

ParentVUE/StudentVUE Frequently Asked Questions

ParentVUE/StudentVUE allows electronic access to school records. All of your children are under one ParentVUE account. Use the drop down menu in the upper right hand corner to switch between student records. Each parent has their own log-in and password to ParentVUE and can only view their personal demographic (contact) information under the My Account Tab. Parents who do not share the same household can only modify their own information.

I am a parent (or student) how do I create an account?

Contact the main office at your child's school and request an Activation Key Letter for your account. If you enrolled using our online registration process, you use the same account created for that.

How do I connect the ParentVUE/StudentVUE app to Davison Community Schools?

Many school districts use ParentVUE/StudentVUE and you may have an account at another school district. In order to access Davison Community Schools, you need to update the URL in your app.

For ParentVUE the URL is: <https://parentvue.geneseeisd.org/davs>

For StudentVUE the URL is: <https://studentvue.geneseeisd.org/davs>

If you are establishing a new ParentVUE/StudentVUE account it is recommended that you use a computer or laptop before using the mobile app on your phone or tablet. There have been some issues with creating new accounts or changing passwords when using the app.

How do I add my step-daughter/son to my ParentVUE account?

Step-parents, grandparents and other adults involved in your child's education are highly important however they are not allowed to have ParentVUE access. Electronic school records are only legally allowed to be shared with the parent/legal guardian.

A special note for parents of students in grades 7 – 12 regarding attendance: When looking at your child's attendance record on ParentVUE, please note that attendance is not processed until the afternoon of the next school day. So, if your child misses school on a Monday, and you called the Attendance Office to have your student excused, it may not be reflected as excused in ParentVUE until at least Tuesday afternoon.

How do I find my ParentVUE/StudentVUE password?

If you do not recall your password, you may login with your user name and select Forgot Password under the Password field. The system will send you an email with a link to reset your password. The link will expire after approximately 10 minutes for security reasons. If you do not reset your password immediately you may repeat the process to obtain an active link.

What if I don't remember my user name for ParentVUE/StudentVUE?

To obtain your user name please contact the main office at your child's school or send an email to helpdesk@davisonschools.org

I did not receive an email to reset my password?

StudentVUE will send an email to the school issued email address. ParentVUE will send an email to the email address the ParentVUE account was created with and any email address the school has on file for the parent. Parents should contact the main office at your child's school to update your email address in our system.

What if my StudentVUE/ParentVUE account is disabled/locked?

Accounts are locked after an excessive number of failed password attempts. Please contact the main office at your child's school or send an email to helpdesk@davisonschools.org to have your account unlocked.

How do I see my grades (or my child's grades)?

Grades are available in ParentVUE/StudentVUE for students in grades 5 – 12. Elementary students are graded on benchmarks. [Tip Sheet - View Grade Book in ParentVUE or StudentVUE \(revised 1-7-21\)](#)

How do I find my student email address?

[Tip Sheet – How to Access Student Technology Information](#)

How do I find my student email/network password?

[Tip Sheet – How to Access Student Technology Information](#)

How do I add/remove or update an individual listed as an emergency contact for my student?

ParentVUE allows a parent to edit student phone numbers and emergency contacts on the Student Information Tab. Select Edit Information in the upper left hand corner and you may remove, add, or make corrections. The change will not be visible immediately. Once the correction is submitted the secretary in the main office will receive and process the request.

How do I change my child's method of instruction from online to face-to-face, or vice versa?

Please contact your child's teacher or principal by email or phone to make a request to change the way your child receives instruction.

For any additional assistance please contact the main office of your school or send an email to helpdesk@davisonschools.org