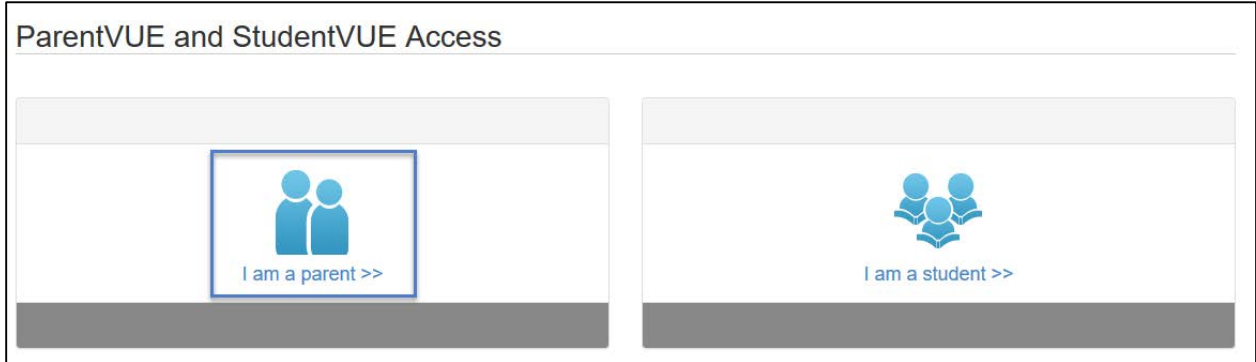


Chesapeake Public Schools ParentVUE

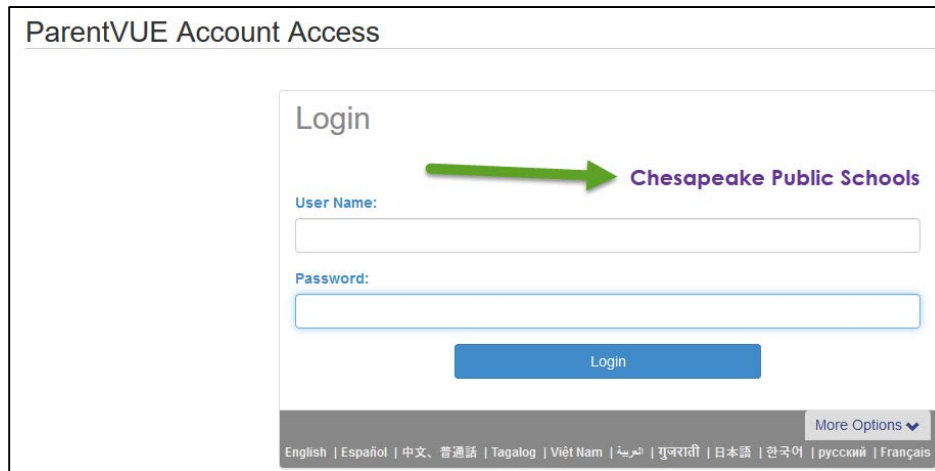
Frequently Asked Questions

Any additional questions regarding your ParentVUE account should be directed to your child's school.

- Why am I having difficulty logging into Synergy?
 - Be sure you selected the "I am a parent" option.



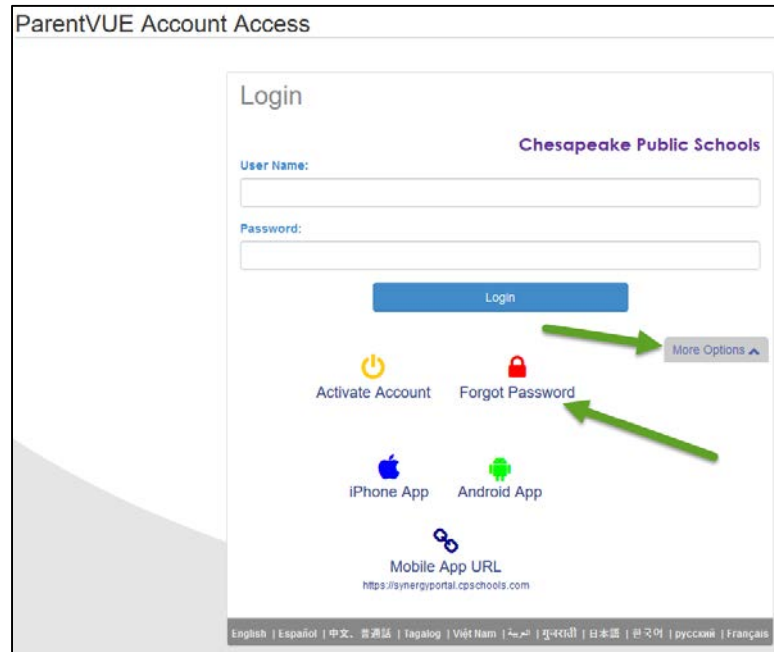
- Be sure you are on the Chesapeake Public Schools login screen.



- How do I locate the ParentVUE login screen?
 - Go to the [Chesapeake Public Schools](#) website and locate the ParentVUE icon or go to the Parents drop down menu and choose ParentVUE.



- How do I retrieve my user name or password?
 - On the login screen click on the More Options drop down arrow and click on the



“Forgot Password” icon.

Forgot Password

Send Password Reset Request

Enter your email address or user name and we will email you a link to change your password.

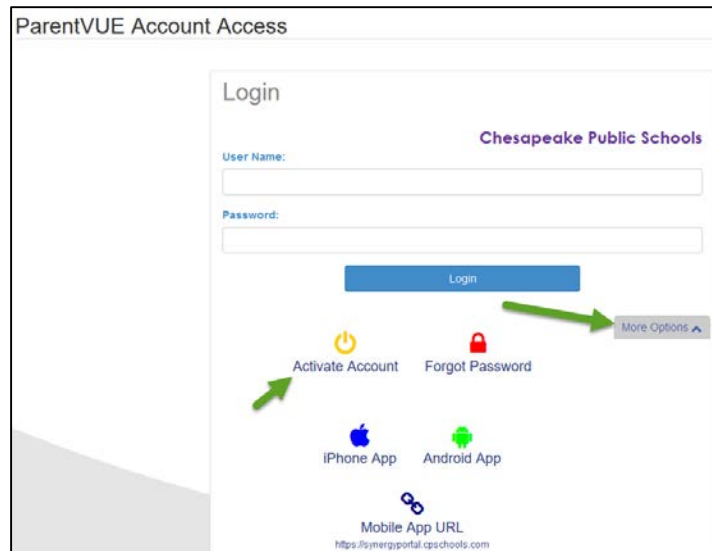
- Enter your email address or user name and click the Send Email button.

- How do I activate my account?

- You should have received a letter from your child's school with an activation code. Go to

activate my

account. You should have received a letter from your child's school with an activation code. Go to



www.cpschools.com and locate the ParentVUE icon. When the page opens, click on “I am a parent” link. check to make sure you see Chesapeake Public Schools on the screen. Click on the More Options drop down arrow and choose Activate Account icon. Follow the prompts to activate the account. Watch the [ParentVUE Informational Video](#) for more information on activating your account.

- My activation code expired, how do I get a new one?
 - Your child's school can issue you a new activation code if yours has expired.

- Why do I receive the message "Unable to send email: Padding is invalid and cannot be removed" when I click on *Forgot Password* and enter my email address?
 - This normally happens when two parents have the same email address on file at the school. Contact your child's school to have the email removed or changed for one of the parents.