



GETTING STARTED WITH PARENTVUE

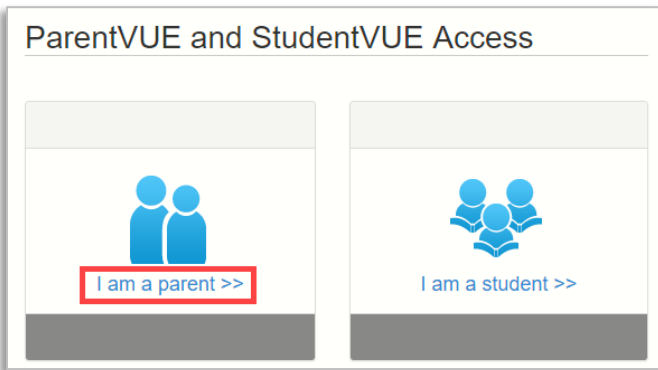
PARENTVUE WEB VERSION

ParentVUE provides secure, private access to school and student information, including assignments, grades, attendance, school calendar and teacher contact information. You will be able to see information on all your students with this one account. This part of the guide covers ParentVUE activation from a **computer browser**.

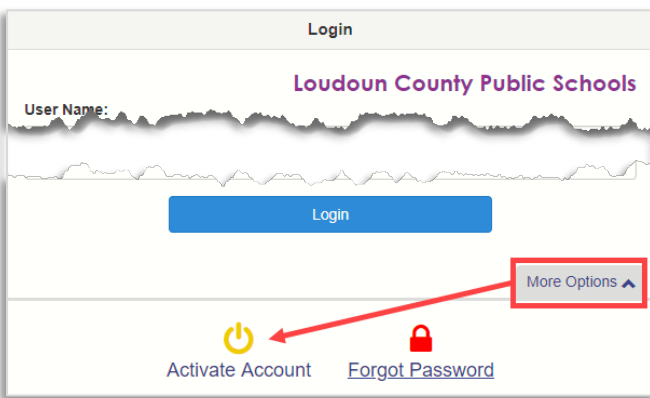
- ➔ **To create an account, you need the activation key letter provided to you by your child’s school. If you have registered your student using Online Pre-registration, please skip directly to the LOG IN section, no activation key required**

ACTIVATE PARENTVUE ON A COMPUTER

1. In your web browser go to <https://portal.lcps.org>.
2. Click on **I am a parent>>**.



3. Click **More Options** then click **Activate Account**.



4. Read the Privacy Statement and click **I Accept**.





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6. Enter your name and activation key exactly as they appear in your letter from the district. Then click on **Continue to Step 3**.

Step 2 of 3: Sign In with Activation Key

Please enter your first name, last name and the 7 character authentication key (provided to you by the district), to activate your ParentVUE account:

First Name

Last Name

Activation Key

[Continue to Step 3](#)

7. Enter a User Name, password (minimum of 6 characters) and provide an email address. Then click on **Complete Account Activation**. Your account is activated and you are logged in. You will not need the Activation Key again.

Step 3 of 3: Choose user name and password

Welcome **Mary Jo Smith**. To complete your account activation you will need to create your username and password. Remember that passwords are case sensitive. Your password can consist of numbers and letters and must be a minimum of 6 characters in length.

User Name

Password

Confirm Password

Primary E-Mail

[Complete Account Activation](#)

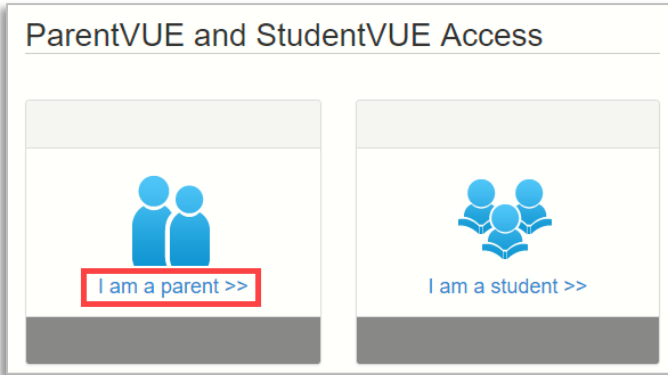
Important!! Your User Name must be unique across the district and may include numbers/symbols. If you receive an error during this step, try adding numbers/symbols to your User Name. Passwords may not contain symbols.



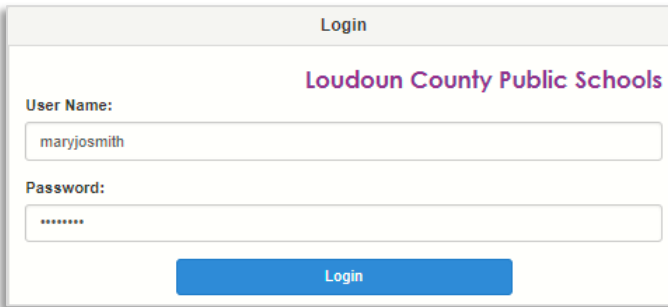
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LOG IN ON A COMPUTER

1. In your web browser go to <https://portal.lcps.org>.
2. Click on **I am a parent>>**.

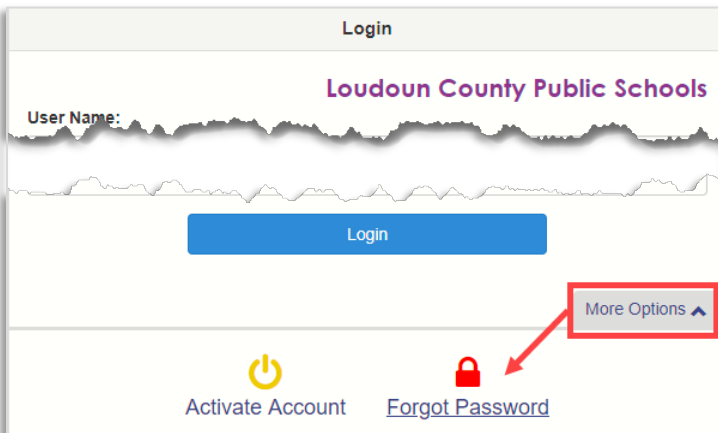


3. Enter your user name and password and click on **Login**.



RESET MY PASSWORD ON A COMPUTER

1. In your web browser go to <https://portal.lcps.org>.
2. Click on **I am a parent>>**.
3. Click **More Options** then click **Forgot Password**.





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4. Enter the email address (or user name) you used to activate your account and click **Send Email**. If you can no longer access the email account, contact your child's school.

Send Password Reset Request

Enter your email address or user name and we will email you a link to change your password.

maryjosmith@gmail.com

Send Email

5. Click on the link in the email to go to the password reset screen. Enter your First Name, Last Name and a new password. Click on the **Change Password** button.

Change Password

To change your password, enter your current First and Last Name (must match name on account), type the new password twice to confirm, then press the Change Password button.

User Name maryjosmith

First Name

Mary Jo

Last Name

Smith

New Password:

Confirm New Password:

Change Password

6. **Important!!** Your first and last names must match what is stored in your Parent record at LCPS.



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PARENTVUE MOBILE APP

ParentVUE provides secure, private access to school and student information, including assignments, grades, attendance, school calendar and teacher contact information. You will be able to see information on all your students with this one account. This part of the guide covers ParentVUE activation with the **ParentVUE app**.

- ➔ **To create an account, you need the activation key letter provided to you by your child’s school. If you have registered your student using Online Pre-registration, please skip directly to Step 3: Log in using the mobile app section, no activation key required.**

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

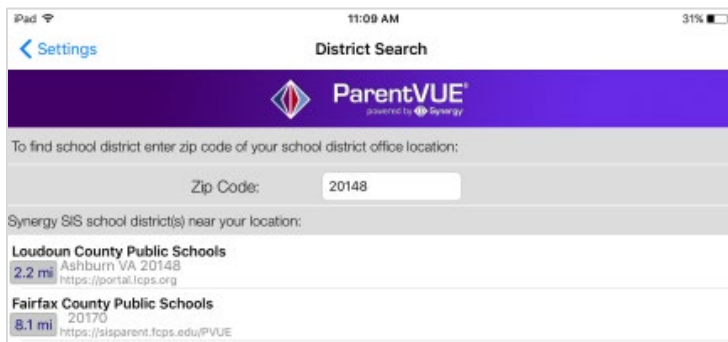
- Requires iOS 9.0 or later.
- Compatible with iPhone, iPad, and iPod touch.

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

- Compatible with phones/tablets running Android 3.0 or later.

STEP 1: SELECT LCPS ON THE APP

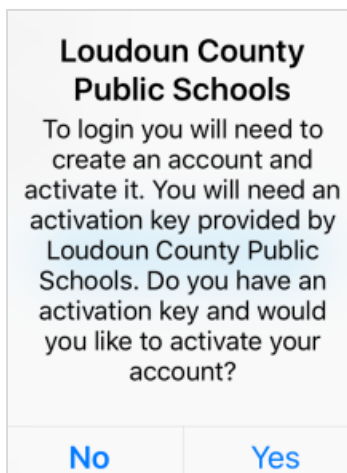
1. Launch the ParentVUE mobile app and swipe left. Enter your Zip Code and tap **Search**.



2. Tap **Loudoun County Public Schools** and tap **Yes** to continue.

STEP 2: ACTIVATE THE ACCOUNT

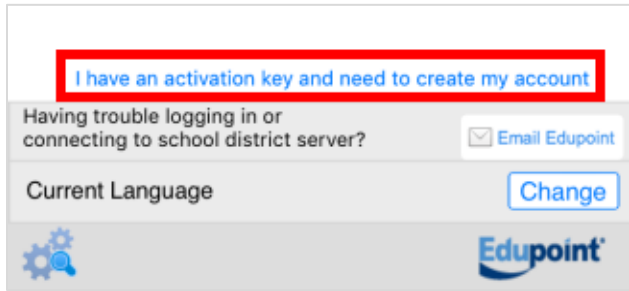
1. If you are prompted with the following question, tap **Yes**.



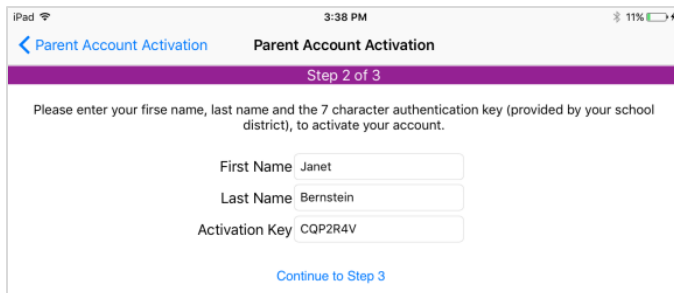


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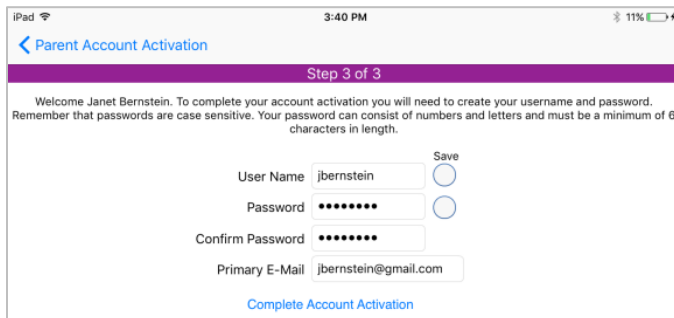
- If the question does not appear, tap the **I have an activation key and need to create my account** link at the bottom.



- Read the Privacy Statement and tap on **I Accept**.
- Enter your First Name, Last Name and Activation Key exactly as they appear in your letter from the district. Then tap **Continue to Step 3**.



- Enter a user name, password (minimum of 6 characters) and provide an email address. Tap **Complete Account Activation**. Your account is activated and you are logged in. You will not need the Activation Key again.



Important!! Your User Name must be unique across the district and may include numbers/symbols. If you receive an error during this step, try adding numbers/symbols to your User Name. Passwords may not contain symbols.

STEP 3: LOG IN USING THE MOBILE APP

- Launch the ParentVUE mobile app.
- Enter the username you created during the account activation steps. If you would like to save your username, tap the **Save User Name** slider to turn it on.



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3. Enter the password you created during the account activation steps. If you would like to save your password, tap the **Save Password Slider** to turn it on.
4. Tap **Login**.

PARENTVUE HELP

The [District ParentVUE](#) pages have resources to help you activate your ParentVUE account. [Frequently Asked Questions](#) and downloadable [Quick Reference Guides](#) are available to guide you through the process and help navigate the system.

Each school has dedicated staff to help parents with their accounts. Go to your school's website and click on the ParentVUE Global icon to find names and phone numbers of staff who can help you.

