

**Welcome to the SchoolMessenger
Communicate PowerUp!**

 PowerSchool

PowerUPs

**October 3,
2024**

Education Impact Consultants



MELISSA THOMAS

**SchoolMessenger Education
Impact Consultant**



Experience:

- BA in Business Administration with honors in Marketing
- 13 years with SchoolMessenger (Support, Implementation, Account Management, Customer Success)
- Public Relations for local school district

Role/Focus:

- Best practices
- Strategic Planning
- End User Adoption

KARANVEER SEKHON

**SchoolMessenger Education
Impact Consultant**



Experience:

- BA in Psychology and Computer Science
- High School STEM – 1.5 years
- Product Expert for Permission Click - 2 year
- Education Consultant

Role/Focus:

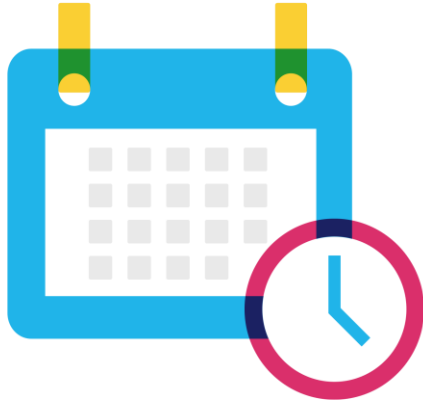
- Best practices
- Strategic Planning
- End User Adoption

Today's Agenda

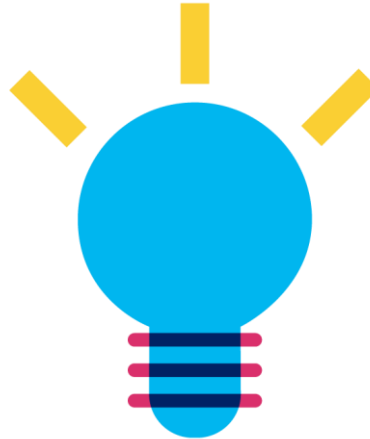
- Welcome and Overview
- Product Updates
- Support Updates
- Community Updates
- EIC Updates
- Closing and Next Meeting Information



PowerSchool Cross-Functional PowerUps



**Recurring meeting with
PowerSchool Education Impact
Consultants**



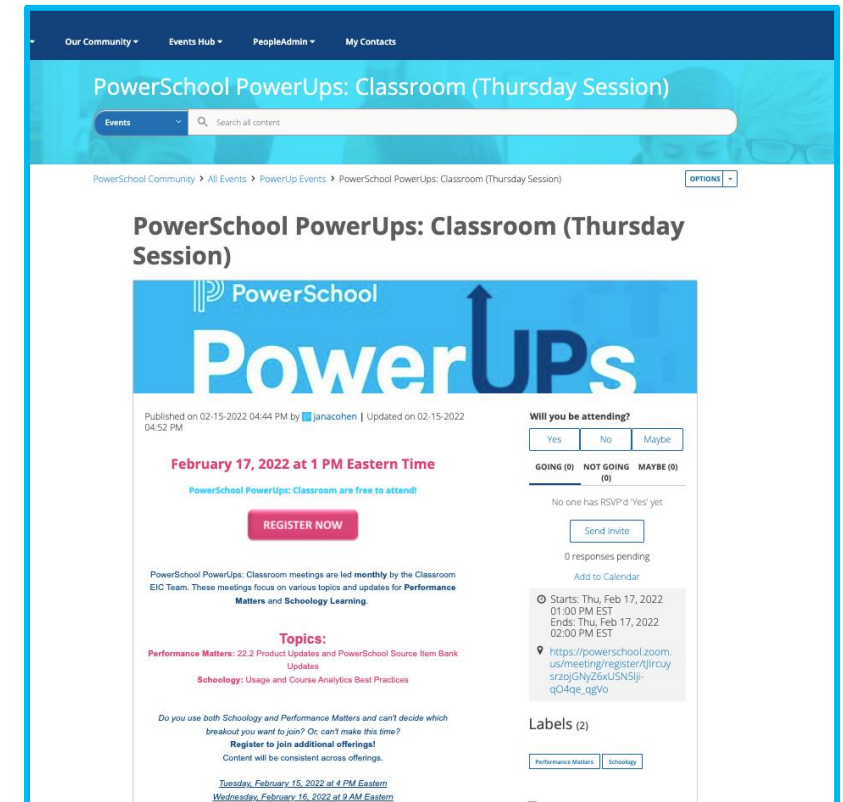
**Learn about recent product
releases, roadmap, &
integrations**



**Hear from PowerSchool experts
on seasonal topics**

PowerSchool PowerUps Events Page

- Register for **any** upcoming PowerSchool PowerUp Events!
 - *Events Hub > All Events > PowerUp Events*
- PowerUps are currently offered for:
 - Classroom (Schoolology & Performance Matters)
 - Unified Classroom Special Programs
 - Naviance
 - Enrollment
 - Talent (Professional Learning, Applicant Tracking, Records and Onboarding, Perform)
 - Analytics & Insights (Unified Insights)
 - SchoolMessenger Communicate



Product Team

Communicate Product Review

Recent Releases

- ✓ Focus on recently-released features

Communicate UI Updates

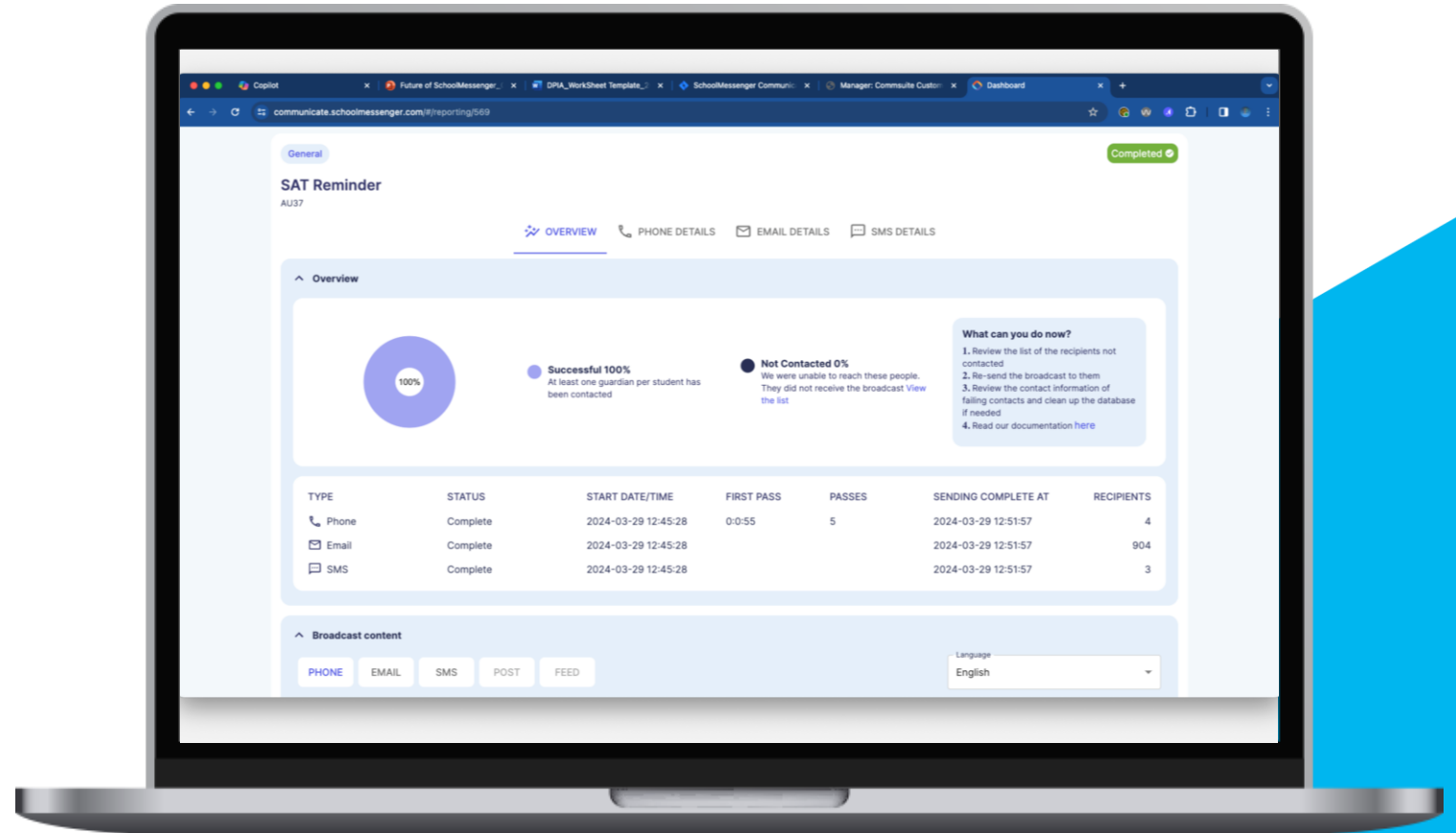
- ✓ Current State
- ✓ Future Work

MyPowerHub Integrations

- ✓ PowerSchool Integrations

Portfolio Roadmap

- ✓ Short to Medium Term Outlook



Recent Communicate Features

Integrated Support Experience

- Direct SSO to PowerSchool Community for accessing Support

Call Quality Improvements

- Dispatcher and Dialers upgrades to increase throughput and decrease jitter

Performance & Security Upgrades

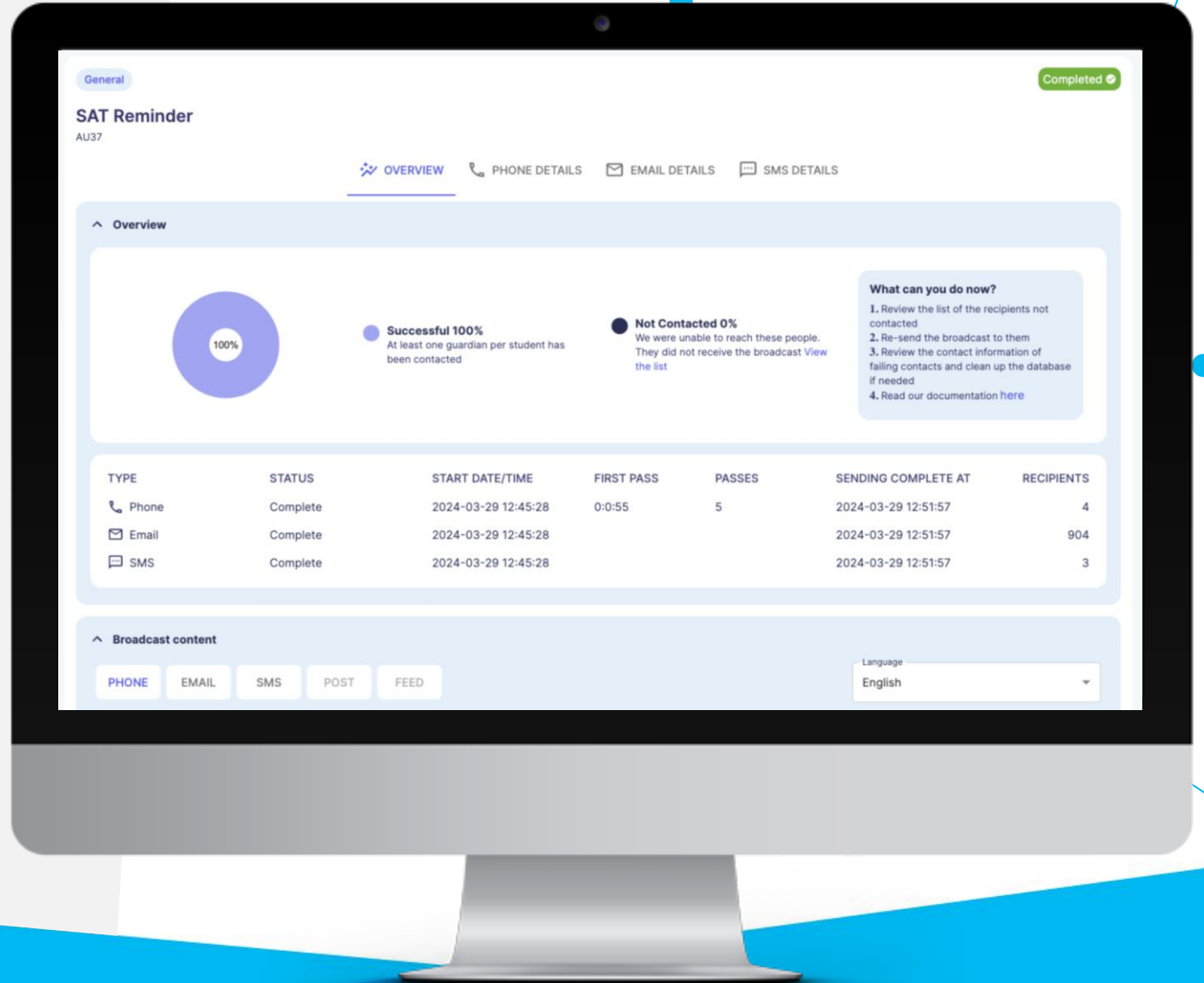
- Database updates and additional WAF configuration

Accessibility Updates

- Improvement to Home UI to render better for accessibility readers

Sender App Updates

- [iOS](#)
- [Android](#)



Communicate UI Updates

Dashboard	MessageSender	Broadcast Summary	Broadcasts
<p>Available</p> <p><i>Quickly access all your Communicate tools from the new Dashboard.*</i></p> <ul style="list-style-type: none"> ✓ Broadcast your message ✓ Chat with someone ✓ Review recent Chat activity ✓ Review your recent Broadcasts ✓ Access your Account screen ✓ Return to Classic <p><i>* New UI elements only in the header nav</i></p>	<p>Available</p> <p><i>New version of Communicate's core workflow. Quickly send omni-channel communications with automatic translation.</i></p> <ul style="list-style-type: none"> ✓ Select a Broadcast Template ✓ Send a Post ✓ Auto-Save your progress ✓ Saved Lists ✓ Upload Form links ✓ Upload Images ✓ Edit Content ✓ Preflight Check 	<p>Available</p> <p><i>Easily judge the effectiveness of your Broadcast and quickly find who you missed.</i></p> <ul style="list-style-type: none"> ✓ View Student and Guardian results together ✓ Quickly identify Students with no successful notifications ✓ Navigate between Phone, Email, SMS, Post and Feed details 	<p>Complete</p> <p><i>Manage your Active, Repeating, and Completed Broadcasts on a single screen.</i></p> <ul style="list-style-type: none"> ✓ Design complete ✓ Requirement complete <p>Up Next</p> <ul style="list-style-type: none"> ➤ Broadcasts ➤ Lists ➤ Messages ➤ Navigation Bar ➤ Socials ➤ SecureFile ➤ Templates
<p>Up Next</p> <ul style="list-style-type: none"> ➤ New Login Flow ➤ Support for new links 	<p>Up Next</p> <ul style="list-style-type: none"> ➤ Call Me to Record ➤ Contact Upload 	<p>Up Next</p> <ul style="list-style-type: none"> ➤ Phone Detail ➤ Email Detail 	

Multiple configuration options. Access to Classic UI components is always available

SchoolMessenger MyPowerHub Integrations

Completed

- ✓ Communicate Admin SSO
- ✓ SchoolMessenger Inbox (iFrame)
- ✓ SafeArrival MFE

In Progress

- SIS-Agnostic Data
 - SafeArrival MFE
- SchoolMessenger Inbox (MFE)

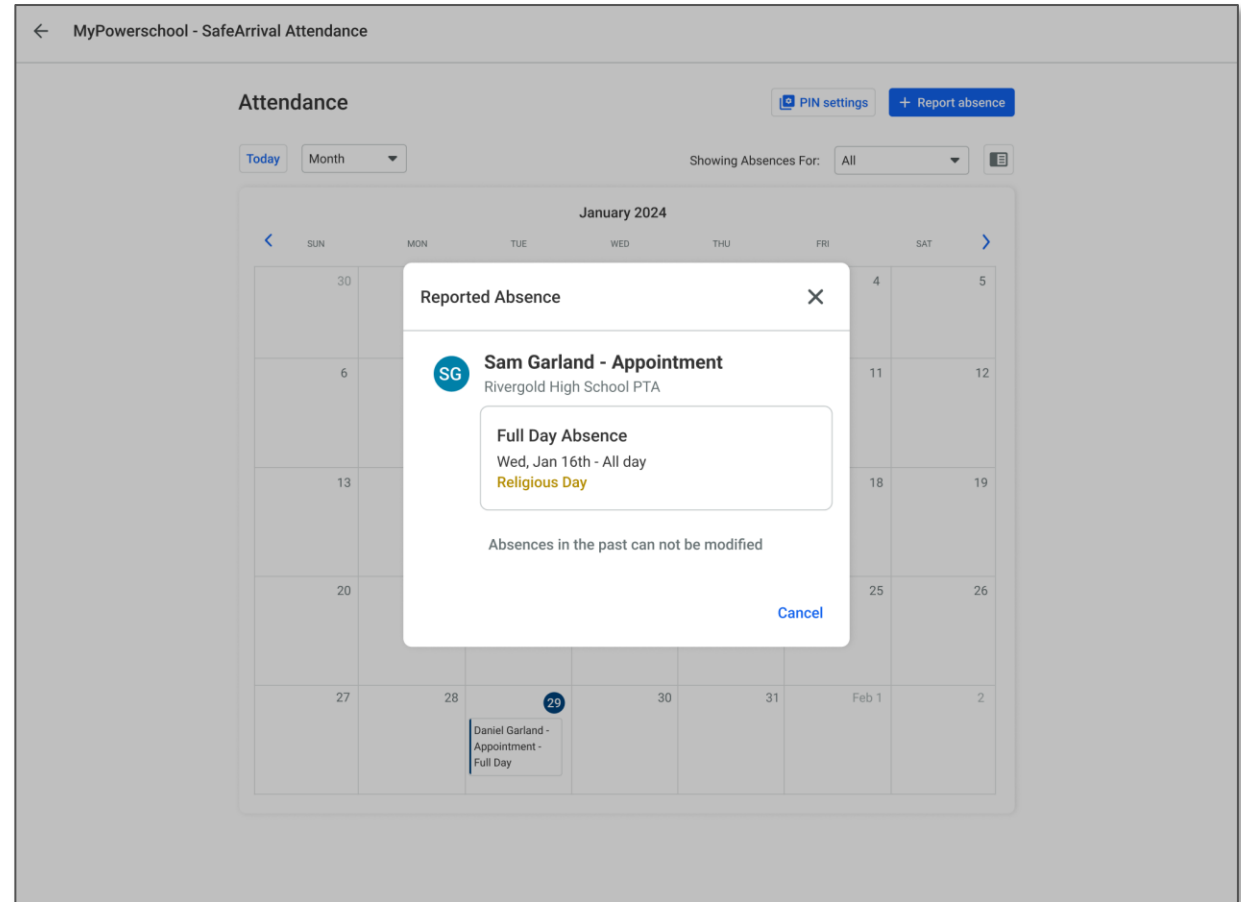
Up Next

- ❑ Preferences MFE Integration

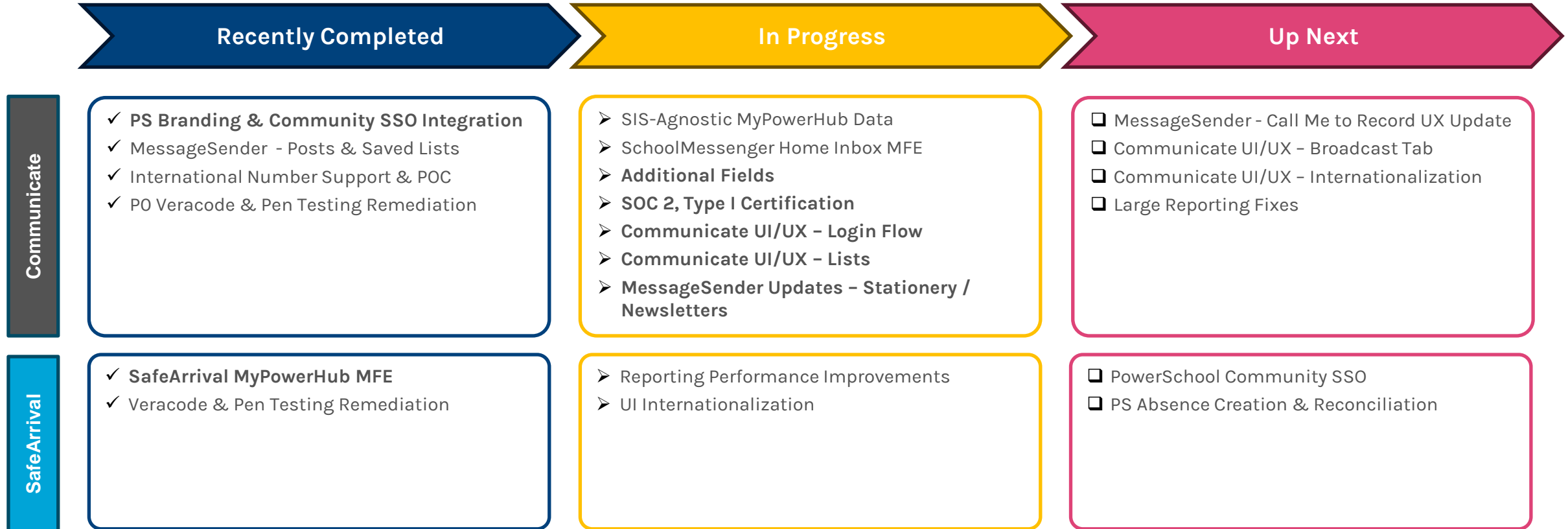
Futures

- ❖ MessageSender MFE (2025)

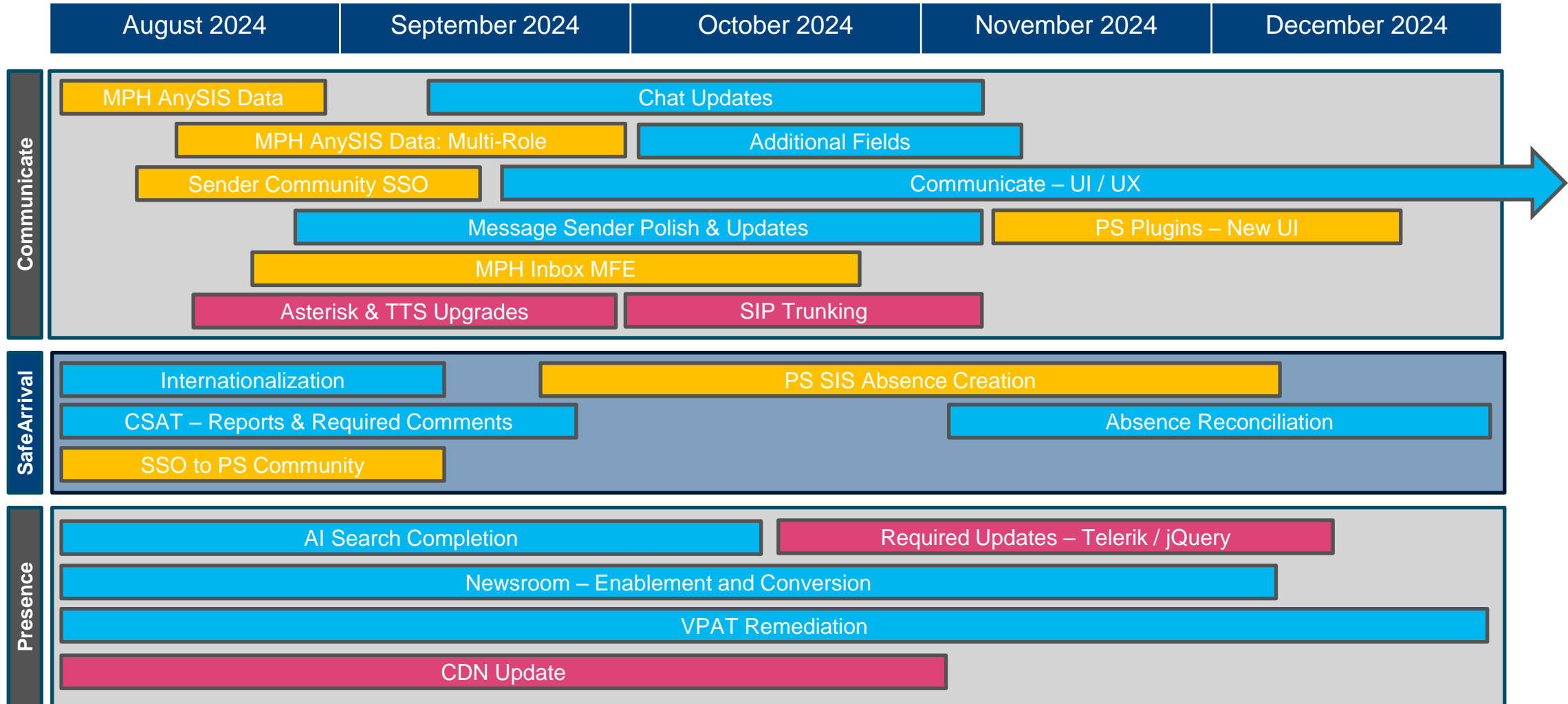
MyPowerHub SafeArrival MFE



SchoolMessenger Portfolio Roadmap

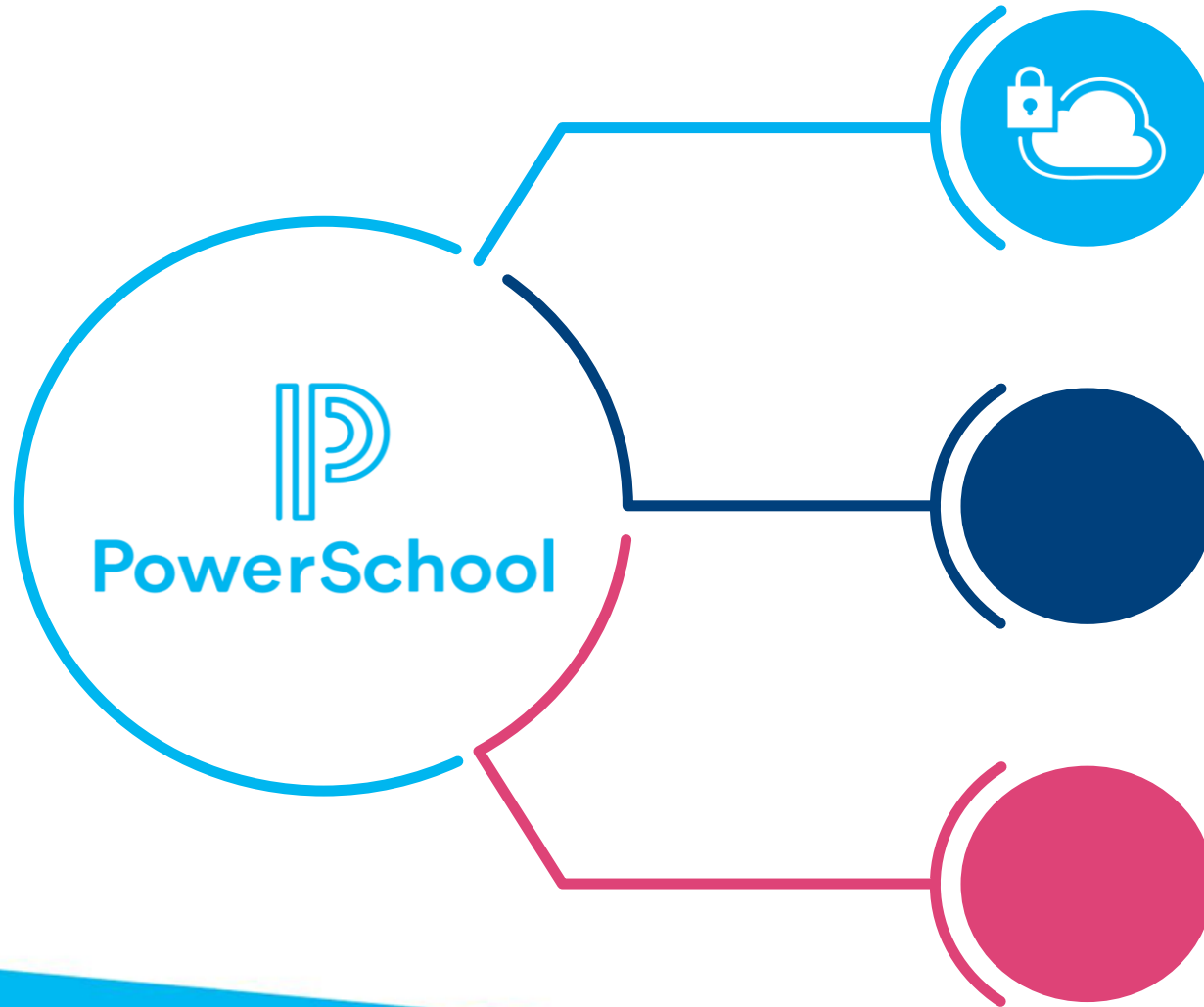


SchoolMessenger Portfolio Roadmap



Support Team

Support



Community Case Portal

24x7 access to create cases
Access directly from Communicate

Live Agent Chat Support

Hours: 5:00 am – 5:00 pm PT
Chat form with downloadable transcript

Phone Support

Hours: 5:00 am – 5:00 pm PT
Phone Number: 1 (800) 920 3897

Support

Access Community resources through your Communicate account

The screenshot shows the SchoolMessenger dashboard for a 'Tech Support Account'. The top navigation bar includes 'Dashboard', 'Broadcasts', 'Reports', 'System', and 'Admin'. The main content area is divided into several sections:

- Activity Summary:** Shows 0 Broadcasts, 0 Languages, and 0 Senders. It also includes a 'Content Mix' chart with 0% for various categories and 'Top Types' and 'Top Senders' sections.
- Broadcasts:** A section indicating 'You haven't sent any Broadcasts. [Create a Broadcast](#)'.
- Right Sidebar:** Contains a 'New Broadcast' button, a 'BROADCAST TEMPLATES' section with a search bar and a '+ New Template' button, and a 'Need Help?' section with a link to 'help.powerschool.com'.

A large red arrow points from the 'Need Help?' section towards the footer. The footer contains the following information:

- Logged in as Rachel Bryson test (rbryson)
- Remote phone access #: (877) 873-4808
- Current system time is September 26th, 2024 05:49 pm (US/Central)
- Service & Support: help.powerschool.com | (800) 920-0000
- © 2024 PowerSchool. All rights reserved.

Support

- Most of our products have some elements that are self-serviceable. For those, help materials are available on PowerSchool Community.
 - Communicate -
 - [Communicate Quick Reference Guide](#)
 - [Communicate Knowledge Base](#)
 - [Communicate Product Help](#)
 - For Presence -
 - [Presence Quick Reference Guide](#)
 - [Presence Knowledge Base](#)
 - [Presence Product Help](#)
 - For Permission Click -
 - [Permission Click Product Help](#)
 - [Permission Click Knowledge Base](#)

When to reach Support

Your School Messenger Support team is available to assist. During BTS, our volumes surge, so we may not be as fast in responding as we typically are throughout the year. We respectfully ask our customers for help:

1. Please use the Self-Service options before reaching out to Support
2. Utilize the best practices and resources available on our community

If you still need assistance after researching and utilizing the self-service options, please reach out to support through any of our channels

3. When reaching Support, please articulate the ask and provide the steps you have already tried, so that we can guide from those steps onwards
4. Please do provide context around the impact of the current issue, including selecting appropriate priority, so that we can prioritize your requests.

To Speak with a School Messenger Support specialist:

- >> Call **800-920-3897**
- >> Press 1 for Support
- >> Press 1 for new Case, or 2 for an existing case
- >> Press 4 for School Messenger
- >> Select the product you are calling regarding
 - >Press 1 for Communicate
 - >Press 2 for Presence
 - >Press 3 for Permission Click
 - >Press 4 for K12 Social
 - >Press 5 for Custom Mobile App

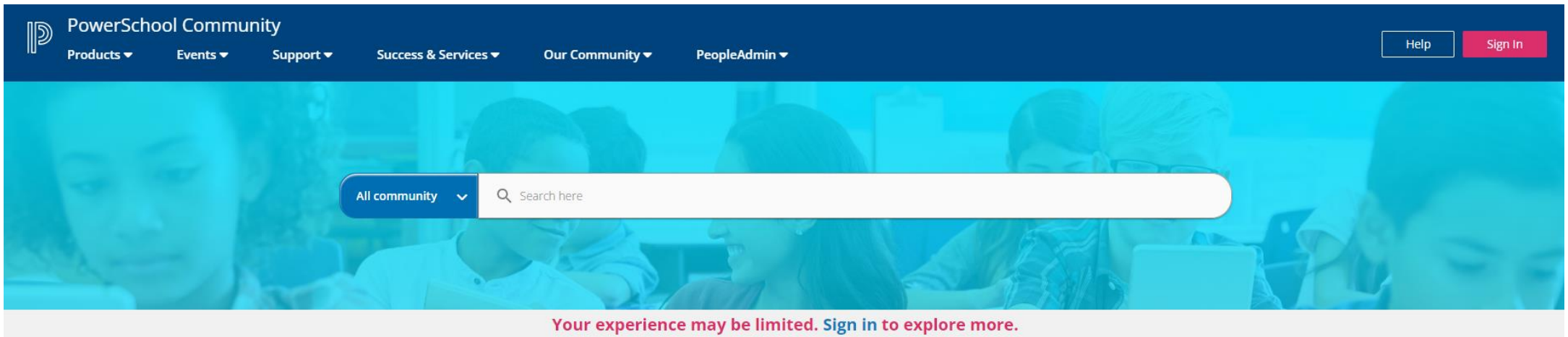
To reach SchoolMessenger Support team via Chat and Case portal, please utilize the in-product SSO for seamless transition into Support

- [Getting Started with School Messenger Communicate and Group cast](#)

Community Team

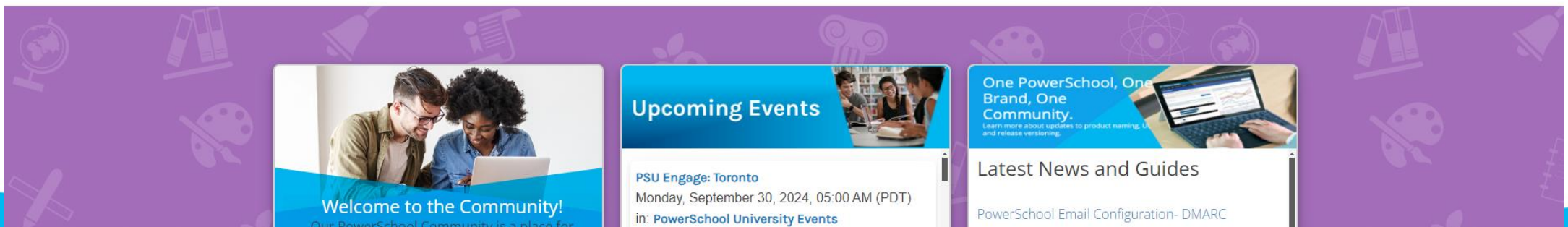
Community

- Live Demo



How can we help?

-  Getting Started
-  Search Tips
-  Start a Discussion
-  Contact Support
-  Ideas Portal



EIC Updates

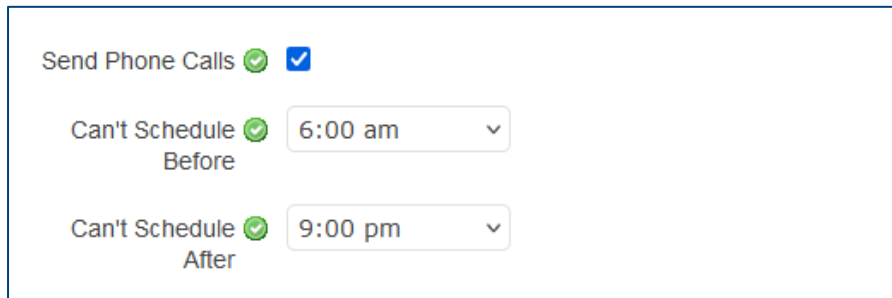
EIC Best Practices

- Severe Weather Season is coming! Are you prepared?
 - Login credentials
 - Set up [templates](#) with premade lists and messages, for quick sending!

The screenshot displays the PowerSchool dashboard interface. At the top, there is a navigation bar with tabs for 'Dashboard', 'Broadcasts', 'Reports', and 'System'. Below this, a red-bordered box contains a message: 'For Help & Training Courses, Paste to Browser: help.powerschool.com Sign In [upper right] then Register. For Help & Training Courses, Paste to Browser: help.powerschool.com Sign In [upper right] then Register. For Help & Training Courses, Paste to Brow'. The main content area is titled 'Activity Summary' and includes a '7 Days | Month | Year' filter. On the left, a 'Broadcasts' widget shows '0' broadcasts, '0 Languages', and '0 Senders'. The 'Content Mix' widget shows four categories, each at 0%: a grid icon, a mail icon, a speech bubble icon, and a person icon. The 'Top Types' and 'Top Senders' widgets are currently empty. On the right side, there is a 'Try the NEW SchoolMessenger' button, a prominent orange 'New Broadcast' button, and a 'BROADCAST TEMPLATES' section. This section is circled in blue and contains two templates: 'Late Start due to weather' and 'Severe Weather - school closed', with a '+ New Template' link at the bottom.

EIC Best Practices

- Severe Weather Season is coming! Are you prepared? (cont.)
 - Make sure to check User Profiles for call time restrictions.



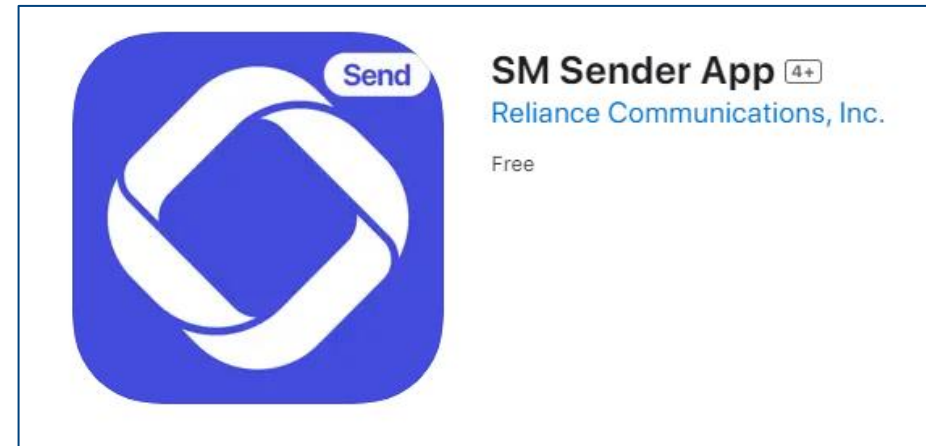
The screenshot shows a user profile settings interface with the following options:

- Send Phone Calls
- Can't Schedule Before 6:00 am
- Can't Schedule After 9:00 pm

- Multiple Methods – phone, email and SMS text
- Support availability – as mentioned above!

EIC Best Practices

- Severe Weather Season is coming! Are you prepared? (cont.)
 - Download the [SM Sender App](#)!
 - Customer ID (<https://asp.schoolmessenger.com/springfieldisexample>)
 - Premade Lists
 - Login credentials





Upcoming Events

SchoolMessenger Presence Cross-Functional PowerUp

Wednesday, November 13, 2024 at 10:00 AM PT/ 1:00 PM ET

[Register Now](#)

SchoolMessenger Communicate Cross-Functional PowerUp

Thursday, December 5, 2024 at 11:00 AM PT/ 2:00 PM ET

[Register Now](#)



You're Invited



Become a Champion and unlock

PROFESSIONAL
GROWTH

INSIDER
KNOWLEDGE

NETWORKING
OPPORTUNITIES

INDUSTRY
RECOGNITION

COMMUNITY
ENGAGEMENT

EXCLUSIVE
RESOURCES



Next Steps

Technical Contacts, connect with colleagues and **subscribe** for updates on the PowerSchool Community Page

PowerUp updates will be shared via the PowerSchool Community Page Events Tab

Email reminder to join our next PowerUp Meeting

Register for Upcoming PowerUps!





PowerSchool

Thank you for your Partnership!

