Online Registration for Parents

Synergy Education Platform

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.
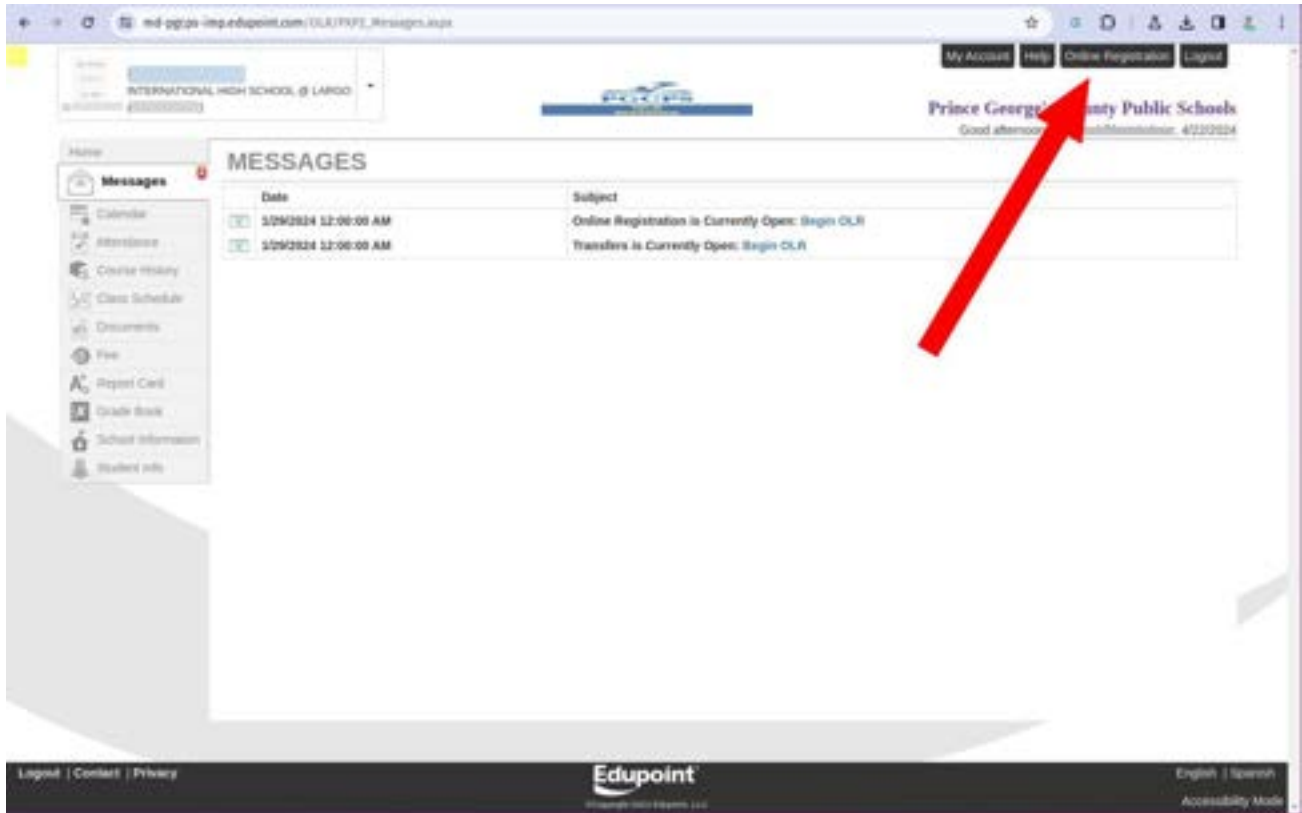
What is Online Registration?

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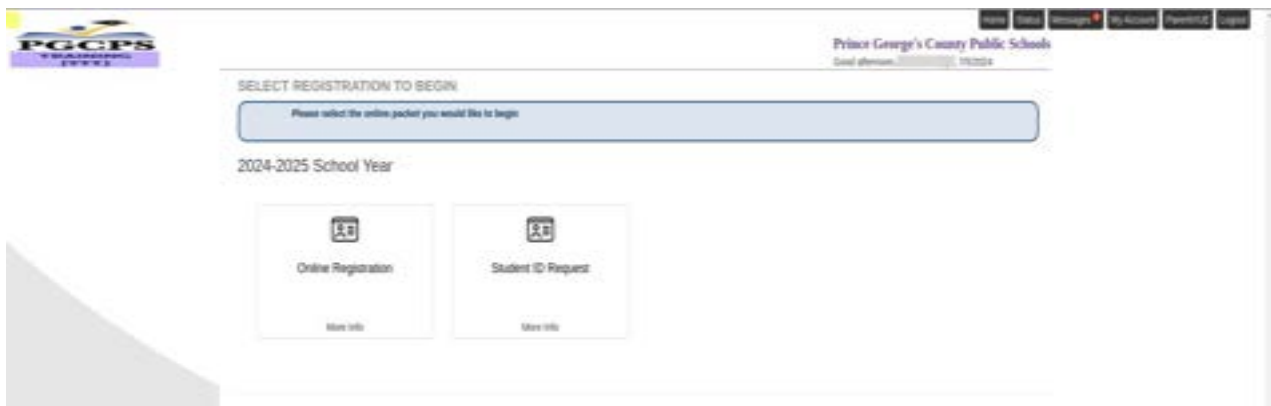
> **NOTE: To use OLR, you must first have a ParentVUE account. See the [Synergy ParentVUE Guide](#) for more information.**

Accessing OLR

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

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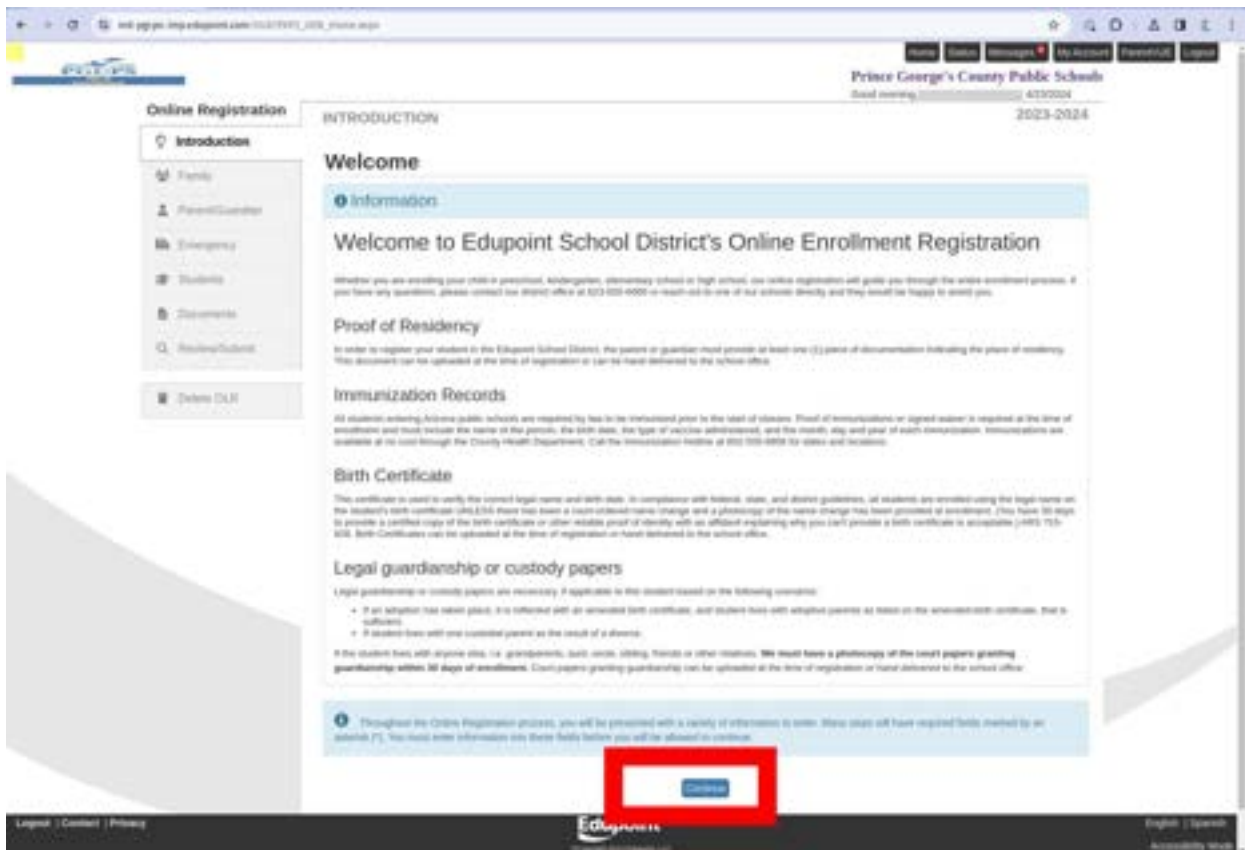

3. From the main OLR page, you can:
   ○ Enroll a new student
   ○ Request a student ID without enrolling them
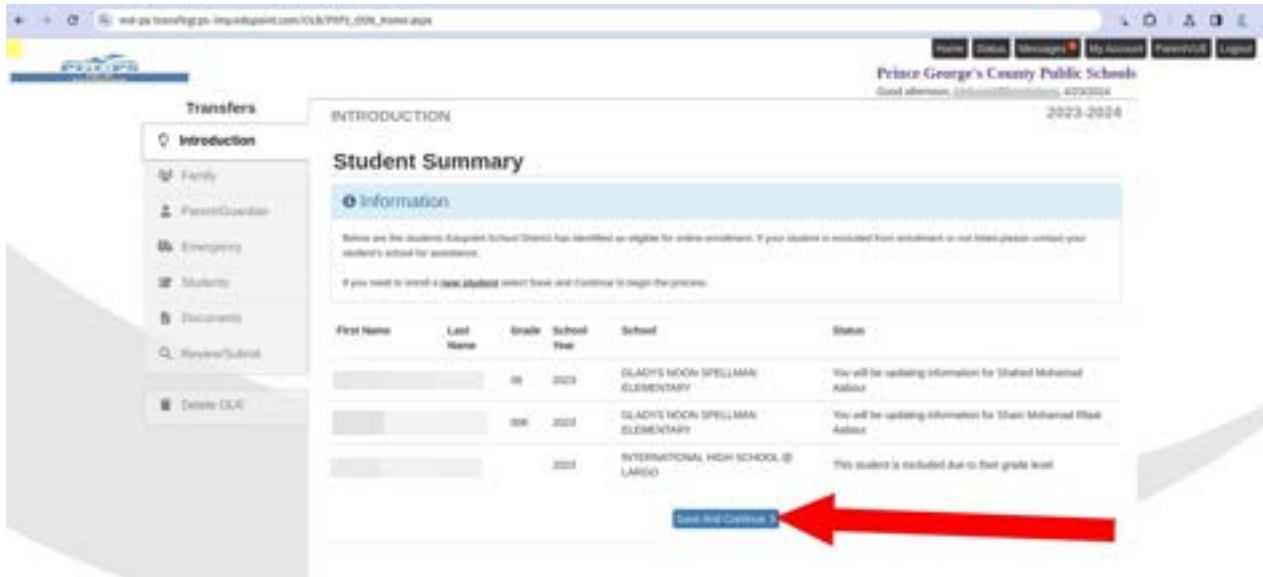
Enrolling A New Student

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**.

4. 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.

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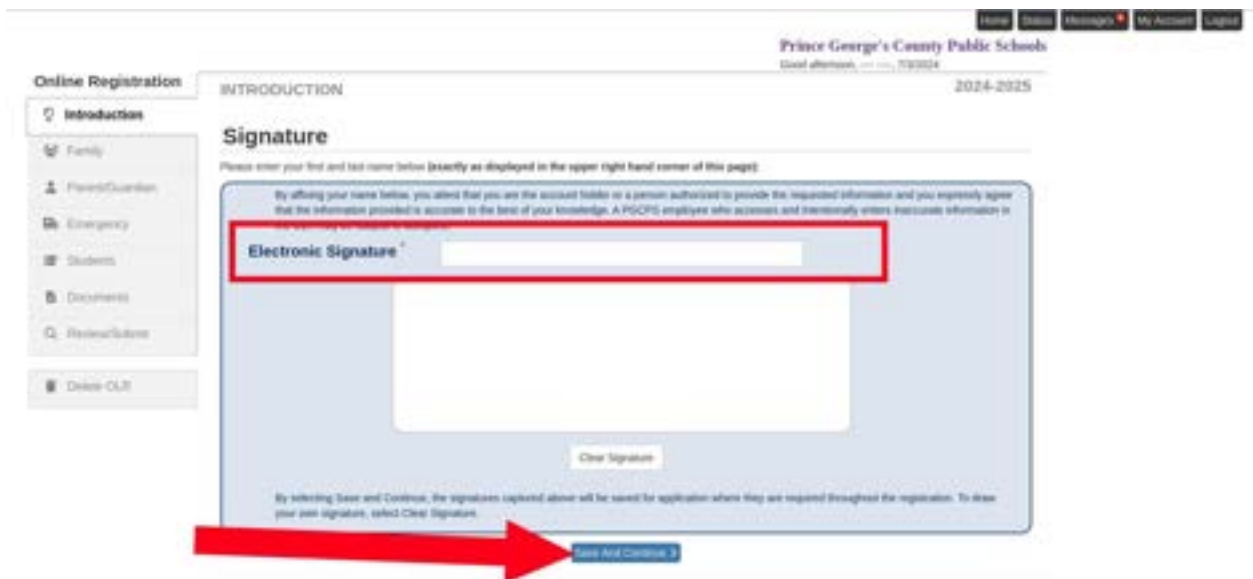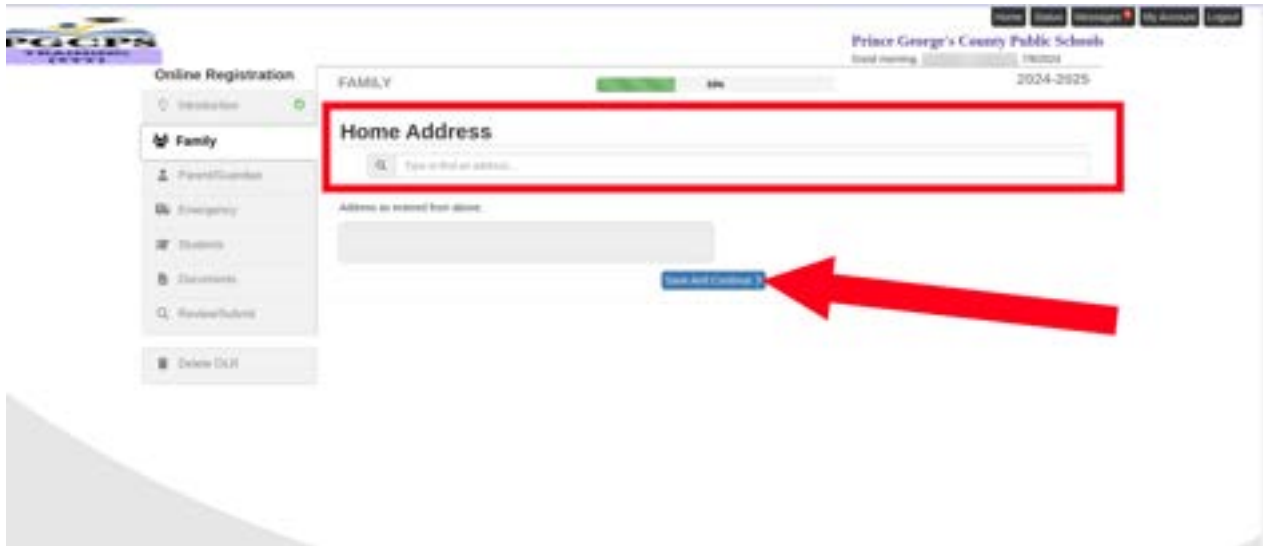
6. Before you begin entering information about the student, you must provide your full legal name in the **Electronic Signature** text box, which indicates that you agree to the following:
"By affixing your name below, you attest that you are the account holder or a person

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**.

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**.

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**.

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 (ISAEO) to ensure additional support services are available.
14. Click **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**.

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**.
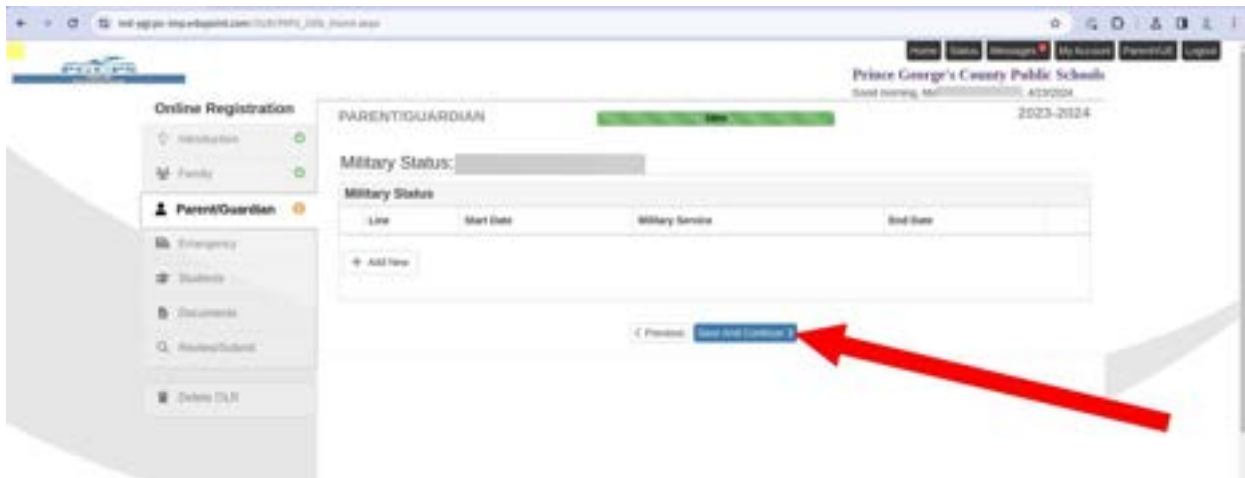
20. If they have **Military Service**, click **Add New** to enter it here.
21. Click **Save and Continue**.
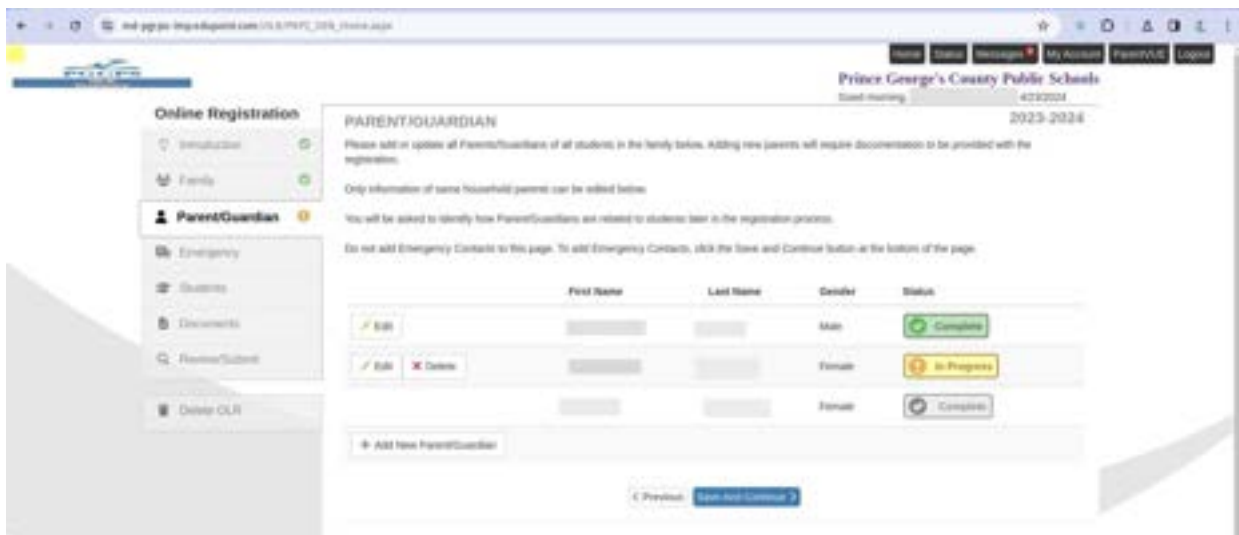
22. Add or update the list of parents and guardians associated with the household. This does *not* include other emergency contacts, which are added on the next page.
23. To change information about an existing parent or guardian, click the **Edit** button
24. To add an additional parent or guardian, click **Add New Parent/Guardian**.

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

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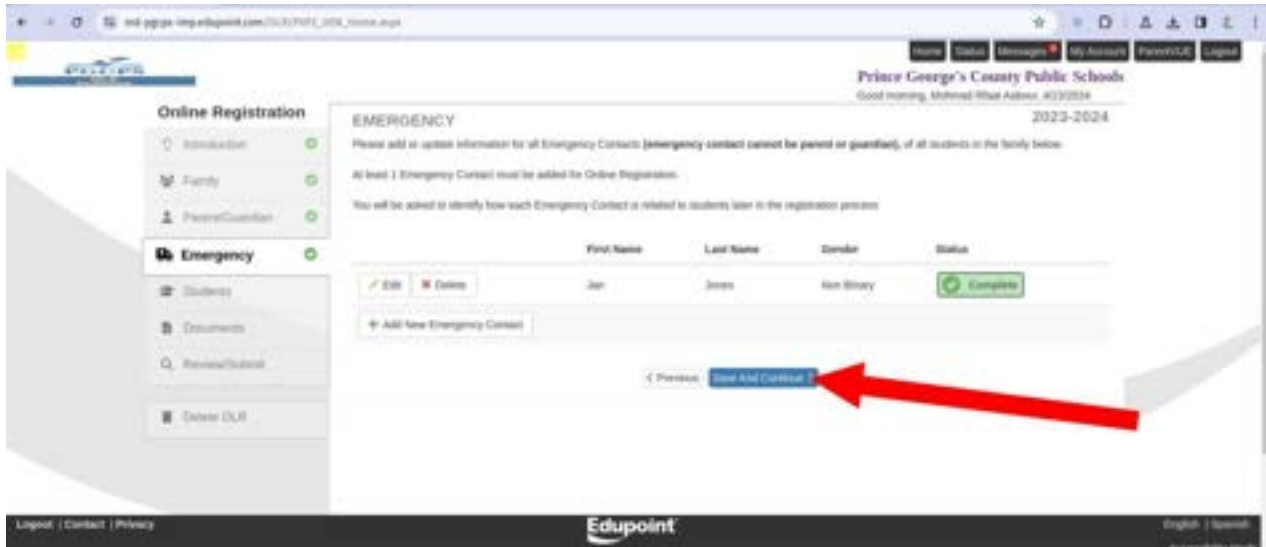
26. Add or update information for emergency contacts who are not parents or guardians associated with the household. Emergency contacts *must* have a phone number, or you will not be able to proceed.

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

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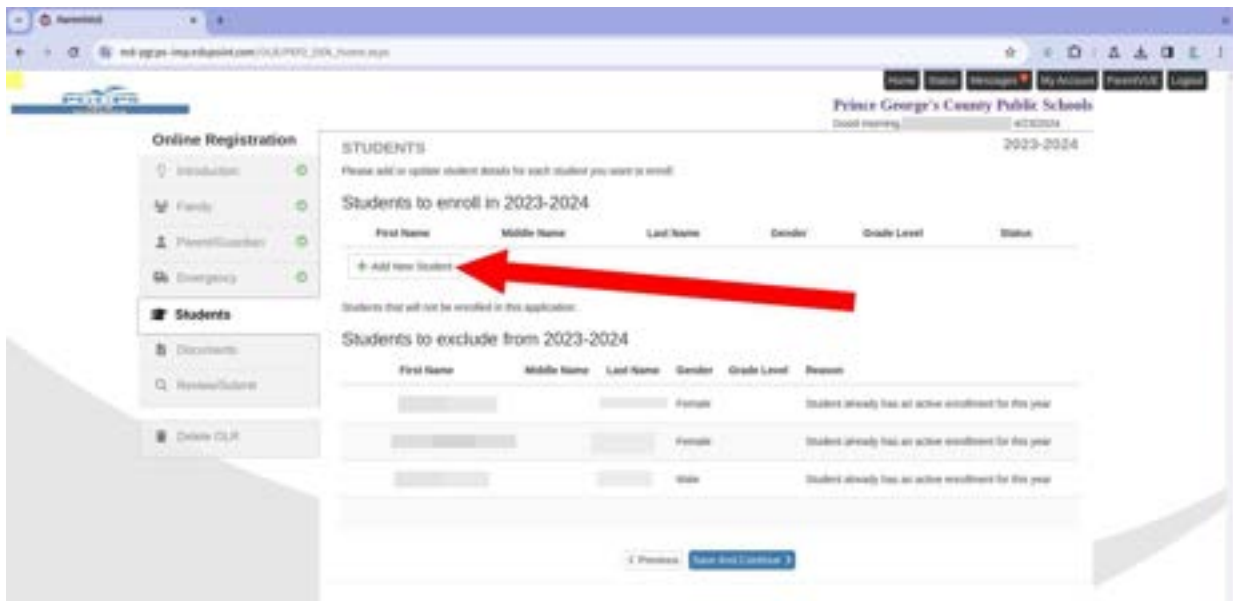
28. If you already have students enrolled in the current school year, or you previously had a student enrolled at a PGCPS school, you see them listed. To enroll a new student, click **Add New Student**.

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**.

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**.
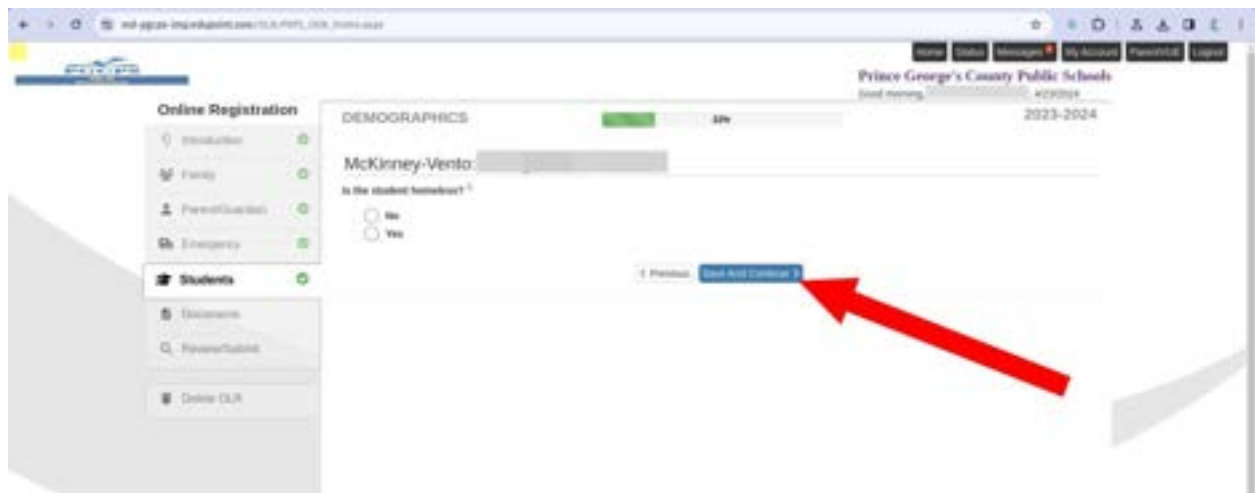
34. Indicate whether the student is homeless. If the answer is **Yes**, you are required to indicate where the student stays at night.
35. Click **Save and Continue**. If you indicated that the student is homeless, you are taken to a separate page to complete a Displacement Statement form. If you are 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.
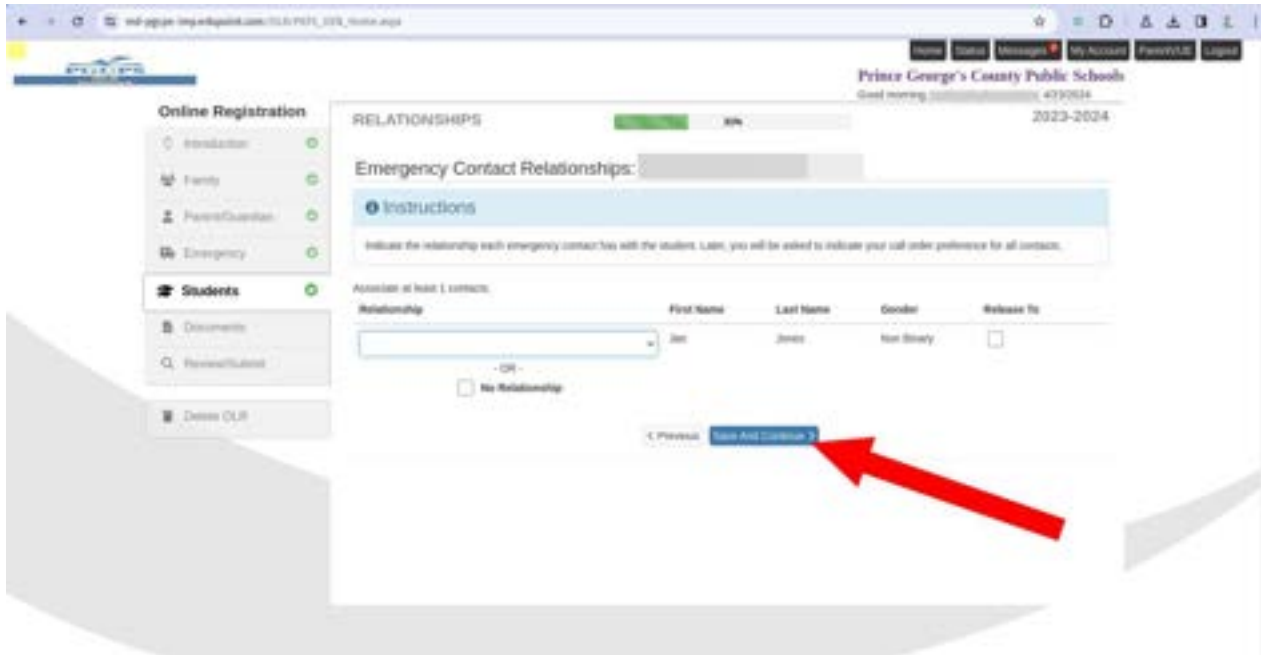
36. Verify or select a **Relationship** to the student for every parent or guardian associated with the household from the drop-down list.

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**.

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

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**.

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**.

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.

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

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 (ISAEO) to ensure additional support services are available.
62. Click **Save and Continue**.

63. Answer each question by selecting a response from the drop-down list.
64. Click **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**.
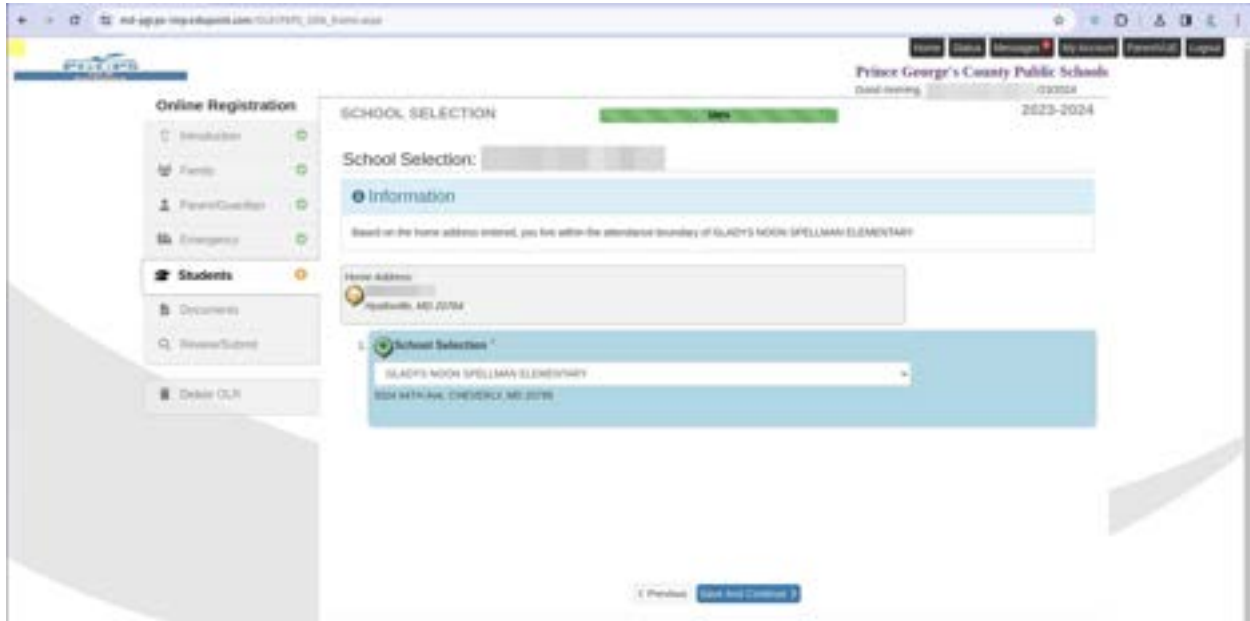
68. The boundary school based on the home address is automatically chosen. If they are preapproved for a different school, you can select it from the **School Selection** drop down list.
69. Click **Save and Continue**.
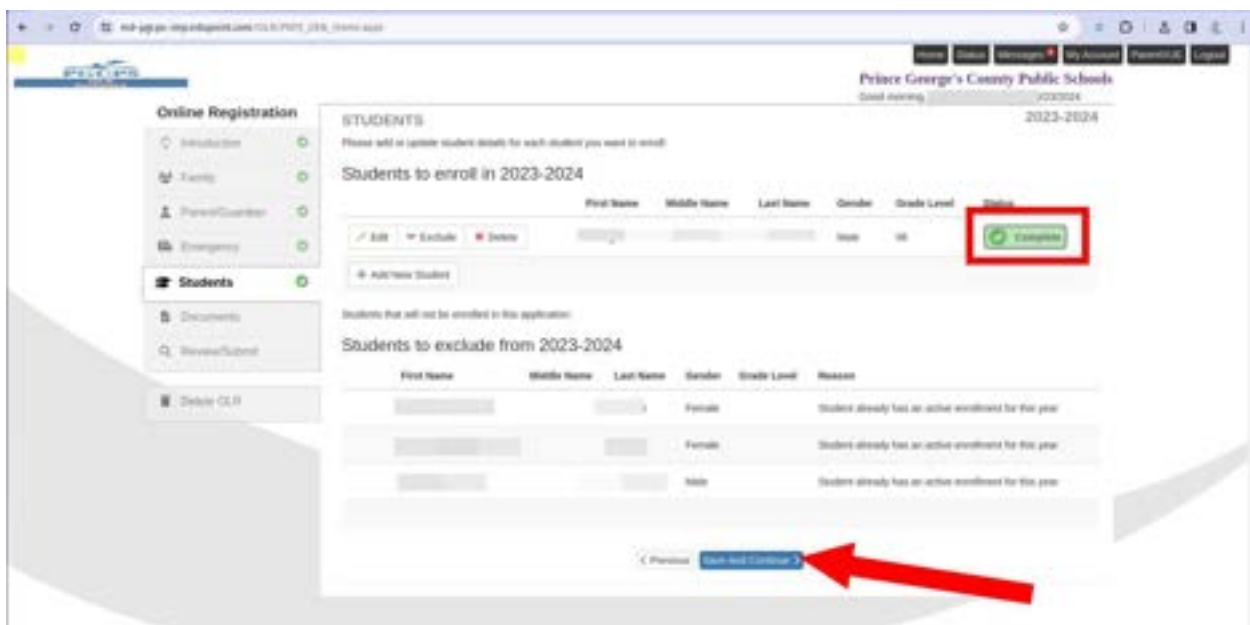
70. You automatically return to the Student list. You can now see the status of the new student is marked "Complete". If you need to add additional students, click **Add New Student** and repeat the previous steps. Otherwise click **Save and Continue**.
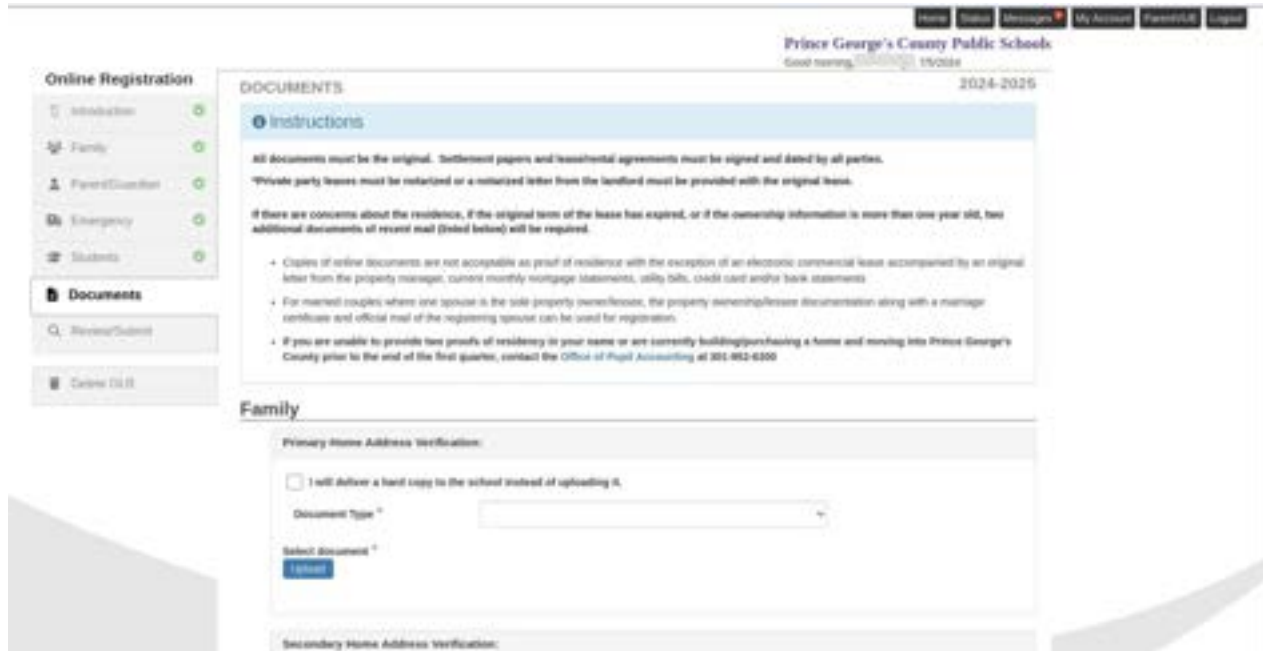
71. You are given a list of required documents. If you have an electronic copy of the document, select the **Document Type** from the drop-down list, then click **Upload**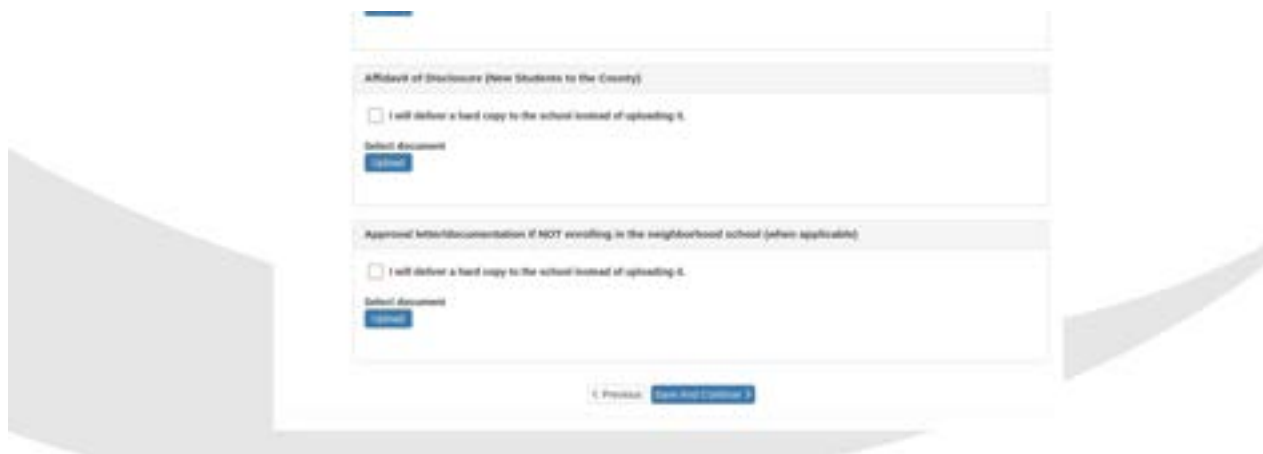 to upload that document from your computer. If you do *not* have an electronic copy, select **I will deliver a hard copy to the school instead of uploading it**.

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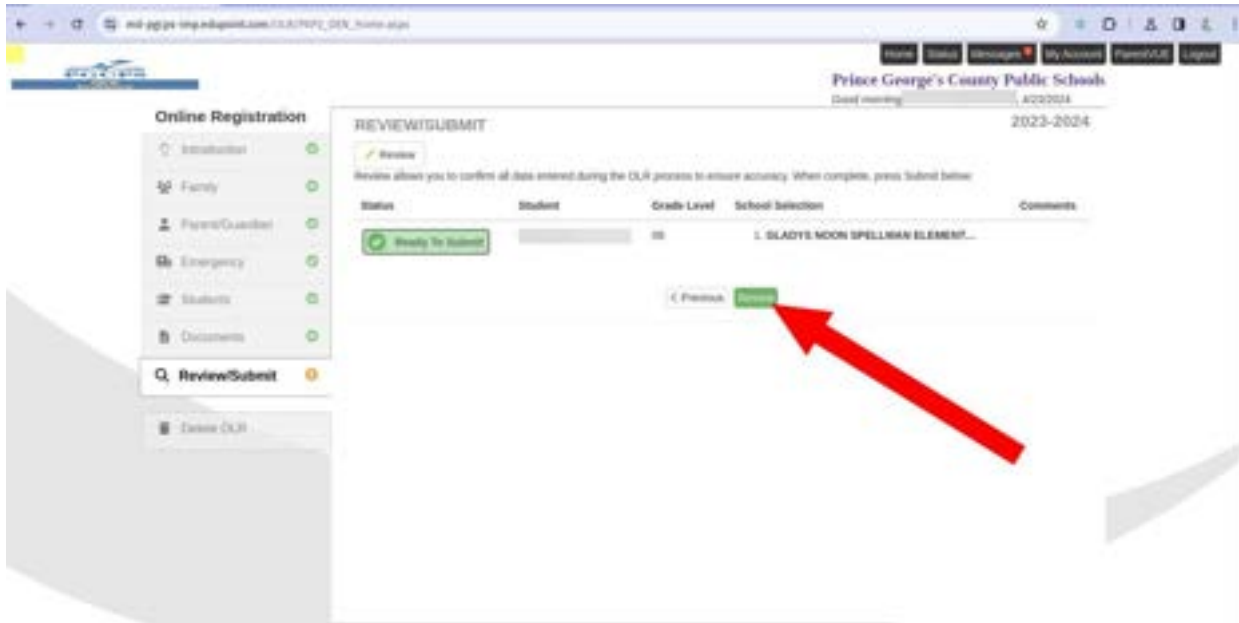
73. The OLR status is shown as ready to submit. Click **Review** to continue.

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.

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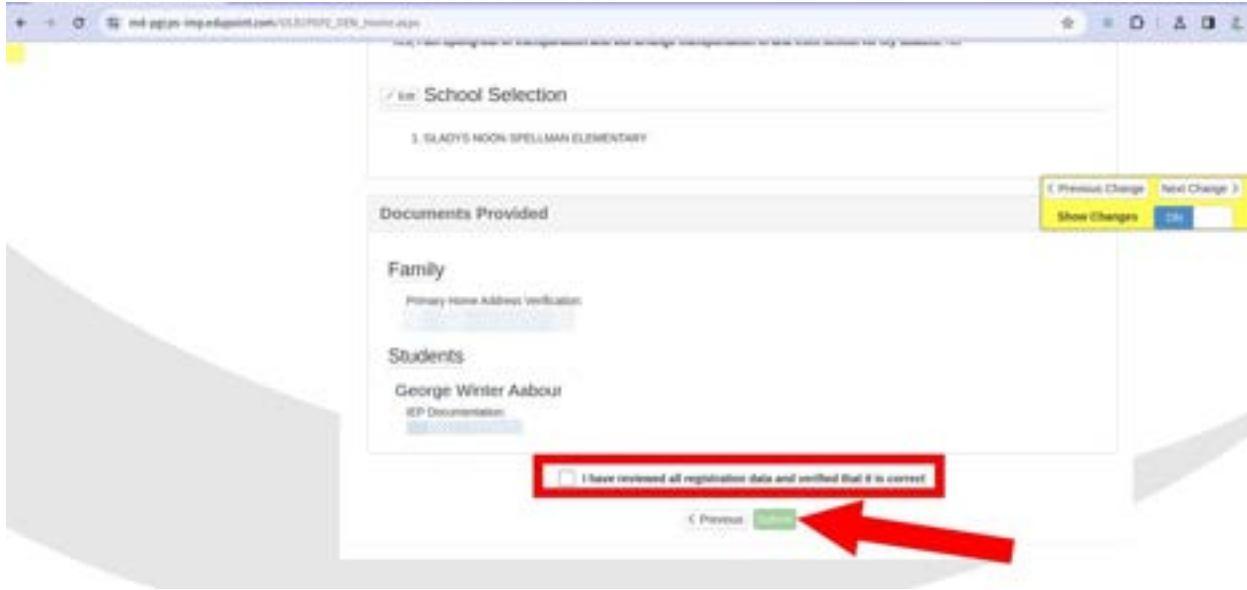
78. Once you have reviewed all information for accuracy, select the verification check box.
79. Click **Submit**.

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.
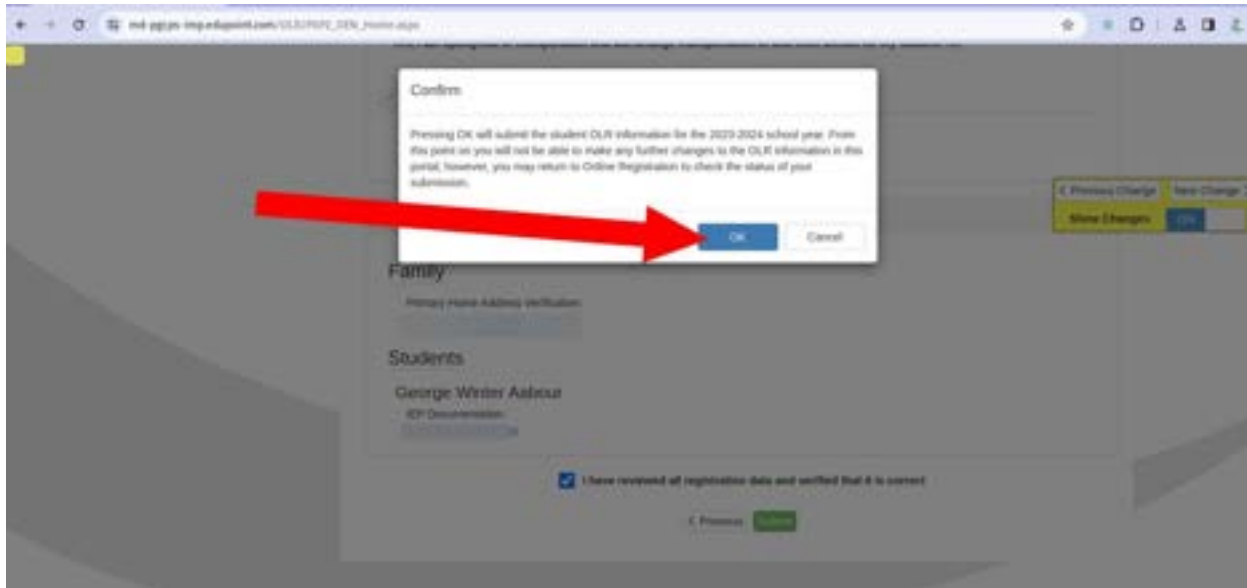

NOTE: The student is not officially enrolled until you return to the Enrollment module as the registrar and approve the request.

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.