
Frequently Asked Questions

Q: How do I login?

A: If you have an active ParentVUE account, you can log in to the online student data verification system through this account. Upon your first login, each parent will be directed through the steps to complete the process. Only one parent per family needs to complete this process, but each ParentVUE account will direct you to online student data verification until the process is completed.

After initial completion, you may return to the online student data verification system to make changes throughout the school year. All changes will be routed to the appropriate school level staff member for review and entry into the student database. To go back to the online student data verification system, visit the Online Student Data Verification tab in ParentVUE.

If you experience any issues logging in or other technical issues please contact the Parent Help Desk at parenthelp@bsd405.org.

Q: What if I haven't logged in or activated my ParentVUE account before?

A: If you haven't logged in to your ParentVUE account before contact the Parent Help Desk at parenthelp@bsd405.org. They will provide a ParentVUE activation code to set-up your account.

Q: Can I enroll a new student?

A: No. This verification process is currently available for students in grades K-12 who are enrolled at one of the 18 elementary, 5 middle, 2 choice or 4 high schools.

Q: Can I verify my student's data at home?

A: Yes. You can verify your student's data on any device via ParentVUE at <https://wa-bsd405-psv.edupoint.com/>. We recommend completing the process using a desktop or laptop.

Q: Can I verify my student's data in the ParentVUE mobile app?

A: No. At this time the ParentVUE mobile app doesn't support the student data verification functionality. During the school year you may continue to use the app to check your student's school information, grades, class schedule, attendance, immunization records and progress reports.

Q: Where can I go to update this information if I don't have internet access?

A: To support equity and inclusion for all families, computer kiosks are stationed at all 29 schools, plus 3 kiosks at the BSD Student Placement office. Each kiosk also includes a multifunction printer/scanner that you can use to scan required documentation.

Q: If each parent/guardian has an account, do we both need to verify our student's data?

A: Only one parent/guardian needs to complete the verification process. However, until the process is complete and one parent or guardian has submitted the changes, all accounts will be directed to verify their student's data. Once a submission occurs, then all parents/guardians can access their ParentVUE accounts directly.

Q: Can I still submit my verification by paper?

A: Yes. If you choose to verify your student's information by paper you can do so by contacting the main office at your student's school.

Q: If I submit a paper entry, how do I dismiss the pop-up message in ParentVUE?

A: You won't be able to dismiss the pop-up message if you choose to use paper. We are currently working on a solution with the vendor to address this issue.

Q: Who can verify my student's information?

A: Parents/guardians are authorized to verify data for students who live with them (their primary address matches yours).

Q: If parents/guardians are separated are there security measures in place to ensure each one can only change their own information?

A: Yes. Parents/guardians who live in separate households will only have access to change their own information and cannot alter that of the other parent/guardian.

Q: How secure is my student's data?

A: Ensuring our student data is secure is very important to the Bellevue School District. Synergy Online Student Data Verification provides the highest level of privacy and security in compliance with FERPA and HIPAA requirements. It is maintained with security controls as described in the National Institute of Standards and Technology (NIST) Standards Publication (SP) 800-26, Security Self-Assessment Guide for Information Technology Systems. To ensure security, confidentiality and integrity of data, it includes firewall protection and protection from network attacks or other malicious, harmful or disabling actions.

Q: Why am I getting the following message: "There are no students to register for the selected school year"?

A: This verification process is not currently available if your student is in preschool or an alternate learning program (e.g. BSD Credit Recovery, Central Education Services, Grad Alliance Program, Transition Program).

Q: What if I can't finish the verification process in one session?

A: You may start the verification process and return later. Simply log back into ParentVUE and click on the **Resume Verification** button. If you'd like to clear your previous entries, click on the **Start Over** button. We recommend gathering all supporting information before getting started. Depending on your unique situation, this may include proof of address change documents, emergency contact names/numbers and immunization records.

Q: Why am I getting automatically logged out?

A: For your security, ParentVUE will automatically log you out after 10 minutes of inactivity. A pop-up warning gives you approximately 30 seconds to decide whether to stay logged in or to logout. At any time, you may logout and return later.

Q: How do I scan required documentation?

A: You may take photos of supporting materials, email them to yourself and then upload the files when prompted. App stores also offer scanner apps that work with many smartphones and tablets. Additionally, kiosks located at all the schools and the BSD Student Placement office have a multifunction printer/scanner that you are welcome to use. For the annual verification process, supporting documentation is only required if you entered a new home address. Uploading legal documents (e.g. parenting plans, custody agreements, protection orders, legal name change documents) is optional. You can also bring a hard-copy of any required or optional documentation to your student's school.

Q: What resources are available for families?

A: Written instructions are available on the district website and at the BSD kiosks. A short how-to video is also available online. This [Frequently Asked Questions \(FAQs\)](#) and our [Parent Video](#) and [Parent Guide](#) are available to help you through the annual verification process. A hard-copy of the [Parent Guide](#) is also available at the kiosks located at all the schools and the BSD Student Placement office.

Q: I haven't received a confirmation or status email. Did you receive my verification?

A: If you completed the verification process, you will receive a "submission received" email. Once staff members finish reviewing and processing your verification, you will receive a follow-up "process completed" email. You may need to check your junk or spam folders for emails from @bsd405.org.

Q: If I have questions who can I contact?

A: If you have questions you may contact your student's elementary office manager, or middle or high school registrar. If you experience any issues logging in or other technical issues, please contact the Parent Help Desk at parenthelp@bsd405.org.