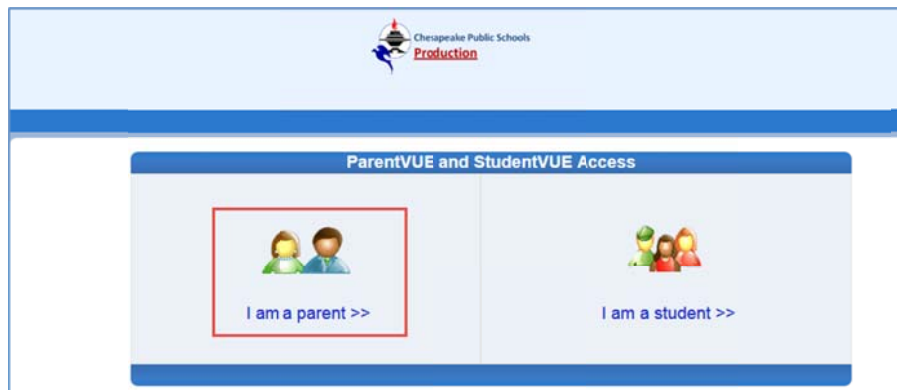


Chesapeake Public Schools ParentVUE

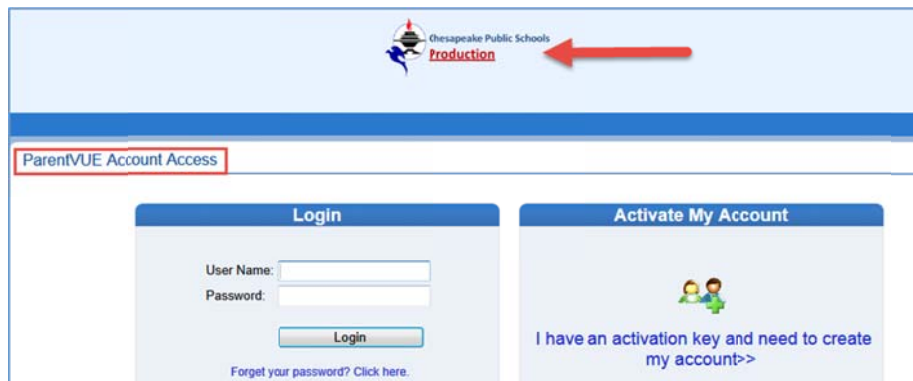
Frequently Asked Questions

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.



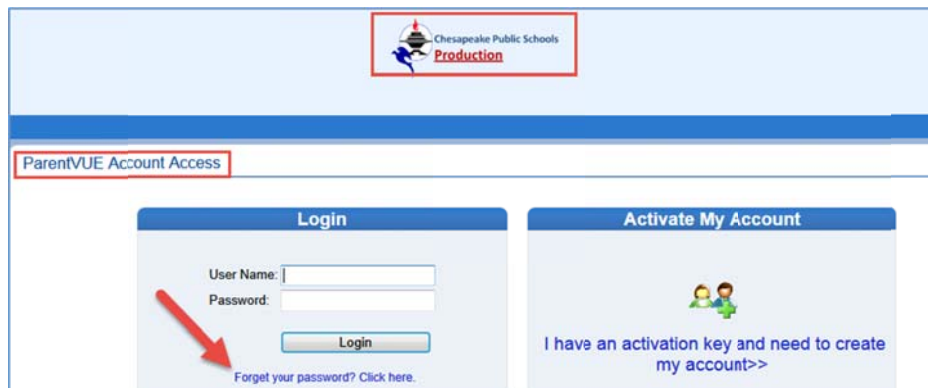
- Be sure you are on the Chesapeake Public Schools login screen. Look for the CPS logo at the top.



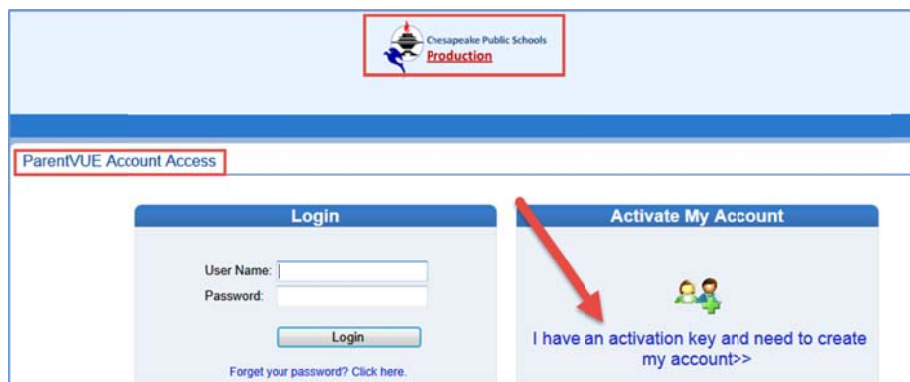
- How do I locate the ParentVUE login screen?
 - Go to the [Chesapeake Public Schools](http://www.chesapeakepublicschools.org) web site and locate the ParentVUE link.



- How do I retrieve my user name or password?
 - On the login screen click on the “Forgot your Password” link. Enter your email address associated with the account. Your user name and password will be emailed to you.



- How do I 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, check to make sure the Chesapeake Public Schools logo is at the top and then choose “Activate My Account.” 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 my 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.

- Why am I not receiving the email when using the “I forgot my password” option?
 - Check your junk or spam mail. Be sure you are using the same email address as when you set up your account.

- Why am I not seeing all of my children on my account?
 - Contact your child’s school so all of your children can be associated with your account.

- How can I combine my two ParentVUE accounts?
 - Contact your child’s school so your children can be associated to one account.