

# Online Verification Update (OVU) Frequently Asked Questions

- **What if I don't have an email address?**

In order to complete the online enrollment process, you must have a valid email address. If you do not have an email account, the following sites offer free accounts:

- [Click here to create a Gmail account](#)
- [Click here to create an Outlook account](#)
- [Click here to create a Yahoo account](#)

- **I do not have a ParentVUE login. How do I create an account?**

- If you are an **existing** parent in the District but **never** had a ParentVUE account, you will need an activation key to create an account.
- Please click this link: [Request Account Activation Key](#)
  - Click on Request Account Activation
  - Parent name, phone number, email & birthdate of child have to match what is in system
  - or contact [centraloffice@besd33.org](mailto:centraloffice@besd33.org) to obtain an activation key.

- **I have an existing ParentVUE account. Where do I go to access Online Verification Update?**

[Click this link to visit the ParentVUE Access page](#)

- **I forgot my password. How do I reset my password?**

[Click this link to reset your password](#) - Click on Forgot Password

- **Is OVU available in Spanish?**

Yes, the bottom of the page has selection for English or Spanish.

- **Why is my electronic signature required?**

The electronic signature certifies that you are either the parent or guardian of the enrolling student and that the information in the registration is true, accurate, and up-to-date.

- **Can I upload documents through OVU or do they have to be submitted as a hard copy?**

Documents cannot be uploaded at the end of the OVU process. Please bring in required documents during regular business hours.

- **What documents may be required for OVU?**

- If there are any **changes** to the below
  - Name Change
    - Original/certified copy of birth certificate (A.R.S. §15-828 Section A)
    - Adoption or Court Documents
  - Immunization
    - Immunization records (A.R.S. §15-872 Section B)
  - Change to Address
    - Proof of residency

- Current rent/purchase agreement, APS, or water bill with your name and address on it.
- If you live with family or another individual(s), they must provide proof of residence and a notarized shared residence affidavit indicating your family is residing with them. Affidavit below.
  - [State of Arizona Affidavit of Shared Residence](#)
  - [Declaración Jurada de Formulario Compartido del Estado de Arizona Español](#)
- Change of custody
  - Court-ordered custodial documents (if applicable)

● **What do I have to submit to show proof of custody or guardianship?**

Legal guardianship or custody papers are necessary, if applicable to this student based on the following Scenarios:

- If an adoption has taken place, it is reflected with an amended birth certificate, and student lives with adoptive parents as listed on the amended birth certificate, that is sufficient.
- If a student lives with one custodial parent as the result of a divorce.
- If the student lives with anyone else, i.e. grandparents, aunt, uncle, sibling, friends or other relatives. We must have a photocopy of the court papers granting guardianship within 30 days of enrollment.

● **Why do I have to provide emergency contacts?**

Emergency contacts are contacts other than the parents/guardians who have the parent's authorization to collect the student from the facility in case of emergency or if the parent cannot be contacted.

● **Who do I contact if I have an issue during the online enrollment process?**

The school office staff can assist you through the online enrollment during office hours. Parents can call, email or visit the school during regular business hours.

● **Do I have to complete the entire online enrollment process at once?**

No, once a parent has begun the online enrollment and has set their User ID and Password, they can login or logout and continue the enrollment process later. All information entered will be saved upon logout.

● **When can I access ParentVUE?**

ParentVUE is accessible 24 hours a day, seven days a week. However, there may be times when the system is unavailable due to system updates.

● **My account has been disabled. How do I re-enable my account?**

For security reasons, ParentVUE accounts are disabled if a password is entered incorrectly more than three times or when students linked to the parent are withdrawn from school. To re-enable your account, contact the school office during regular business hours.

● **Can I use the same login for all my children at Buckeye Elementary District schools?**

Yes. If you are not seeing one or more children with your login, it can be an indication of a duplicate parent record in the system. Please contact your student's school (the student you are unable to see in ParentVUE) to fix this issue.