This article will guide PowerSchool ISV partners through the process of creating and managing cases with PowerSchool Support.

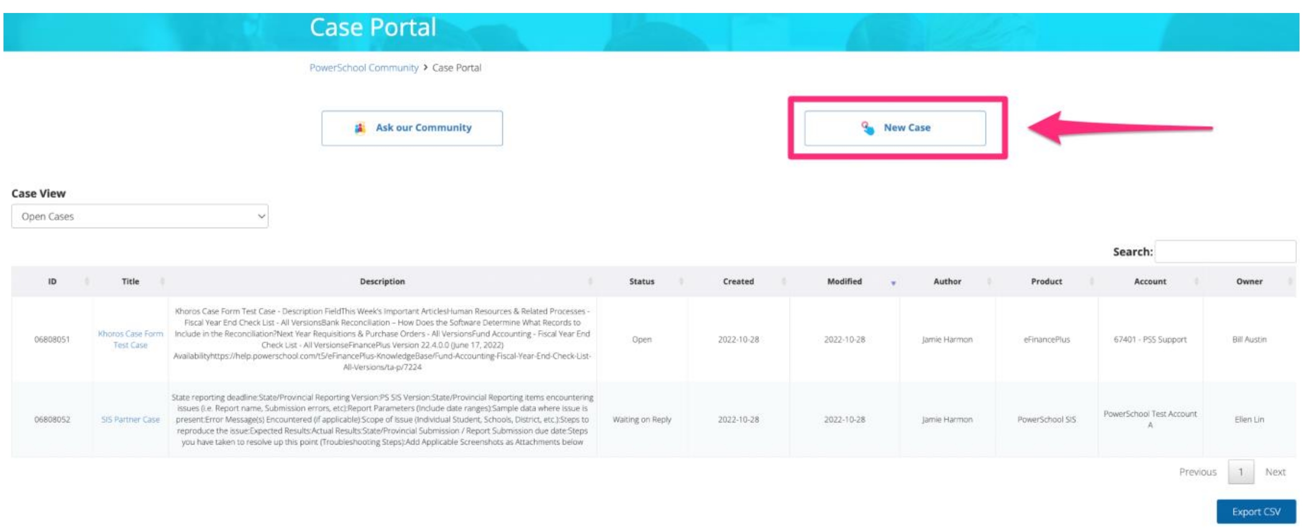
## Creating Your Community Account:

***Note: Once your account is created, it can take up to 24 hours for your access to update in the community.***

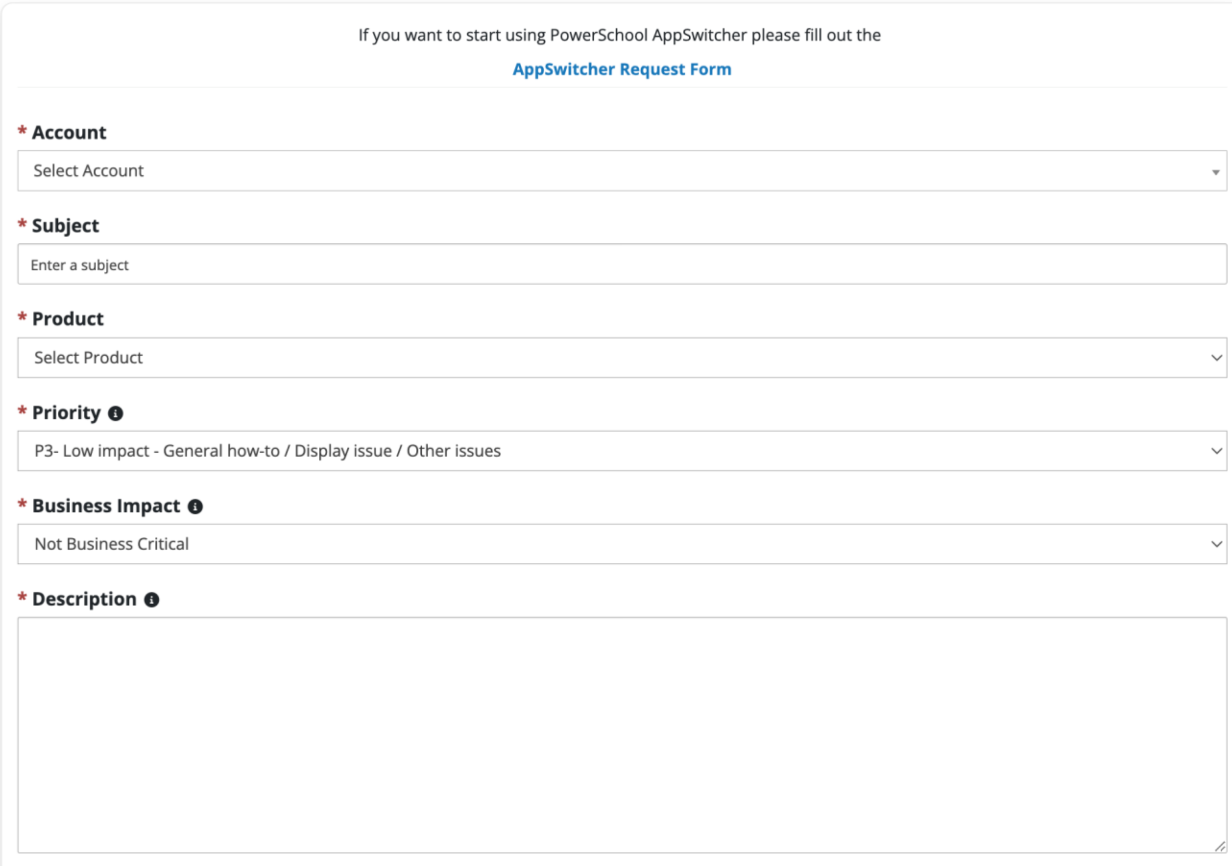
- **PowerSchool SIS Partners**
    - Video: [How to Create a Community Account]
    - Click on the **Sign In** on the top right-hand side of the page and then click on **Register Now**. You can also use this **direct link**.
    - Complete the form and be sure to use your organization email address.
        - *Note: If you see "The email address is already used by another account," it means that a Community account was already pre-created for you. If this is the case, you can follow the instructions for resetting your password to get started.*
    - Use the link that is sent from the Community to verify your email address.
- **Schoology Partners**
    - The following article will guide you through the process of creating and accessing your community using single sign on via Schoology.
        - Getting Started in the Community for Schoology Users

## Creating Cases

- Navigate to the PowerSchool Community, help.powerschool.com.
- Hover over Contact Support in the main menu.
- Select Case Portal.
- Select New Case



- Complete the required fields



If you want to start using PowerSchool AppSwitcher please fill out the

AppSwitcher Request Form

* Account

Select Account

* Subject

Enter a subject

* Product

Select Product

* Priority

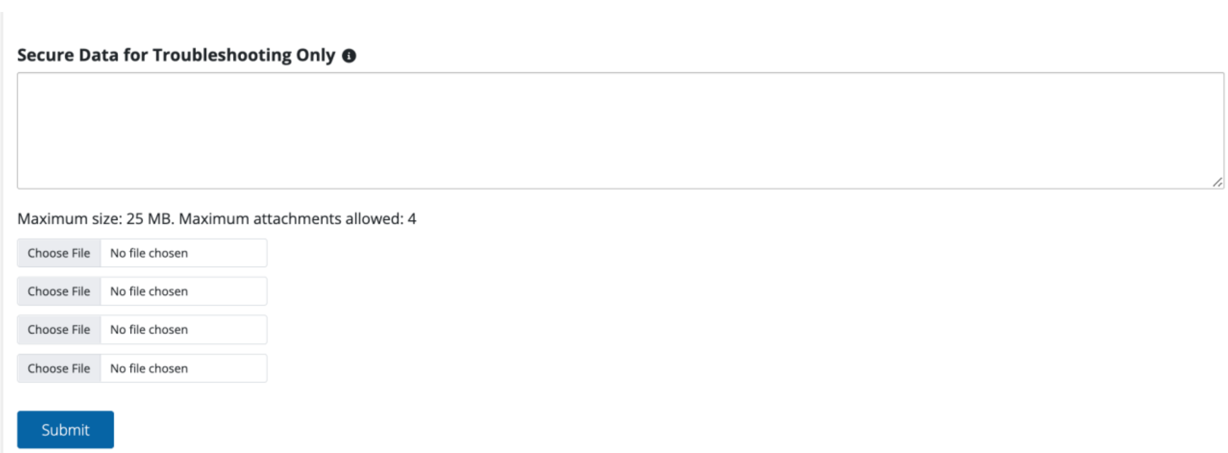
P3- Low impact - General how-to / Display issue / Other issues

* Business Impact

Not Business Critical

* Description

- If you would like to provide personally identifiable or sensitive personal information to assist with troubleshooting this issue, please share it in the Secure Data for Troubleshooting Only field.
    - This will ensure that it will not be visible in the case portal or any correspondence. This information will be removed from our case tracking system upon closure of the case.



Secure Data for Troubleshooting Only

Maximum size: 25 MB. Maximum attachments allowed: 4

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

Choose File No file chosen

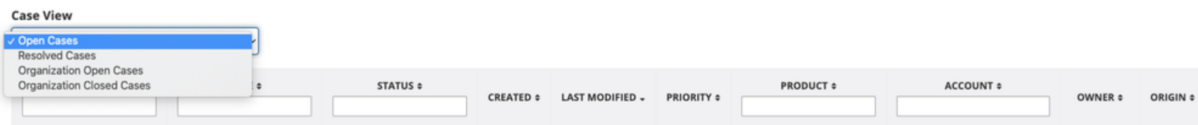
Submit

- You can attach up to four files and 25MB each.
- Once the form is completed, select Submit

## Managing Cases

When you navigate to the [Case Portal](), you will see cases that you have created in the default Manage Cases view.

- You can choose your **Manage Cases** view by selecting the Case View menu and selecting Open, Resolved, or Organization-wide cases.




- You'll see your cases listed with the following information **ID, Title, Status, Created, Last Modified, Priority, Account, Owner, and Origin.**

- You will also see options to **Sort and Search:**
  - **Search**: Enter a value in the box in each column to search and narrow down your results
  - **Sort**: Sort ascending or descending values by clicking on the up and down arrows


- You can also export your case in a CSV file. This will allow you to search, sort, and filter your cases inside your preferred spreadsheet software.


- To view **Case Details**, click on the **Title** of the case to view. You can add comments or additional attachments in this view, and it will update your case. Once the case has been closed, you should be able to view the case **Conclusion** below the Description field.

**Subject:** Can't access my account
**Description:** I am unable to access my Unified Classroom account.

**Conclusion:** You should be able to select Forgot Username and Password to locate your username and reset your password to access your Unified Classroom account.

**Case Number:** 05325174
**Case Origin:** Web
**Date Opened:** 11-18-2020 05:07 PM
**Last Update:** 11-18-2020 05:09 PM
**Status:** Closed
**Priority:** 3

**Comment**

Cancel

Post Your Comment