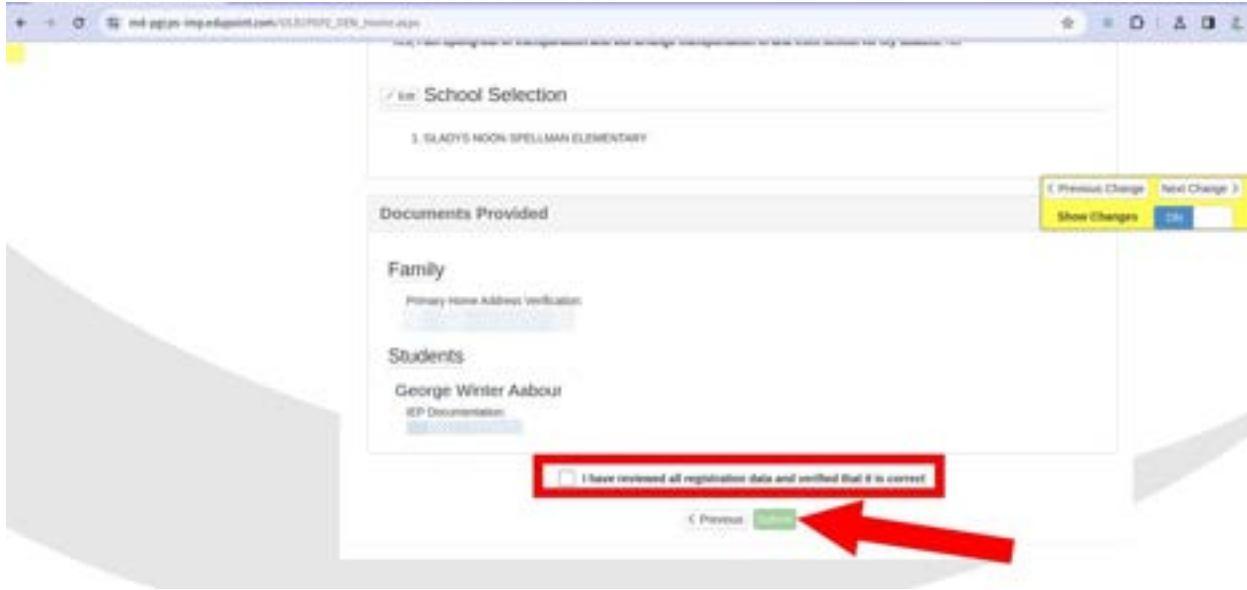
Line	Start Date	Military Service	End Date

New Emergency Contact:

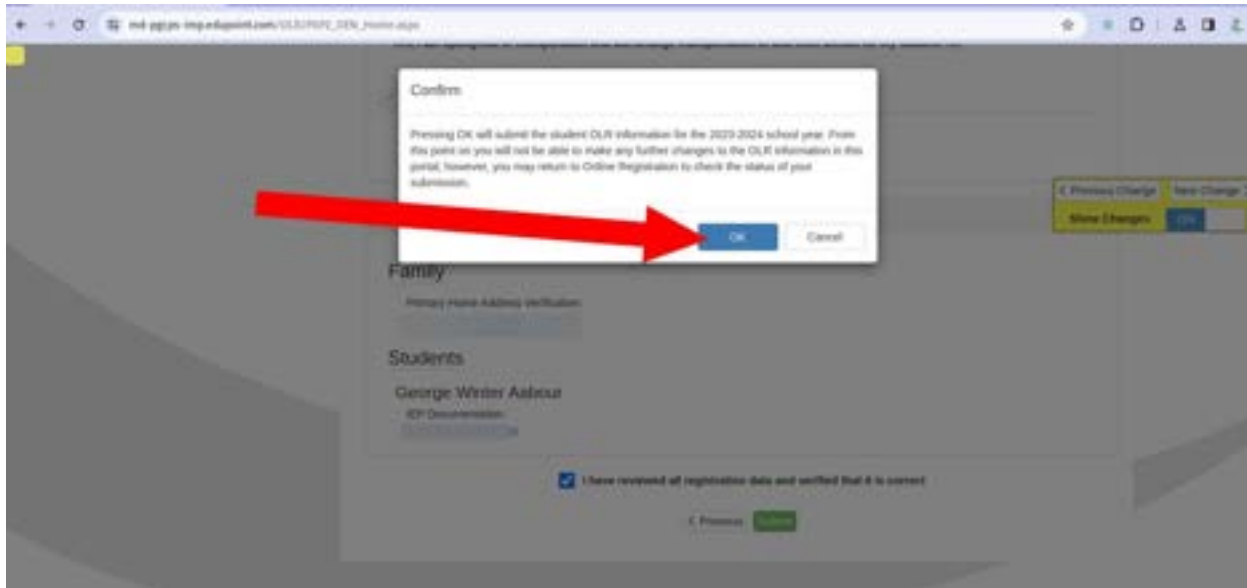
Demographics

76. New information is indicated with a green banner.

77. If you have changed any information from a previous OLR submission, it is highlighted in yellow. Use the **Show Changes** tool to move directly to the next or previous change.



- 78. Once you have reviewed all information for accuracy, select the verification check box.
- 79. Click **Submit**.



- 80. Click **OK** to approve the submission.



81. You receive a confirmation that your OLR has been successfully submitted. You can check the status of your enrollment request at any time on the **Status** page.



NOTE: The student is not officially enrolled until you return to the Enrollment module as the registrar and approve the request.

Student Transfer Requests

At this time, you cannot request a school transfer within Synergy.

If you are moving to a new address, but remain within the same school boundary, you need only fill out a change of address form found on the PGCPs website, then take that completed form with proof of residency to the school.

If you are moving to a new address, but you will not be in the same school boundary, you must transfer the student to the correct school. To do so, complete a withdrawal form at the current school, then enroll the student in the new school using OLR as described above.