



## **ParentVUE Frequently Asked Questions (FAQ)**

### **1. Do I need an email address to activate my ParentVUE account?**

Yes, an email account is needed to activate your ParentVUE account. A **FREE** email account is available through [Gmail](#), [Outlook](#), [AOL](#), etc.

### **2. How can I activate my ParentVUE account?**

You can activate and access ParentVUE online at [vue.apsva.us](http://vue.apsva.us) or through the **FREE** ParentVUE App available in the [Apple App Store](#) or [Google Play Store](#). During activation, you will be asked to enter your full name, primary email, and the activation key provided by APS.

### **3. I'm getting an error message that says: "The activation key you entered could not be found. Please contact school to get a new activation key." What should I do?**

Please ensure you are entering your first name, last name, and activation key **EXACTLY** as it appears on your ParentVUE Activation Key Letter. If you are still unable to activate your account by entering the information as it appears on the activation key, please [contact your child's school](#).

### **4. What should I do if my name has recently changed?**

You must visit your child's school and provide proper documentation of your name change. After your information has been verified and your name has been changed in the student information system, you will receive a new ParentVUE Activation Key Letter to activate your account.

### **5. What should I do if I do not see all my children listed in ParentVUE?**

Please contact your child's school to inform them of the issue so they can link all of your children in the student information system.

### **6. What do I do if I forgot my ParentVUE password?**

Please visit the [Password Recovery](#) page for directions on how to recover your password.