



RESET PASSWORD

PARENTVUE WEB AND MOBILE APP VERSIONS

ParentVUE provides secure, private access to school and student information, including assignments, grades, attendance, school calendar and teacher contact information. If you have forgotten your ParentVUE password, you may reset it using both the ParentVUE web version and the ParentVUE Mobile app

- ➔ Please ensure that you are on the correct site and use the same email address you provided to school.

RESET MY PASSWORD ON A COMPUTER

1. In your web browser go to <https://portal.lcps.org>.
2. Click on **I am a parent>>**.

3. Click **More Options** then click **Forgot Password**.
4. Enter the email address (or username) you used to activate your account and click **Send Email**. If you can no longer access the email account, contact your child's school.

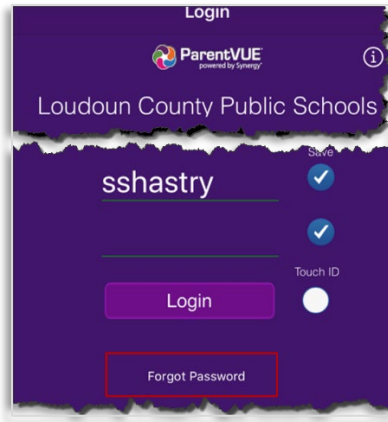
5. Click on the link in the email to go to the password reset screen. Enter your First Name, Last Name and a new password. Click on the **Change Password** button. **Important!!** Your first and last names must match what is stored in your Parent record at LCPS.



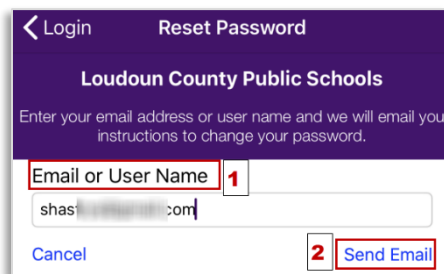
RESET PASSWORD

RESET MY PASSWORD ON A MOBILE APP

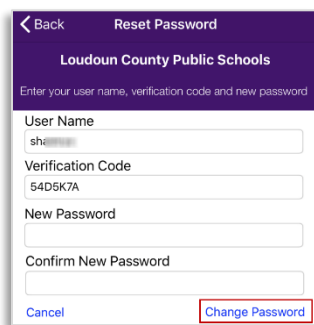
1. Open the ParentVUE Mobile App
2. Tap **Forgot Password**.



3. Enter email address or username and tap **Send Email**.



4. An email with the **verification code** will be sent. Enter your username, verification code and the new password.
5. Tap **Change Password**.



6. The password will be changed. You are redirected to the login page.



RESET PASSWORD

PARENTVUE HELP

The [District ParentVUE](#) page has resources to help you activate and learn how to use your ParentVUE account.

Each school has dedicated staff to help parents with their accounts. Please contact your child's school to reach the staff member who can help you.