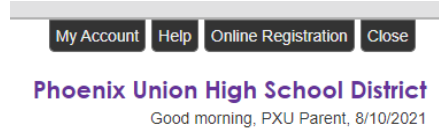


# Updating of Student Information in ParentVUE Frequently Asked Questions

## Q1: Is this a new system or process?

Phoenix Union asks parents/guardians to complete important student updates regarding address, emergency contacts and health information annually. In the past, these updates were completed by filling out forms located in the back of the Student and Families Handbook. Families would also be asked to complete an update to their health profile by completing a pink card.

**We are updating the way we collect information.** We are asking all families to update these important pieces of information by logging into **ParentVUE**, then click on the **Online Registration tab** located in the top right hand corner in order to advance through the system to complete all updates and acknowledgements of the handbook. *Students have already completed their acknowledgements for the students portions of the Handbook and related policies as part of their welcome back to school activities.*



In this case Parents/Guardians are updating information as well as completing their Handbook Acknowledgments all in one system.

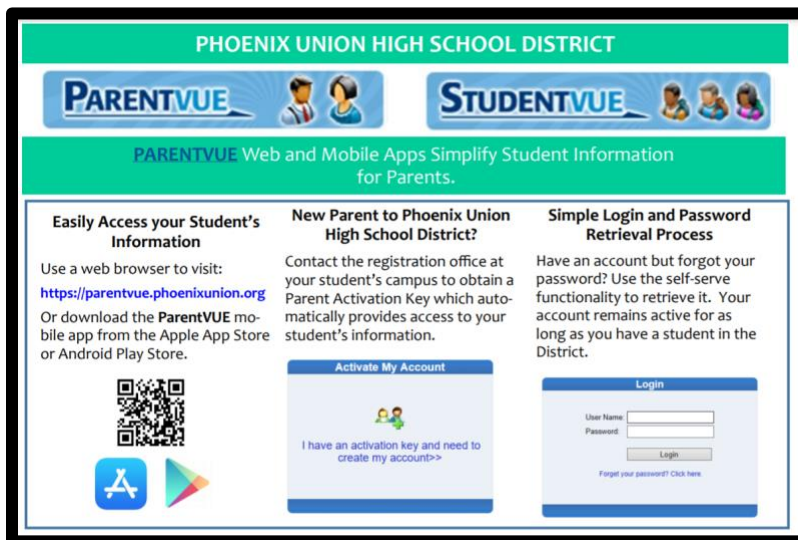
## Q2: How do parents get access to update their students information?

All parents will need to have a ParentVUE account. Parents can download the app to their phone or access it through the web, utilizing the web address below. It is encouraged that parents utilize their student's laptop to complete this process.

<https://www.pxu.org/Page/28437>

## Q3: What if a Parent has never set up a ParentVUE account?

Phoenix Union has mailed out activation keys for parents who have not created their accounts, but if for some reason a parent did not receive their activation key, they can contact the registration office at their student's school for support on how to access their activation key.



**PHOENIX UNION HIGH SCHOOL DISTRICT**

**PARENTVUE** **STUDENTVUE**

**PARENTVUE** Web and Mobile Apps Simplify Student Information for Parents.

**Easily Access your Student's Information**  
Use a web browser to visit:  
<https://parentvue.phoenixunion.org>  
Or download the **ParentVUE** mobile app from the Apple App Store or Android Play Store.

**New Parent to Phoenix Union High School District?**  
Contact the registration office at your student's campus to obtain a Parent Activation Key which automatically provides access to your student's information.

**Simple Login and Password Retrieval Process**  
Have an account but forgot your password? Use the self-serve functionality to retrieve it. Your account remains active for as long as you have a student in the District.

**Activate My Account**  
I have an activation key and need to create my account>>

**Login**  
User Name:   
Password:   
Login  
Forgot your password? Click here

**Q4: What if the information for a student has not changed?**

We still ask that parents/guardians to log into ParentVUE and go to the Online Registration tab in the top right hand corner once logged into ParentVue and advance through the system. If there are no specific changes to a student's information a parent will only need to hit the save and continue button until they come to the sections that ask for review of and acknowledgments for the Handbook and related Policy forms. This component **does** require specific responses from parents/guardians.

**Q5: If a parent has a question or is unsure of how to complete a question or needs support?**

A parent/guardian can always contact their student's school for support.

**Q6: When should this process be completed?**

Phoenix Union is asking that all parents/guardians complete the process of updating and verifying student information as well as reviewing and completing Handbook Acknowledgements by September 7<sup>th</sup> 2021.