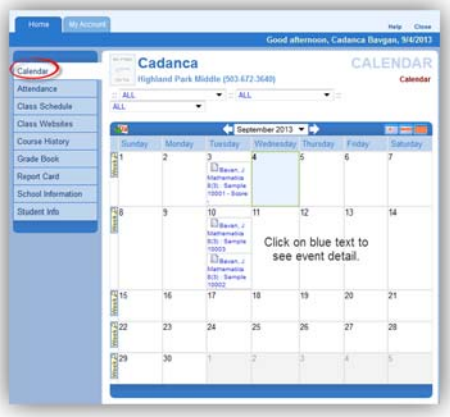
ParentVUE for Elementary Parents

Frequently Asked Question	Answer
What is ParentVUE?	ParentVue is a web portal that allows parents and guardians to access real-time information related to their children's academic information. Parents/guardians can view their student's calendars, attendance, report card, school information, emergency contacts and immunizations.
Where can I find the link to ParentVUE?	A link is available which can be found on the BSD District Website – under Parents & Students. **https://ParentVUE.beaverton.k12.or.us**
How do I get a username and password to login to ParentVUE?	You must have the Activation Key that is supplied to you from your child's school. You must go into the office with a photo ID to receive this key. You will then be able to set up your own username and password.
What are the system requirements to use ParentVue?	ParentVue can be accessed via any web browser and works best on a high-speed connection.
In which languages can I view ParentVUE?	ParentVUE is currently available in English, Spanish, Chinese, Korean, Vietnamese, Russian, Japanese and Arabic.
What info can I get from the Calendar?	Calendar displays the important details of your child's school day. It shows two types of information: District or school events and Grade Book Assignments. 

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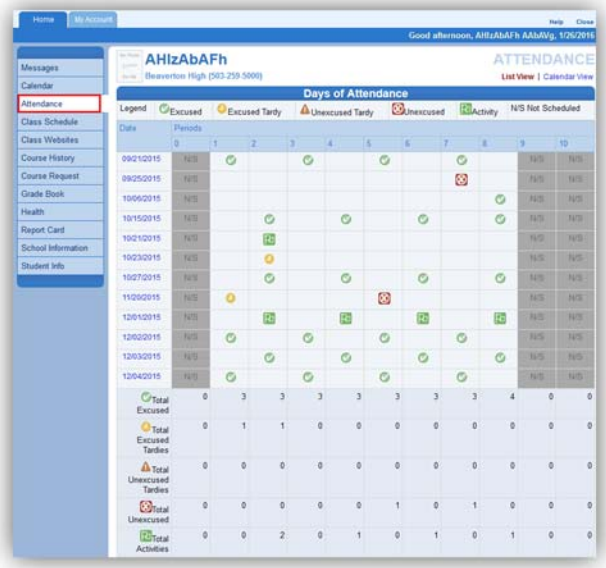
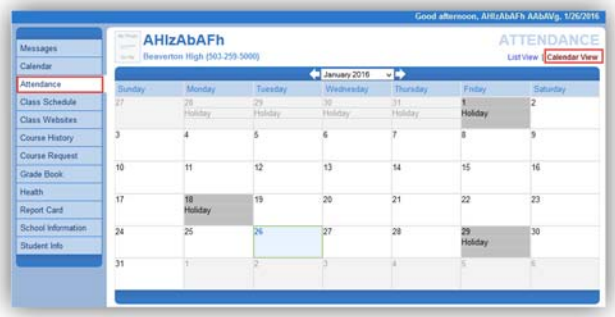
How do I see my child's Attendance Record?	• By clicking on Attendance on the left hand navigation, you can view your child's attendance in two ways: List View and Calendar View. o **List View** displays all the days your student was marked absent or tardy, along with the reason and notes associated with each entry. Totals display at the bottom of the list.  o **Calendar View** displays absences in the date they occurred. This is handy to view a specific period of time.  • Within these screens you can click on an absence reason to view the details. • In some cases you may see a date student was absent with no reason code. This may happen in a few situations such as student switching classes or a change in absent reason. • Parents can check the **Auto Notify Attendance** box to receive email notifications when a student is tardy or misses a class. • Parents can also enter additional email addresses (such as work email) for absence notifications.

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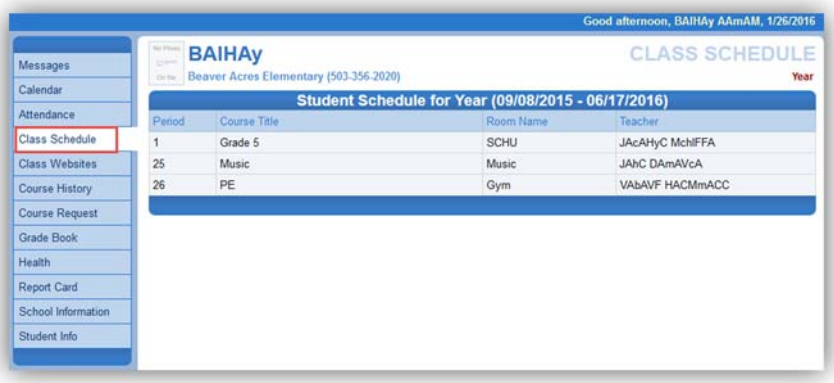
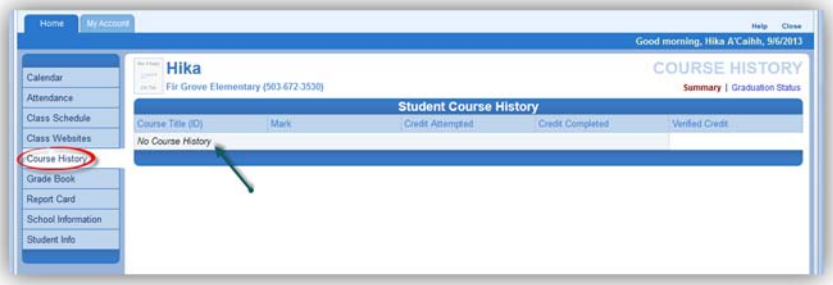
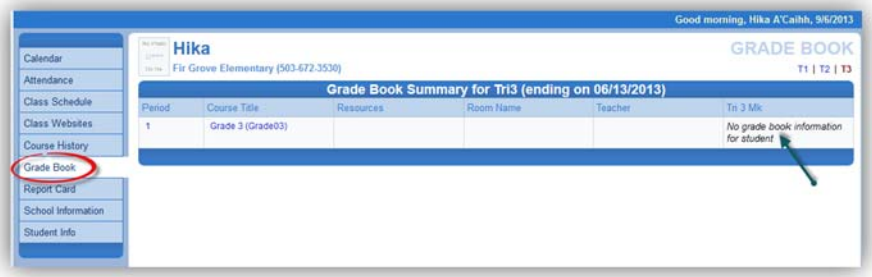
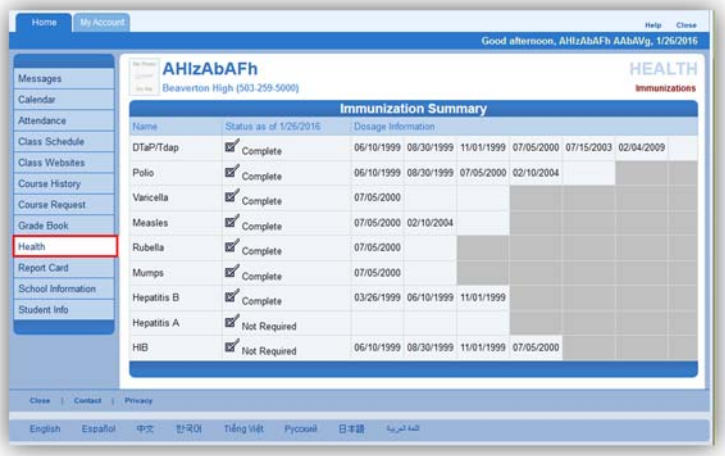
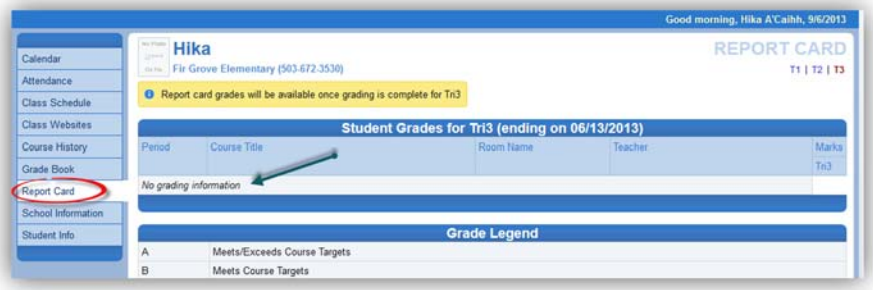
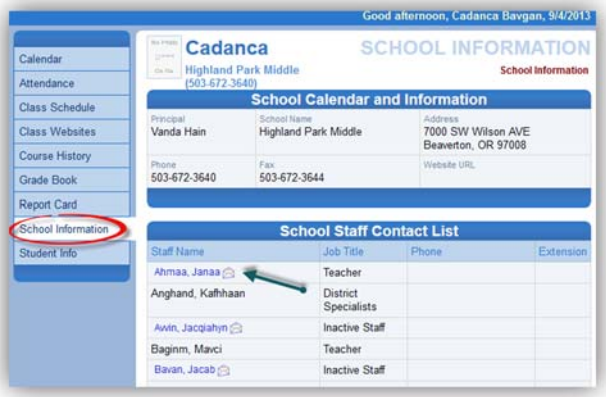
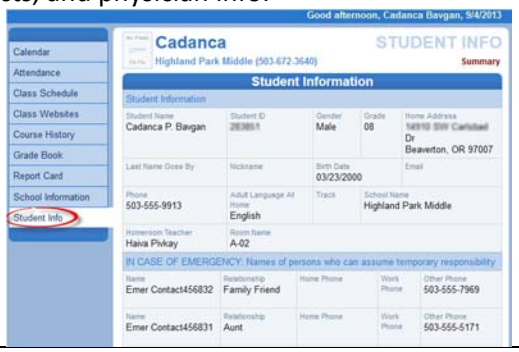
Why isn't there more info on the Class Schedule screen?	The Student Schedule at the elementary level comprises of Homeroom, Music and PE classes. 
Why does Course History show "No Course History"?	Course History is not available at the elementary level. 
Why is there limited information in Class Websites?	Class Websites are not often used at the elementary level.
Why is there no grade book information for my student?	Grade Book information is not currently available at the elementary level. 

Frequently Asked Question	Answer
Can I view my child's immunization records?	Yes. The Health tab displays Immunization Summary for your child. 
Can I get my child's Report Card through ParentVUE?	Elementary level report cards become available on a current school year basis after the end of a grading trimester. 
Can I email my child's teachers from ParentVUE?	Yes. The School Information screen is a handy school directory that has an email icon next to teacher names. 

Frequently Asked Question	Answer
What is on the Student Info screen?	The Student Info screen shows your child's demographic information, emergency contacts, and physician info. 
Can someone else gain access to my child's information?	• No. Each parent is assigned a unique Activation Key. This gives only you access to your child(ren)'s information. Using this key, you will create a unique username and password. Please ensure that you protect your username and password. • Please remember to click on the **Close** button in the upper right corner of your window when you are finished with ParentVUE. This will log you off from the system. Close your browser for added security.
What if I need technical support?	If you have username or password questions, please contact the registrar or building secretary at your student's school. Unfortunately, we are not able to provide connection assistance on home computers.
What do I do if I forget my password?	On the Login screen, click on Forgot your password? Click here. Enter the email address that you have on file at your child's school. An email will be sent with the User Name and Password.
Can I access ParentVUE on my phone?	• Yes. Download the ParentVUE app and login through there. • Requires wireless or 3G connection. Compatible with iPhone, iPod touch, and iPad. Requires iOS 4.3 or later. This app is optimized for iPhone 5. • Requires Android 2.2 and up. • You will be prompted to input the District URL for mobile app: **https://parentvue.beaverton.k12.or.us**