

Customer Community Quickstart Guide

The Community is PowerSchool's online customer portal which provides multiple features in one easy location for customers

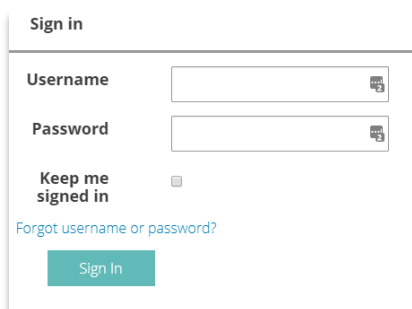
- **Cases** for submitting issues or change requests
- **Forums** for updates and sharing information with peers
- **Knowledge** for full access to company information and product updates

Getting Started

Log in directly to the Community at <http://help.powerschool.com>.



Enter your username and password into the log in box and click Sign In.



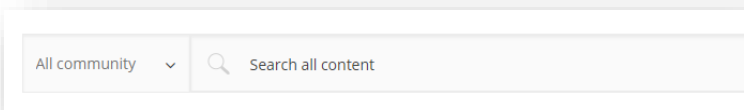
If you have forgotten your password, click on “Forgot username or password?” On the next page, enter your email address, and click on “Set a new password.” The system will send a password reset email.

Home

Once you log into the Community, you will see the home page with menus at the top for easy navigation.

You can see the latest Community discussions under *Community Activity* and the latest news under *Latest News & Announcements*.

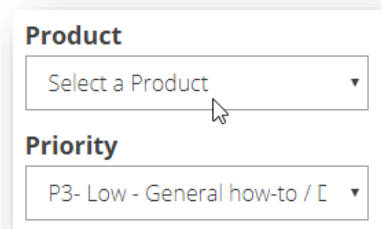
You also can **begin your search for answers** from the home page by searching all content in the Community using the home page search bar.



Opening a New Case

To submit a case directly in the Community

1. Click on Contact Support -> Case Portal in the top menu bar.
2. Click on the New Case button .
3. Enter a Subject and as much information you can into the Body section, including affected parties and steps to reproduce.
4. Attach any screenshots using the Choose File button at the bottom of the case form.
5. Select a product from the Product drop down.
6. The priority defaults to a low priority. Only change this to critical if your site is completely down and non-responsive.



Your contact information will default into the case from your record. A case number will be assigned for future reference, and you will receive an email that confirms your case was logged.

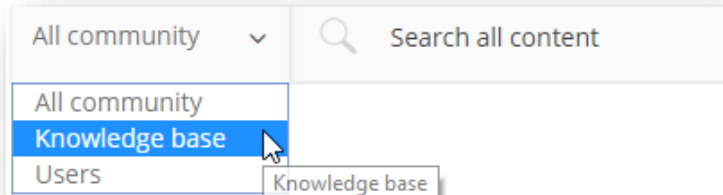
Managing Cases

To review or update a case in the Community

1. Click on Contact Support -> Case Portal -> Manage Cases.
2. View all your Open and Resolved cases here.
3. You can add comments to your case by clicking on the case title and scrolling to the bottom for the comment field.

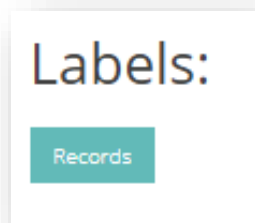
Knowledge

For all company and product documentation, search the Knowledge Base by using the main [Search all content](#) bar on the home page. You can select Knowledge Base from the drop down to refine your search.



****In the search bar, start by typing the name of your product and then your topic.** So, for example, type “SelectSuite Users” or “5.8 Applicant Documents” to get the best results.

TIP: Look for labels with your product. These labels can be found in the summary of each article.

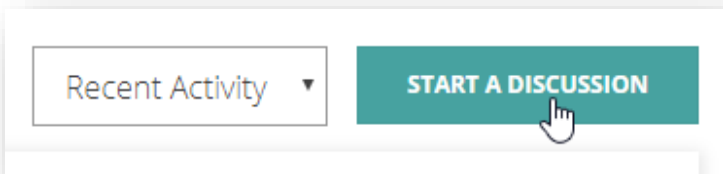


Community Forums

One of the most powerful parts of the Community is the peer-to-peer discussion forums. These forums also provide a way for the PowerSchool team to engage with your questions.

[To start a new discussion](#)

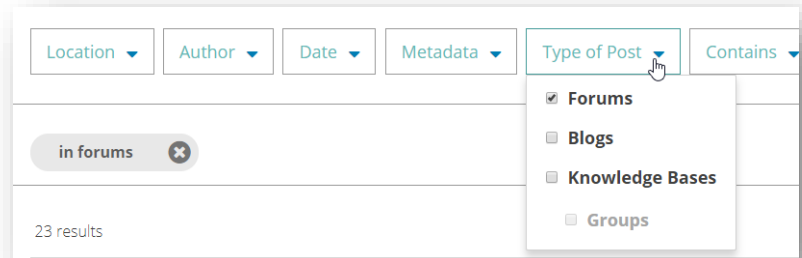
1. From the home page, click on the Start a Discussion button.



2. Add a subject and a body. Feel free to add hyperlinks or pictures.
3. Select a location by clicking the [Choose a Board](#) drop down menu based on your product. Go to PeopleAdmin and either PeopleAdmin 5.8 or SelectSuite.

Searching for a discussion thread

1. Use the main [Search all content](#) bar for a topic of interest.
2. Topics that return with a icon are Knowledge Base articles.
3. Topics that return with a icon are Discussion topics.
4. Click on the title of either the article or the Discussion topic to read, comment or share.
5. Use the Type of Post drop down to select only Forums if you're interested in the latest discussions.

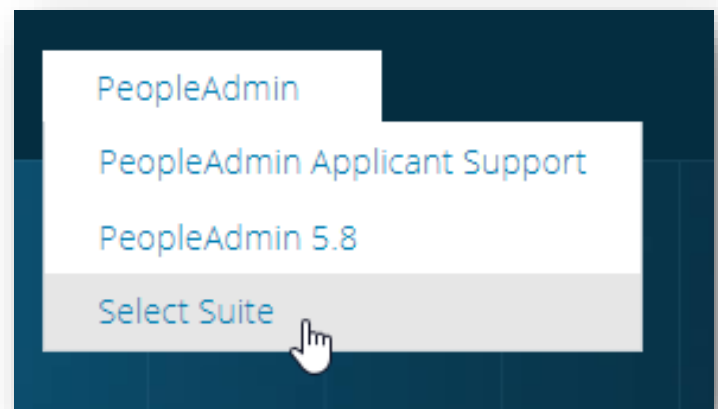


Community Subscriptions

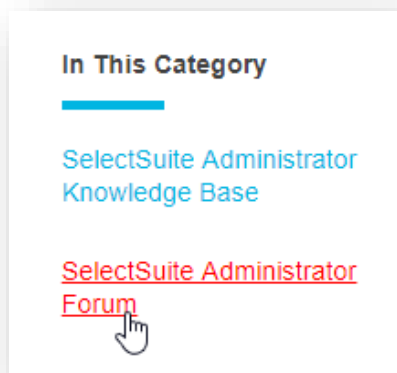
Subscribing is an important part of the Community. **Without subscribing, you'll miss important activity, webinar invitations, release notes and more.** ****Plus, you will miss all of our outage messages or alert messages when there is a system problem.**

[Subscribing to Forums](#)

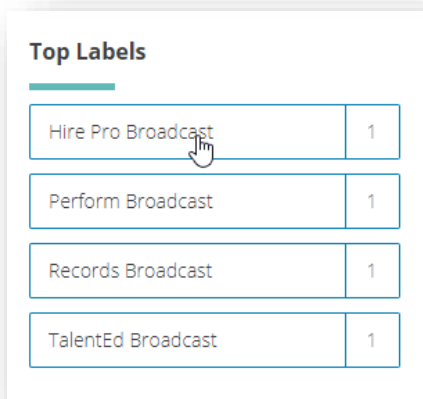
1. Under the PeopleAdmin tab, select either PeopleAdmin 5.8 or SelectSuite, depending on your product.



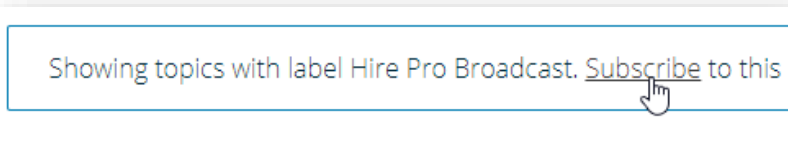
2. In the right column, find and click on the Administrator Forum.



3. In the right column, find the list of labels and click on your products one by one.



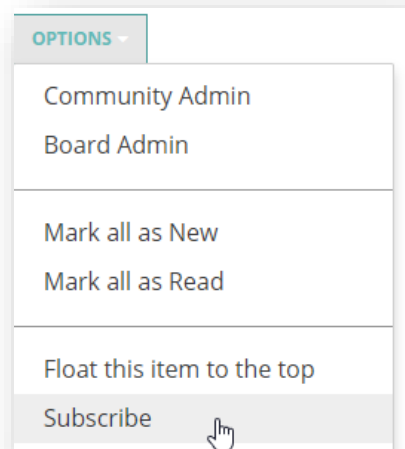
4. Click Subscribe in the box that appears. Do this for each product and each label for which you want notification.



5. It is very important you **subscribe to the Broadcast label** for products you have. You will not receive system down or product issue emails, resolution timelines, webinar invites or information about onsite user groups.

We will work hard not to overburden the communications, saving the use of the Broadcast label for information that we deem timely and important to you and your organization.

6. If you are interested in subscribing to an entire forum and participating in all of the best practice and peer discussion, follow steps 1-4 above. Instead of clicking on the label (step 5), click the OPTIONS box and select Subscribe.



7. Your subscriptions and email preferences can be managed by selecting your avatar in the upper right corner and selecting My Subscriptions -> Notification Settings.

