

## **ParentVUE Frequently Asked Questions**

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  7. I am trying to acknowledge the Student Handbook but it won't accept my signature.
  8. My child's teacher referred me to ParentVUE to view my child's report card. Where can I find it in ParentVUE?
  9. I cannot download my child's report card
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### **1. How do I sign up for a ParentVUE account?**

[Please click here to access the ParentVUE link](#) and select Create a New Account. If you have never had an account with Litchfield Elementary School District, the answers should be No, No, Yes. If you can answer either of the first two questions with a "Yes". Please email [parentvue@lesd.k12.az.us](mailto:parentvue@lesd.k12.az.us) to retrieve your account information.

1. Have you EVER had a student attend a school or school program within the Litchfield Elementary School District? Yes No
2. Do you CURRENTLY have a student attending a school or school program within the Litchfield Elementary School District? Yes No
3. Is this the first time you have ever requested access, or had access to an Online parent account in the Litchfield Elementary School District? Yes No

### **2. I cannot find the link to access ParentVUE.**

You can find the ParentVUE link on our district website. [Please click here to visit the Litchfield Elementary School District website](#). You will find the ParentVUE link in the Parents section. Click on the ParentVUE Logo and you will be redirected to the ParentVUE login page.

**3. I don't remember my ParentVUE login information. How may I get this information?**

Please email [parentvue@lesd.k12.az.us](mailto:parentvue@lesd.k12.az.us) to request your user ID and password reset. You can also visit your child's school registrar to help you with a password reset.

**4. I'm trying to register my child but when I try to create a ParentVUE account, it says I already have an account.**

This means the email you are using to create your account is already in our system. Please email ParentVUE at [parentvue@lesd.k12.az.us](mailto:parentvue@lesd.k12.az.us) for a password reset for your account.

**5. I did not receive an email with an activation key to set up a ParentVUE account.**

You already have a ParentVUE account set up in our system. Please email [parentvue@lesd.k12.az.us](mailto:parentvue@lesd.k12.az.us) for a password reset. You can also visit your child's school registrar to help you with retrieving your account information.

**6. My ParentVue account has been disabled. What should I do?**

Please email [parentvue@lesd.k12.az.us](mailto:parentvue@lesd.k12.az.us) to have your ParentVUE account unlocked.

**7. I am trying to acknowledge the Student Handbook but it won't accept my signature.**

Please type your name exactly as it appears in the upper right hand corner.

**8. My child's teacher referred me to ParentVUE to view my child's report card. Where can I find it in ParentVUE?**

- Grade reports can be found in the Documents section of ParentVUE. Please note that the Grade Book section only applies to grades 6-8.

**9. I cannot download my child's report card.**

Report cards for Kindergarten-5th grade are in PDF format in ParentVUE. Your device may not support viewing the report card. Please log into your ParentVUE account using the ParentVUE link on a laptop/computer to view your child's report card. [Please click here to access the ParentVUE link](#)