



ParentVUE Password Reset Guidance

On March 25th 2024, all parents with an active Parent Portal account received an email from the district with instructions on how to reset their password to transition from Parent Portal to ParentVUE. From now on, to have access to student's information such as schedule, grades, attendance, emergency contact, etc. parents will need to use ParentVUE. If you have not completed the password reset process, follow the instructions on the email you received via ParentSquare* **OR** follow the instructions below:

1. Click on [THIS LINK](#) to initiate the password change. On the field "Username", type in the email address you registered with your child's school.
2. Do not type your password, click on "Forgot Password". On the next step, you will need to type your email address again, and click "Send Email".
3. You will receive a "Forgot Password" email. If you don't see the email in your inbox, check your Spam folder. In the email, click the link "Click here to change your password". The link will open the "My Account Password" web page.
4. On this next page, you will need to type your First Name, your Last Name, and create your new password, typing it again to confirm. Click "Change Password".
5. Once you have completed the above steps, you can access ParentVUE on our school website www.gsmst.org, by clicking on "ParentVUE". You will add your email address as your username and your new password. **OR**
6. If you wish to use the free ParentVUE application on your smartphone, download it from the App Store (Apple devices) or Google Play (Android devices). If you already have the app downloaded, you may want to refresh by deleting it, and downloading it again.
7. On the app, you will need to type in your residency zip code. Choose Gwinnett County Public Schools as your district and after this last step, you should be able to see all your GCPS active students listed and will access their information.

If you followed these steps and are not able to access your ParentVUE, contact our school Parent Liaison at 678-518-6700, or send an email to Patricia.Ivanowski@gcpsk12.org.



*We would like to clarify that ParentSquare and ParentVUE are not the same. ParentSquare is a communication platform where parents receive or send information from the school or district.