

The ParentVUE mobile app provides access to most of the features and data available in the web version of ParentVUE.

➔ **To use the ParentVUE mobile app, you must first activate or create a ParentVUE account on a computer.**

ACTIVATE/CREATE MY ACCOUNT

To activate a ParentVUE account you need the Activation Key Letter provided to you by your child's school. Download [ParentVUE – Getting Started](#) for steps to activate a ParentVUE account once you have obtained the Activation Key Letter from your child's school.

If you have registered your student using Online Pre-registration, your account has been created (same user name and password).

DOWNLOAD PARENTVUE APP

iOS Devices

Download the ParentVUE app from the iTunes store. Search for *ParentVUE*.

- Requires wireless, 3G or LTE connection.
- Requires iOS 8.0 or later.
- Compatible with iPhone, iPad, and iPod touch.

Android Devices

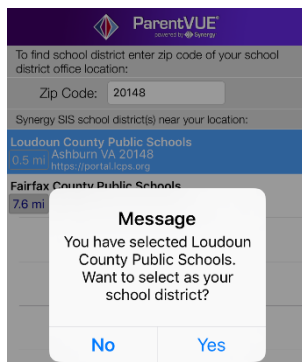
Download the ParentVUE app from Google Play. Search for *ParentVUE*.

- Requires wireless, 3G or LTE connection.
- Compatible with phones and tablets running Android 2.3.3 or later.

CONFIGURE THE APP

The ParentVUE app uses the same URL as the web version: <https://portal.lcps.org>. Configure the app using your home Zip Code.

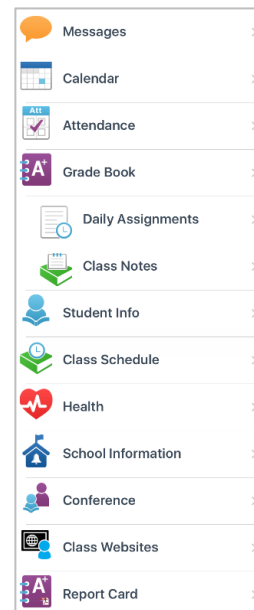
1. Launch the app. Swipe to the left.
2. Enter your home Zip Code and tap *Search*.
3. Tap *Loudoun County Public Schools* in the list and tap *Yes*. You may now log in using your LCPS Student ID and password.



Note: If you would like to manually configure the URL, tap the gear icon at the bottom left corner of the Login screen. Be sure to enter the entire URL, including the **https://** (the complete URL is <https://portal.lcps.org>).

PARENTVUE APP NAVIGATION

Photos of your children appear when you log in. Tap a photo to view the **ParentVUE** menu. Tap an item to view information on that topic. Tap *Navigation* at the top left or swipe right to return to the menu.



Messages: View district and school-based messages.

Calendar: View daily class information such as homework, quizzes and projects. Tap the calendar icon at the top to select a different date. Tap an assignment to see the detail.

Attendance: View attendance information.

Grade Book: View assignments and grading information for the current marking period by class. Choose a different marking period at the top. Tap a class to view specific assignments. Students concurrently enrolled (CE) in another school may choose the CE school from the menu at the top to view grades for those classes.

Daily Assignments: View all assignments by date. Tap an assignment to view the grades. Tap the funnel icon to filter the list (or clear all filters).

Class Notes: Select a date from the menu to view notes teachers may have posted for a class.

Student Info: View your child's demographic information on file with the school district.

Class Schedule: View your child's class schedule and teachers. Tap on the envelope icon beside a teacher's name to send an email.

Health: View immunization records.

School Information: Contact information for school staff.

Conference: Elementary only. View notes from conferences with teachers. Use the PVUE web version to schedule a conference.

Class Websites: View content and links your child's teachers have posted for class resources.

Report Card: View an unofficial PDF copy of the report card(s) if your child's school has uploaded these documents.

PARENTVUE HELP

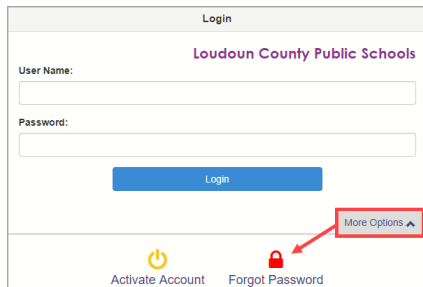
View the [District ParentVUE and StudentVUE](#) pages for more information, including [Frequently Asked Questions](#) and [Help Videos](#).

If you are having trouble with the **ParentVUE** app, please contact a ParentVUE Support Contact listed on the ParentVUE Channel at your child's school. The [Get Live Help](#) page has information on navigating to the ParentVUE Channel.

PARENTVUE MOBILE APP FAQs

How do I reset my password if I have forgotten it?

Use the ParentVUE web version on a computer to retrieve it. Go to <https://portal.lcps.org>. Click on **I am a parent>>**. Click **More Options** then click **Forgot Password**. Enter the email address you use with ParentVUE. A message with a link to reset the password will be sent.



If you are unable to access the email account, please contact the school where your youngest child is enrolled to report this. School staff will update the email address of record. Then click on the **Forget your password? Click here** link to have the password emailed to the changed email address.

Can I change my password?

If you would like to change your password, you must use the ParentVUE web version. Click on the **My Account** tab. Click on the **Change Password** link in the yellow section at the top of the page.

What do I do if I see inaccurate information?

If you see inaccurate demographic information, contact the ParentVUE Support contact listed on the ParentVUE Channel on your school's website. The [Get Live Help](#) page has information on navigating to the ParentVUE Channel.

If the inaccurate information relates to the current school year grading/assignment information, please contact your child's teacher.

Is there a way to contact a teacher if I have a question about what I see on the screen?

Tap the *Schedule* menu item, then tap the *Envelope* icon beside a teacher's name to send an email.

How frequently should I expect my child's grade to be updated?

Questions regarding Loudoun County Public School's assessment and grading expectations can be answered [here](#). Additional school-specific expectations for updating gradebooks, adding new assignments, and responding to emails are located on the school's ParentVUE Channel.

Why does a message that the PDF Report Card is not available for a marking period display when I view my child's report card in ParentVUE?

The message "The PDF report card is not available for Marking Period X" displays when a school has not uploaded a PDF copy of a student's report card.

In the mobile app, only the PDF copy of a report card appears in the *Report Card* menu item. If a PDF copy of the report card has not been uploaded, you may still view final marking period grades in the *Grade Book* menu item.

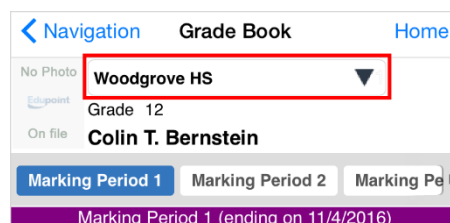
PARENTVUE MOBILE APP FAQs (con't)

Why do I not see grades from my child's prior school?

StudentVUE only displays grades for your current school of enrollment. If you have transferred from one LCPS school to another in the current school year, you will have access to grades, assignments and messages for the current school only.

Why don't I see grades for my child's class(es) at a concurrent school?

The *Grade Book* menu in the mobile app displays the assignment and grade book information for your home school. Change to your child's concurrent school by choosing from the menu at the top to view assignments and grades for the concurrent school.

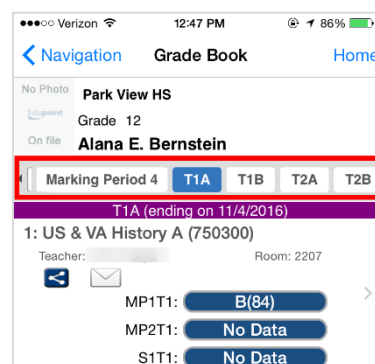


How do I view grade book information for a Modified Alternating Block Scheduled (MABS) class?

A MABS class meets every day and has different grading periods than classes that meet every other day. The following chart compares these grading periods:

Standard Classes	MABS Classes
Marking Period 1	T1A
Marking Period 2	T1B
Marking Period 3	T2A
Marking Period 4	T2B

The StudentVUE/ParentVUE mobile app displays the grading periods at the top of the screen. Scroll this list to the right to view and select a MABS grading period.



Does the ParentVUE app contain all of the same information as the ParentVUE web version?

The StudentVUE app contains most (but not all) of the information that is available in the StudentVUE web version. Download the [ParentVUE Web vs. App](#) document for a comparison.

Where can I learn more about ParentVUE?

The [District ParentVUE and StudentVUE](#) pages have more [FAQs](#), [Quick Reference Guides](#), [Help Videos](#) and more.