



## ParentVUE Troubleshooting Guide For Parents

Listed on this document are some common issues that parents might encounter with regards to ParentVUE and suggested course of action.

### Portal Issue:

#### (A) Browser

Parents should access the 4J ParentVUE log in portal through the official 4J website (Parents >> Synergy ParentVUE – Student Grades & Information) and not by typing “ParentVUE” in your browser’s search engine. ParentVUE is used by many other districts throughout the country.

Example: The top hit in Google for “ParentVUE 4J” is sometimes the ParentVUE portal for Lincoln Public Schools.

Make sure the ParentVUE portal you are logging into says **Eugene School District 4J**.

#### (B) ParentVUE App

Do you have the correct URL for our school district?

4J’s ParentVUE URL is <https://pv.4j.lane.edu>

If you are having issues with one portal (browser vs app), try logging in with the other to see if the issue is with the access portal or your ParentVUE credentials.

If you can log in using the browser but not the app, try uninstalling and then re-installing the app.

If you are unable to log in using either portals listed above, locate the circumstances listed below for the one that best fits yours and proceed accordingly.

#### (C) Your ParentVUE account may be disabled due to multiple failed log in attempts.

This is the message you will see if so:

Your account has been disabled. Please contact the School Office if you believe your account needs to be enabled.

**Action:** Contact your student’s school office staff.

#### (D) Your ParentVUE account may not be activated yet.

Did you receive an Activation Key letter from your school? Sample letter on the last page of this document

Do you remember activating your account?

**Action:** If not, unsure or need the Activation Key, contact your student’s school office staff.

#### (E) You have an activated ParentVUE account but have forgotten your User Name or Email Address associated with your ParentVUE account.

**Action:** Contact your student’s school office staff.

#### (F) You have an activated ParentVUE account but is getting the error message below.

If either the user name or password entered is incorrect, you will get this message:

Invalid user ID or Password

#### Actions:

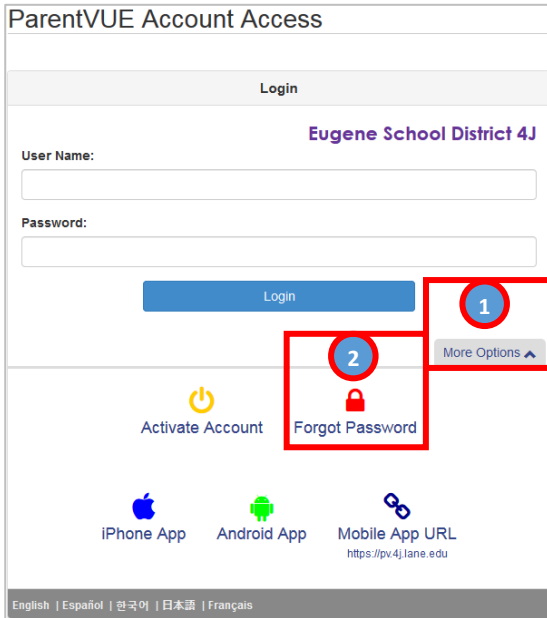
If you are sure that you have the correct user name, see **(G)** on how to reset your password.

If you are not sure if you have the correct user name, contact your student’s school office staff.

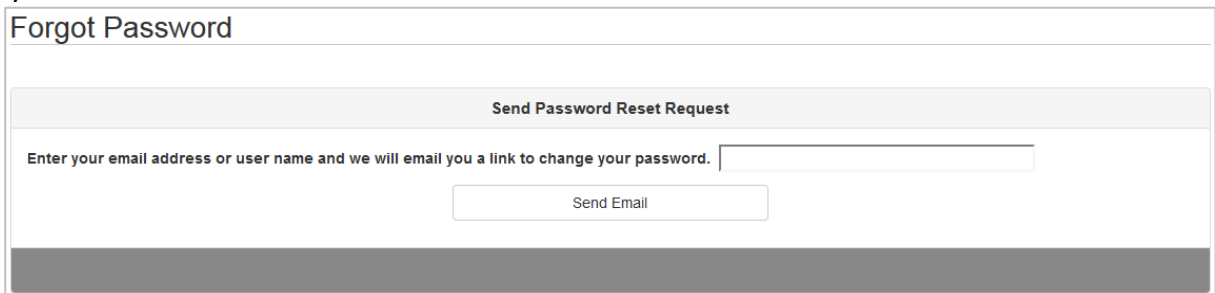
**(G) You have an activated ParentVUE account and you know what your user name or email address associated with your ParentVUE account but have forgotten your password.**

**Action:**

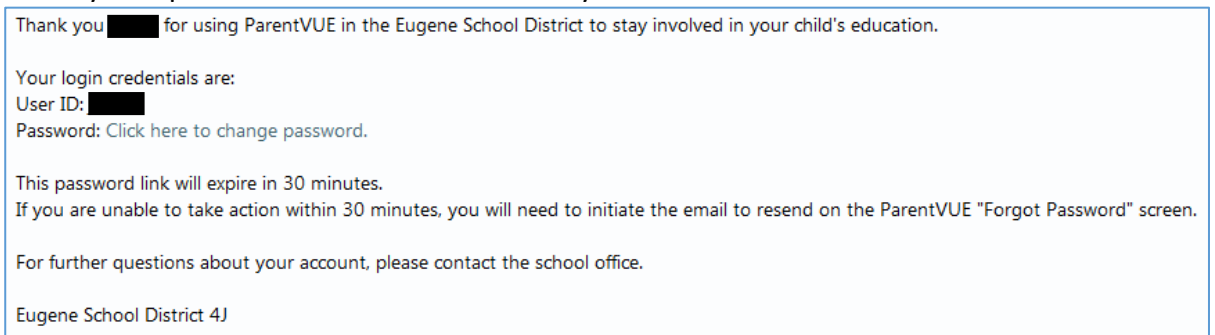
1. Access the 4J ParentVUE log in portal through the official 4J or school website, click on **More Options** and then click on the **Forgot Password** icon.



2. On the **Forgot Password** screen, either enter the user name or email address associated with your ParentVUE account and click **Send Email**.



3. Locate the email titled “ParentVUE Password Reset (expires in 30 minutes)” in the email account associated with your ParentVUE account. Check your Spam or Junk folder if it is not in your Inbox.



**!** The reset link to the Change Password screen expires after 30 minutes.

If you click on the reset link after 30 minutes has lapsed, the link just takes you back to the ParentVUE log in portal instead of the Change Password screen.

You will need to initiate the password reset email again (Repeat Step 1 & 2).

4. On the **Change Password** screen, make sure you are entering your first and last name as it is recorded on your ParentVUE account. If either part of your first and last name does not match the name associated with your ParentVUE account, the system will reject the attempt to change the password. If you are unsure, refer to your Activation Key letter or contact your student's school office staff.

My Account Password

Change Password

To change your password, enter your current First and Last Name (must match name on account), type the new password twice to confirm, then press the Change Password button.

User Name [REDACTED]

First Name

Last Name

New Password:

Confirm New Password:

Change Password

5. If you do not receive the password reset email (and you have checked your Spam and Junk folder), or ParentVUE will not let you change your password after several attempts, contact your student's school office staff.

**(H) You cannot see/access all your students in your ParentVUE account.**

**Action:** Contact your student's school office staff.

*Note – ParentVUE is not currently enabled at the elementary school level.*

Final Suggestion: Enter or type in every character of your user name and password. Do not use the auto-complete function or use your browser's saved credentials functionality to log in which could be entered incorrectly at some point.

For assistance with ParentVUE issues not covered in this document, contact your student's school office staff as the first step. They will reach out to district staff if they are unable to resolve the issue themselves.

**Important Note:** The school office or district staff cannot provide assistance with issues arising from personal devices or their incompatibility with the ParentVUE app. We can only determine if your ParentVUE account is active and accessible within normal circumstances.

**Sample of ParentVUE Activation Key letter:**



**Oregon Valley Elementary School  
ParentVUE Activation Key**

Dear John Notreal,

Welcome to ParentVUE.

We hope you use the capability that you find here to facilitate your child's education. ParentVUE is a wonderful tool to establish a communication channel between the home and the school.

Use the information found below to login to ParentVUE for the first time and please let us know how we might make your experience better in the future.

Sincerely,  
Eugene 4J School District

Steps to follow to create your ParentVUE account:

1. Open your browser and navigate to <https://pv.4j.lane.edu>
2. Click the "I am a parent" link
3. Click the "More Options" button
4. Click the "Activate Account" link
5. Activation Step 1: Read the Privacy Statement and ParentVUE/StudentVUE use agreement and click "I Accept"
6. Activation Step 2: Type in your first name, last name and activation key exactly as they appear below
7. Activation Step 3: Choose a User Name and Password (at least 6 characters), enter your primary e-mail address and click "Complete Account Activation"

You are done and ready to use ParentVUE to track your student's progress!

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**Activation First Name: John**

**Activation Last Name: Notreal**

**Activation Key: 3N7W8BZ**

**Web Address: <https://pv.4j.lane.edu>**

Your activation key has no expiration date.