Frequently Asked Questions

Q: Do I need an email address to activate my ParentVUE account?
A: Yes, an email account is needed to activate your ParentVUE account. A FREE email account is available through Gmail, Outlook, AOL, etc.

Q: I'm getting an error message that says: "The activation key you entered could not be found. Please contact the school to get a new activation key." What should I do?
A: Please ensure you are entering your first name, last name and activation key EXACTLY as it appears on your ParentVUE Activation Letter. If you are still unable to activate your account entering the information as it appears, please contact your child's school. School Staff can regenerate a new key and letter if needed.

Q: What should I do if my name has recently changed?
A: In your ParentVUE account, go to "My Account" to update your information.

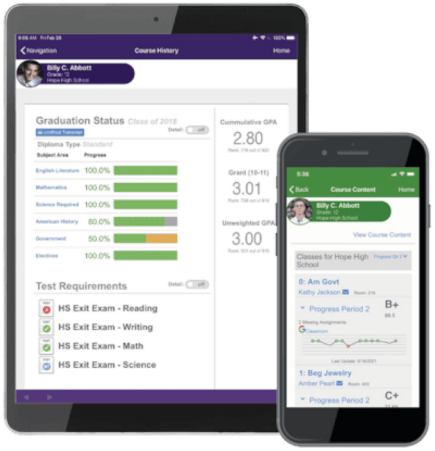
Q: What should I do if I do not see all my children listed in ParentVUE?
A: Please contact your child's school to inform them of the issue so they can link all of your children in the student information system. School staff **must** confirm eligibility of viewership prior to updating.

Q: What do I do if I forgot my ParentVUE password?
A: Please visit the Password Recovery page for the direction on how to recover your password.

Q: Can I log into ParentVUE from my mobile device?
A: Yes, you can access ParentVUE through the browser on your mobile device or through the FREE ParentVUE App available in the Apple App Store or Google Play Store.

Q: Can I activate my ParentVUE account using the ParentVUE App on my mobile device?
A: No, you cannot activate your ParentVUE account using the ParentVUE App. From your web browser on your mobile device, you must go directly to the ParentVUE website BethelSD.org to activate your account. Once the account has been activated, you will be able to access your ParentVUE account using the ParentVUE App on your mobile device.

ParentVUE® powered by Synergy®



Available either on the web at https://wa-beth-psv.edupoint.com/ or as a mobile app for Apple or Android

QR code for Apple

QR Code for Android

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ParentVUE

Enabling Parents with real-time access to help students succeed

Bethel SCHOOLS

Navigating ParentVUE

The ParentVue web and mobile portals enable parents to stay connected, get timely information, and access learning resources to help their child succeed in school.

REAL-TIME INFORMATION

Parents have access to the latest information and important announcements, all in one interface that they can set to their language of choice.

Assignment Scores & Grades - See if the student is on track academically or if additional support may be needed. Administrative Information - View attendance, immunization records, calendars, class schedules, announcements, and more. Class Website Access - Stay current on classroom news, events, and learning resources.
And More - Depending on the Synergy modules in use in the district, parents may be able to access online registration and additional information including their child's assessment performance.

TOOLS TO GET THINGS DONE

The ParentVue portal goes beyond the simple display of information, enabling parents to complete tasks without having to stop by the school office or pick up the phone.

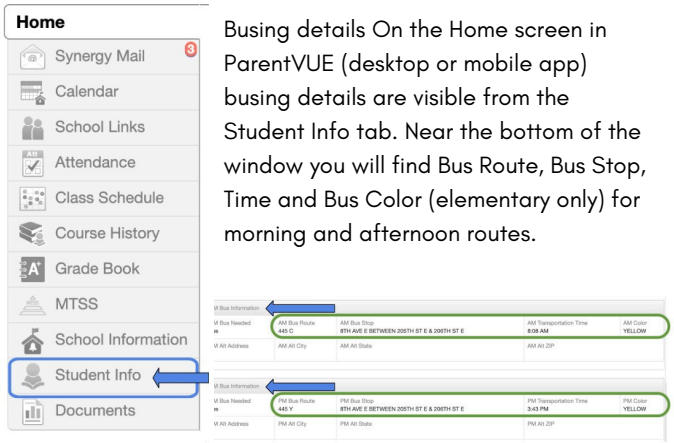
Report Absences - Notify the school of absence dates and reasons, and upload a doctor's note or document related to the absence. Communicate - Send and receive Synergy Mail messages to teachers and to the school without leaving the ParentVue interface. Synergy Mail automatically translates incoming and outgoing email messages, helping to broaden parent participation no matter what language is spoken at home.

ANYTIME, ANYWHERE ACCESS

The ParentVue mobile apps for IOS and Android help keep parents connected wherever they happen to be- whether that's work, after school activities, or weekend events.

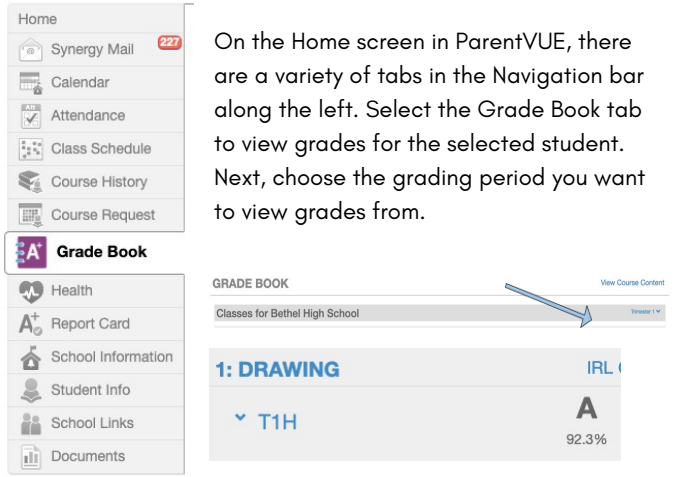
Navigating ParentVUE

Busing Information



Busing details On the Home screen in ParentVUE (desktop or mobile app) busing details are visible from the Student Info tab. Near the bottom of the window you will find Bus Route, Bus Stop, Time and Bus Color (elementary only) for morning and afternoon routes.

Real-Time Grades



On the Home screen in ParentVUE, there are a variety of tabs in the Navigation bar along the left. Select the Grade Book tab to view grades for the selected student. Next, choose the grading period you want to view grades from.

Report Cards (Viewable for Custodial Parents only)

You can view Report Card grades from completed grading periods by selecting the Documents tab from the Navigation bar. From the Documents tab you will find report cards for the most recent grading periods your child was enrolled in.



Navigating ParentVUE

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 details.
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 report card(s) by year and term.