

Synergy FAQ

Q. Who do I contact for support with Synergy SE?

A. Please contact the help desk at 503-916-3375 and select option 3 for Synergy SE.

General Navigation

Q. How does a teacher see a student's IEP from TVue?

A. Teachers can see it by clicking on a student's picture in their attendance roster and one of the drop down choices will be Student IEP

Q. Where do I find a document that was in OrSped but is not in Synergy?

A. You can find the following documents on the forms page of Special Education website:
Manifestation Determination
Written agreement between parents and district
Medical Statement

Q. What happens when I click "undo"?

A. Think of this as more like "super-undo". This is not just the last action you did. It removes everything you have done on that screen since your last "Save".

Q. What browsers are best for Synergy?

A. At this point it is best to use Internet Explorer. When correcting your validation errors in Internet Explorer you just need to click on the error, the system will go back to the IEP and highlight the error. Once you correct the error the system will take you back to the validation page providing you did not close it. This does not function the same in other browsers.

Processes

Q. If my student is in the Transfer in state process do I need the placement page?

A. If you have your records clerk add the placement information to the OR tab then you do not need to fill out the placement page.

Q. If you are missing a document in the student's current process should I use an ad hoc document?

A. Using an ad hoc document is a last resort. If the document you need is not in your student's current process they may be in the incorrect process, please call your records clerk to find out if you should move or use an ad hoc doc.

Documents

Q. Where do I attach documents

1. If a document is a part of the students current process (ie: meeting minutes, evaluation report, etc..) it should be attached at the bottom of the Process Docs tab so it gets wrapped up with all of the other documents when the IEP is finalized.

2. FBA/BSP's should be attached to the IEP so the general ed teacher can view it when viewing the IEP.
3. If it is outside of the process then it should be attached to the Historical Docs tab.

Q. When completing a file review does parent permission need to be filled out?

A. Yes, When completing a reevaluation and you have determined no testing is needed and you are only completing a file review check the box that says based on a review of existing information. Parent signature is not required.

Q. What do I need to fill out on the transfer IEP for a student in the Service Plan Process?

A. You need to fill out the service summary page. The date on the IEP needs to be the date of the Service Plan.

Q. Do I need to do a prior written notice when making amendments to the IEP?

A. Yes, A Prior Written Notice (PWN) needs to be completed for any significant changes to the IEP.

Q. Why aren't my team or family showing up on the print preview?

A. Make sure you select invited or required/ consulted or present on all meeting participants tabs throughout your documents or meeting participants will not show up.

Q. Where is the Pattern of strengths and weaknesses area on the SLD statement?

A. At the bottom of the SLD statement there is a box next to the statement "A pattern of strengths and weaknesses model was primarily used as part of a comprehensive evaluation process to determine if the child has a specific learning disability" check the box and save for PSW info to show.

Q. Why can't I add tests on the Parent Permission (CN1) form?

A. You must go to the bottom of the page and fill in the "Please return this form to" and "Phone" then save prior to adding your tests.

Q. When do I check the transition box on the Present levels?

A. For students 15 and over this is required. Please fill out additional fields.

Q. What do I finalize?

- A.
1. (finalizing the documents below will give you the ability to create another one if needed)
 2. (CN2) Parent Permission-This is not in ad hoc.
 3. Meeting Request
 4. Prior Notices

Q. Can the font be increased?

A. Not at this time. The font size is built into the system and can not be increased.

Q. Do I need to validate all my documents?

A. YES! You must validate all documents. This will help you to identify any missing information.

Validation Errors

Q. What does the error message "3093 - Student must have a finalized GENAZ 5000 Placement Determination in the same process" on the IEP mean?

A. When validating the IEP you will get an error saying "3093 - Student must have a finalized GENAZ 5000 Placement Determination in the same process". This message means that the records clerk needs to finalize the Placement Determination. You may ignore this error.