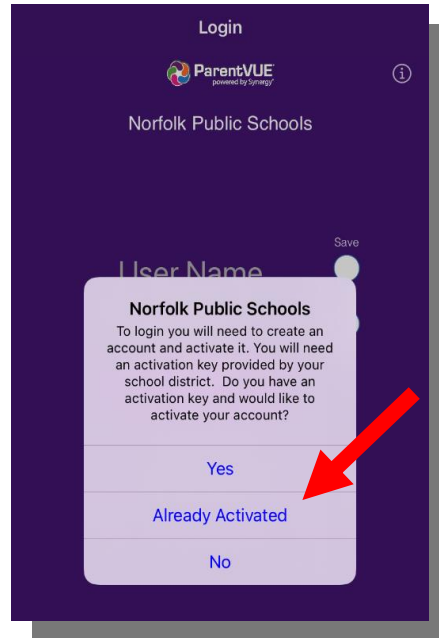# ParentVUE Help Guide
Frequently Asked Questions

"Can I get the 7-digit Activation Key?"

Although the ParentVUE app asks for an Activation Key, parents do **not** need one to access ParentVUE. If you have received your login credentials from ParentVUE, simply click the "Already Activated" button.

"How do I get my username and password?"

- First, make sure that you have a valid email address on file with us.
  - Once we have an email address on file, Synergy (not NPS) will automatically email you a link where you can create your account. This email goes out once every three (3) days.
- Many parents of students *returning* to the district already have ParentVUE accounts, even if they may not be aware/have forgotten.
- Use the "Forgot Password" option in ParentVUE and enter the email you provided the school. This will send you an email with your username and directions to reset your password.
  - Password management is now initiated exclusively by **parents** using this link. NPS staff no longer have the ability to manage/reset login credentials.

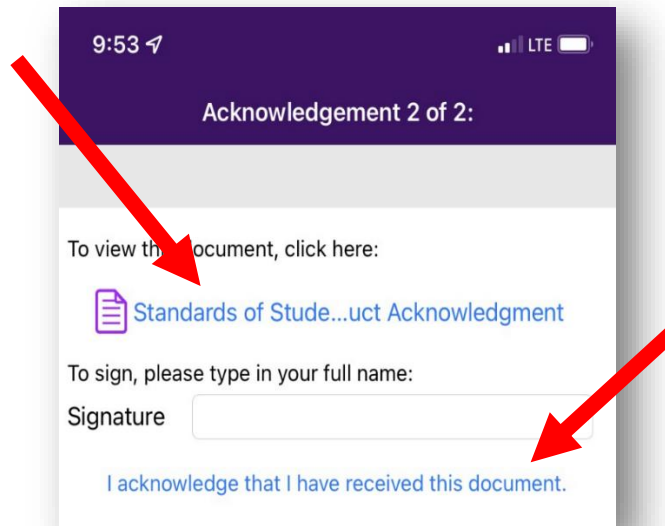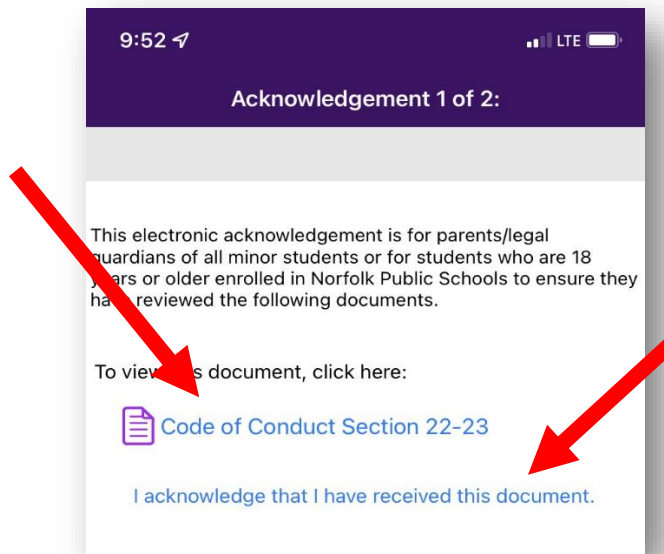## "Why can't I see all of my children?"

This almost certainly means that you have more than one profile in Synergy. Please reach out to SIS (Student Information Systems, 757.628.3450) to request that your Parent accounts are merged. Note: To merge the accounts, SIS will ask you to provide the Student ID Numbers of the students associated with your accounts.

"What's this Code of Conduct about?"

NPS now delivers the *Student Code of Conduct* and *Code of Conduct Acknowledgement* to parents through ParentVUE. You will need to review *both* documents and electronically sign that you have received them in order to access ParentVUE. Sign by entering your First Name and Last Name into the signature text box, **exactly** as it is kept in our system. Do not forget to click "I acknowledge that I have received this document."

"The mobile app isn't working."

If you are having trouble signing in to the ParentVUE app on your phone, please ensure that you have the latest version installed.

- [Link to app in Google Play Store](#)
- [Link to app in Apple App Store](#)

Finally, mobile users have reported success after 1) deleting and reinstalling the app as well as 2) deleting any/all saved passwords.