

SchoolMessenger Service & Support Guide



Defining clear paths to get the help you need.

At PowerSchool, it's our goal to remove time and friction between the moment you determine you have a need and the moment that need is met. Whether it's some simple "how-to" clarification from Support or some product configuration or training from an expert in Services, our mutual goal is getting you there without losing momentum. The first step is helping you distinguish where to go first for which types of requests.

Self Service

Most of our products have some elements that are **self-serviceable**. For those, help materials are available on [PowerSchool Community](#). Don't have time to dig in yourself? Get a quote from our Services team to step in on your behalf!

Support

Support's goal is to **help you with how to questions and to troubleshoot and identify bugs to bring to our Product and Engineering teams**. There are some very basic tasks in the software with which they can assist. Support is available as part of your software subscription.

Services

Services (comprised of a Deployment team and a Customer Education team) are **the "do it" group**. Of course you know them from year 1 implementation, but they are available to deliver all purchased services year-round. This includes:

- Professional curriculum-led training sessions
- Configuration of software, changes big or small to code (particularly in Presence) that you cannot make or do not wish to make yourself.
- Consulting on best practices or holistic solution optimization.

Although Services are available for purchase in increments as small as five hours, it's common to *proactively* purchase slightly larger quantities! Nonetheless, if you log a Support request that should be handled by Services and no Services balance exists for your account, a quote will be created and sent along for that specific request.

Choose the right path to progress:

Self Service

Take command with confidence, using materials from the growing library of resources in [PowerSchool Community](#).

Support

Log a case at :
<https://www.help.powerschool.com>

Call: 800-920-3897

Chat:
<https://help.powerschool.com/t5/Support-Case-Chat/ct-p/SupportCaseChat>

Services

Purchase services to deploy changes, consult, or train
[Request Form](#)



So many solutions, so little time! The chart below shows common tasks by product and who can take ownership.

Communicate/SafeArrival			
Task	Support	Customer	Services
Authentication (SAML, LDAP, Google)			●
Automating Data Export			●
API Integration			●
Custom Script Changes			●
New Import Set Up			●
New Automated Messaging		●	
SIS Migrations			●
SafeArrival Writeback			●
Custom Mobile App			
Adding/Updating Icons			●
App Transfer to Customer Developer Account			●
Firebase Provisioning			●
Launch Page Request			●
Republish/Rebuild			●
Update Background			●
Update/Customize Layout			●

A “●” in the Customer column indicates self service is possible. You can always purchase services for an Application Specialist to do this on your behalf!

Presence			
Task	Support	Customer	Services
ADA/AODA Support	●		
OCR Legal Request	●		
Add favicon to the template	●		
Add iframe (social media, external content)		●	
Add script to the template	●		
Add Monsido script	●		
Add/Remove portlet (standard portlets)	●		
Authentication COM/CMS(SAML, LDAP, Google)			●
Change font color			●
Custom emergency alert/banner			●
Customize pubwrapper (custom dropdown, links, etc.)			●
Data Summary Portlet (news section)			●
Issues related to Mobile menu (e.g. navigating or visual issues, ...)	●		
Configure custom portlet			●
Issues related to tables in the content		●	
Make header/footer editable by the client			●
Merge district and school news to display in a single section			●

Presence (cont.)			
Task	Support	Customer	Services
Page layout issues on subpages			●
Push/configure news from district to schools	●		
SIS Integration			●
Switch from default search to Google search			●
Switch Telerik to Mega menu or reverse			●
Template color Change			●
Issues related to the default banner slider or carousel portlet		●	
Update footer/header logo or seal		●	
Update pubwrapper	●		
Update footer/header information		●	
Update images		●	
Update menu attributes	●		
Update quick links (content portlet)	●		
Update name, tag line or motto		●	
Update side navigation on subpages	●		

