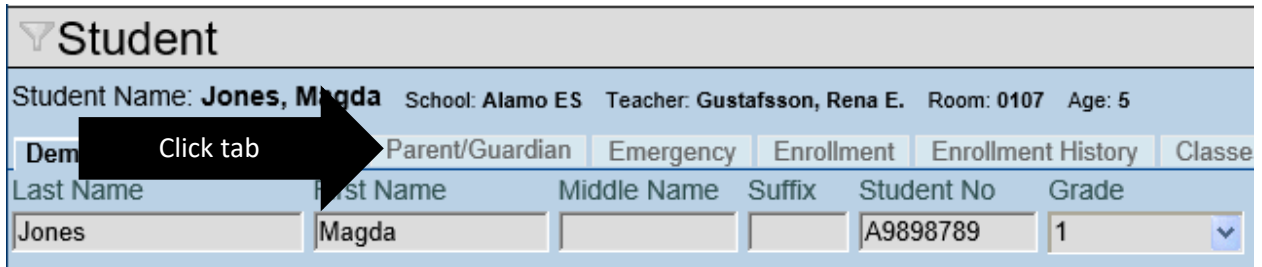


The source for phone numbers and email for the SchoolMessenger Mass Communication System is Synergy SIS. Following are directions to update parent/guardian contact information including the language preferences. The SchoolMessenger contact information is updated from Synergy SIS daily each morning.

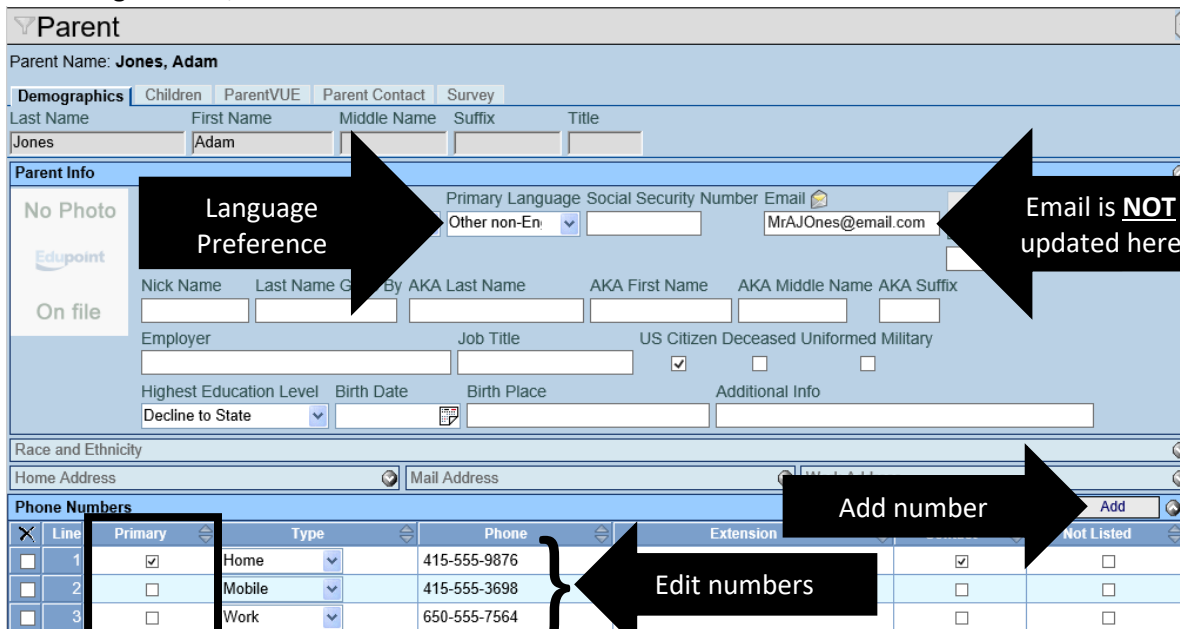
1. Logon to Synergy and navigate to: Synergy SIS> Student> Student: Tab Parent/Guardian:





2. Click the name of the parent/guardian you want to edit to display contact details:

Parents and Guardians								
✕	Line	Order	Relation	Parent Name	Highest Education Level	Type	Phone	Contact Allowed
<input type="checkbox"/>	1	1	Parent	Jones, Adam			415-555-9876	<input checked="" type="checkbox"/>
<input type="checkbox"/>	2	2	Parent	Jones, Amanda	Graduate Degree or Higher	Mobile	415-555-7125	<input checked="" type="checkbox"/>

3. Edit the fields as necessary. To add additional phone numbers, click the **Add** button. To delete an existing number, check the delete box next to the number. Click **Save** when done:



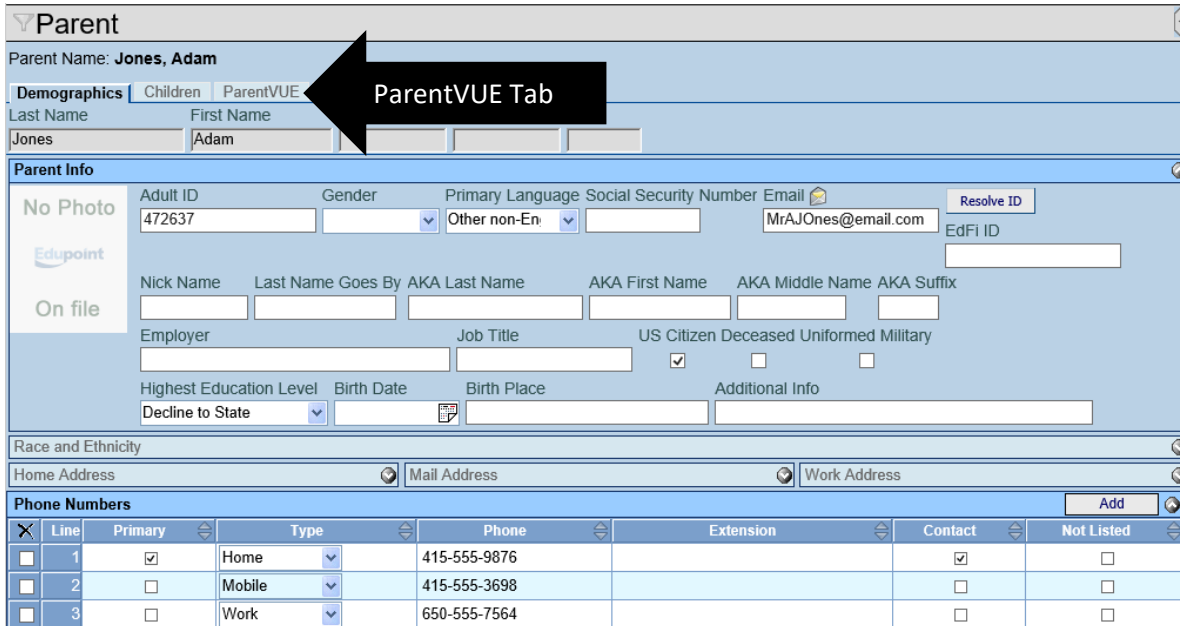
Line	Primary	Type	Phone	Extension	Not Listed
1	<input checked="" type="checkbox"/>	Home	415-555-9876		<input checked="" type="checkbox"/>
2	<input type="checkbox"/>	Mobile	415-555-3698		<input type="checkbox"/>
3	<input type="checkbox"/>	Work	650-555-7564		<input type="checkbox"/>



 There may be only **ONE** phone number checked as "Primary."
 If additional phone numbers are checked, one of them will randomly picked so, it's important to check only one.

Delete

HOW TO ENTER/CHANG AN EMAIL ADDRESS

1. Follow the previous steps to locate the parent/guardian record that you want to edit then click the ParentVUE Tab:



Parent

Parent Name: **Jones, Adam**

Demographics Children **ParentVUE**

Last Name: Jones First Name: Adam

Parent Info

No Photo
Edupoint
On file

Adult ID: 472637 Gender: [Dropdown] Primary Language: Other non-En Social Security Number: [Field] Email: MrAJOnes@email.com [Resolve ID]

Nick Name: [Field] Last Name Goes By: [Field] AKA Last Name: [Field] AKA First Name: [Field] AKA Middle Name: [Field] AKA Suffix: [Field]

Employer: [Field] Job Title: [Field] US Citizen: Deceased: Uniformed Military:

Highest Education Level: [Dropdown] Birth Date: [Field] Birth Place: [Field] Additional Info: [Field]

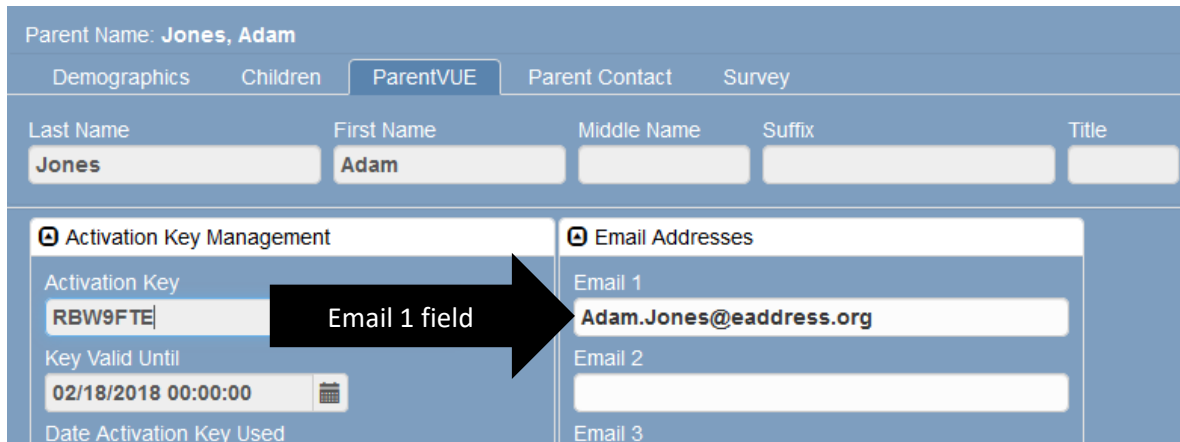
Race and Ethnicity: [Field]

Home Address: [Field] Mail Address: [Field] Work Address: [Field]

Phone Numbers [Add]

Line	Primary	Type	Phone	Extension	Contact	Not Listed
1	<input checked="" type="checkbox"/>	Home	415-555-9876		<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	<input type="checkbox"/>	Mobile	415-555-3698		<input type="checkbox"/>	<input type="checkbox"/>
3	<input type="checkbox"/>	Work	650-555-7564		<input type="checkbox"/>	<input type="checkbox"/>

2. Locate the **Email 1** field and enter the new email address. Click **Save** when done:



Parent Name: **Jones, Adam**

Demographics Children **ParentVUE** Parent Contact Survey

Last Name: Jones First Name: Adam Middle Name: [Field] Suffix: [Field] Title: [Field]

Activation Key Management

Activation Key: RBW9FTE

Key Valid Until: 02/18/2018 00:00:00

Date Activation Key Used: [Field]

Email Addresses

Email 1: Adam.Jones@eaddress.org

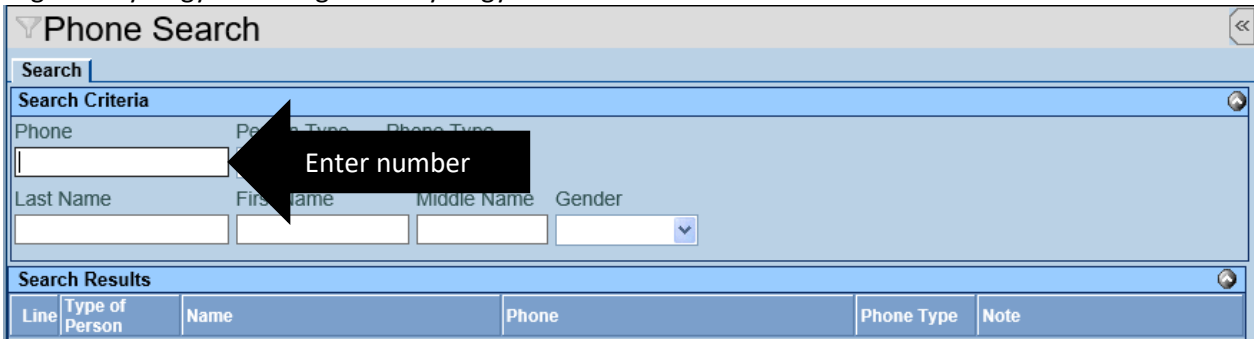
Email 2: [Field]

Email 3: [Field]

HOW TO FIND A CONTACT RECORD USING PHONE NUMBER

You may receive calls from those who says that they are getting robo-calls from your school but they do not have a child at your school or no child at all. In this case you will need to get the number of the caller and then search for the student whose record has that phone number associated and update the parent/guardian contact record. Following is how to find a phone number in Synergy.

1. Logon to Synergy and navigate to: Synergy SIS> Student> Phone Search:



Phone Search

Search

Search Criteria

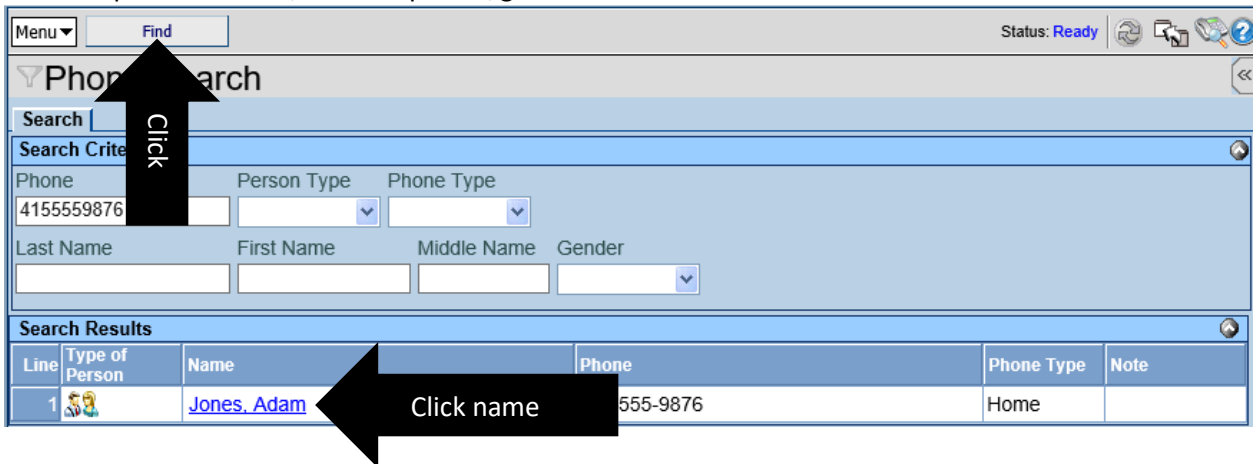
Phone Person Type Phone Type

Last Name First Name Middle Name Gender

Search Results

Line	Type of Person	Name	Phone	Phone Type	Note
------	----------------	------	-------	------------	------

2. Type the phone number given to you by the caller in the format xxx-xxx-xxxx (e.g. 4155559876) or xxx-xxx-xxxx (e.g. 415-555-9876) and then click **Find**. When you see the parent/guardian associated with the phone number, click the parent/guardian name:



Menu Status: Ready

Phone Search

Search

Search Criteria

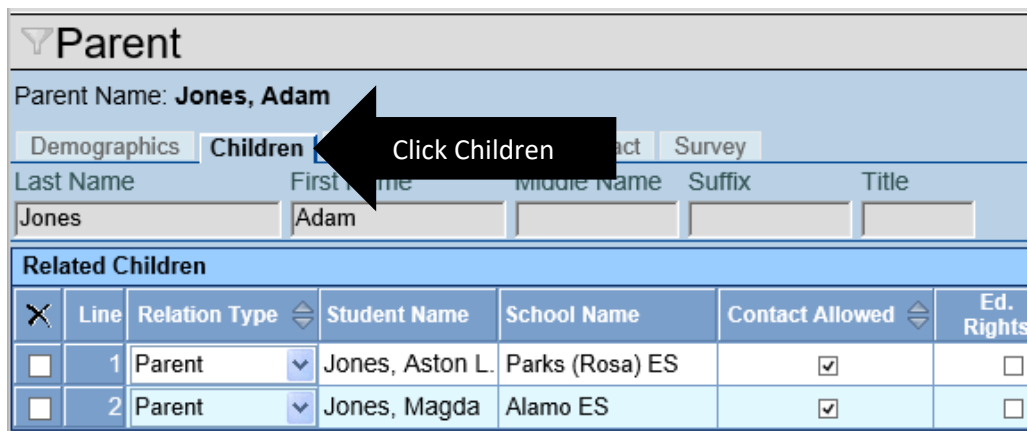
Phone Person Type Phone Type

Last Name First Name Middle Name Gender

Search Results

Line	Type of Person	Name	Phone	Phone Type	Note
1		Jones, Adam	555-9876	Home	

3. Edit the parent/guardian contact record as necessary, see the previous directions. If there are other students associated with this parent/guardian, you can click the Children Tab to see who they are and also update their record(s) if the student(s) is/are enrolled at your school:



Parent

Parent Name: **Jones, Adam**

Demographics **Children** Contact Survey

Last Name First Name Middle Name Suffix Title

Related Children

X	Line	Relation Type	Student Name	School Name	Contact Allowed	Ed. Rights
<input type="checkbox"/>	1	Parent	Jones, Aston L.	Parks (Rosa) ES	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	2	Parent	Jones, Magda	Alamo ES	<input checked="" type="checkbox"/>	<input type="checkbox"/>