

## OFFICE SUPPORT NOTES AND REFERENCE GUIDE

From the **STUDENT** screen go to the **PARENT TAB**, double click on the parents name (Blue Link) to open the PARENT window.

From the **PARENT** window select the **ParentVUE** tab.

On this screen you can view the Parent Activation Key, Key Valid Until and Date Activation Key used. You can also Create or Print a new activation code.

**Activation Key Management**

Activation Key	Key Valid Until
VT3PHCV	03/22/2017 11:10:59
Date Activation Key Used	
02/12/2017 11:43:00	
<a href="#">Create Activation Key</a>	<a href="#">Print Activation Key</a>

On this screen you can also, view the User ID. If this is blank, than the parent has not activated their account. You can also re-set a password from this screen by changing changing and confirming the password to “password” and check marking the “Force Password Reset” button.

**ParentVUE ID**

User ID	myra.martinez	
Password	Confirm Password	
.....		
<input type="checkbox"/> Force Password Reset		

### Tips and Tricks

- Parents and guardians must have “Educational Rights on Parent screen in order to access ParentVUE. If they do not have educational rights, then the system will not generate an activation key for them.
- If a parents activation key is expired, simply generate a new key for them and email it to them if requested.
- If a parent forgets their user name or password you can email the user name or reset their password. If parents don’t have an email address in ParentVUE listed, then add their email for them (then they can use the auto “forgot password” feature in the future, instead of calling the school for assistance.
- If parents cannot see all of their children at your school site, then ensure that the same parent account/parent ID is associated with all students to link siblings. If children are at different schools then refer them to Erica Martinez to troubleshoot the account, or you can call the other school and work with the office manager to ensure that all children are linked to the same parent/adult ID.