Accessing Community and Support

1. Log into Naviance
2. Click on **Help (?)** in the top right hand-side of the page
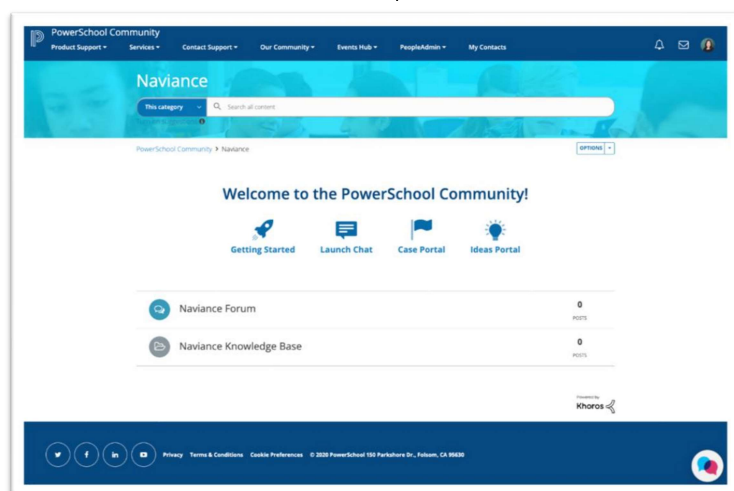3. Select **PowerSchool Community**
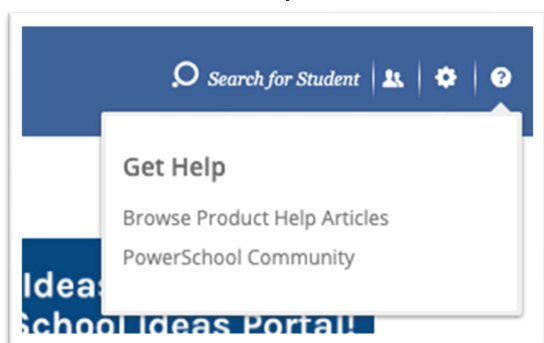
4. This direct link will take you to the new Naviance page on our PowerSchool Community. Using this link will allow you access without any additional logins required.
   - For all subsequent visits to the Community, you will start from this help menu and this link.
5. With this update, you will now see an option to select a username to complete your profile. This will allow you to fully use our community resources and engage in our Forums.
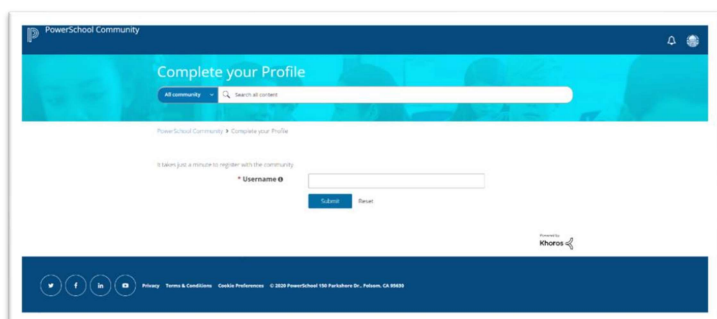
Please note: if you have multiple accounts in Naviance under different emails, you may be prompted to complete a unique profile for each of your accounts. You will see information for that specific account, including any associated cases.

Naviance Resources on PowerSchool Community

1. This is the page that will be your starting point for all Naviance resources and access to support.
2. When you are exploring our community, you can always navigate back to this page by going to **Product Support > Naviance** from the top menu.
3. We have added quick links on this page including:
   - A **Getting Started** article with helpful FAQs (Frequently Asked Questions)
   - **Launch Chat** to connect with a live agent
   - **Case Portal** to create and manage your cases
   - **Ideas Portal** to submit New Feature requests.

4. In addition to quick links, you will also have a **Search** to easily find relevant content
5. And a **PowerSchool Assistant** on the bottom right side to help with FAQs.

Forums and Knowledge Base

1. We have **migrated Naviance FAQs, Webinars, Naviance Troubleshooting and eDocs Troubleshooting to our Community.** You will continue to utilize the Naviance Help Center for all other resources.
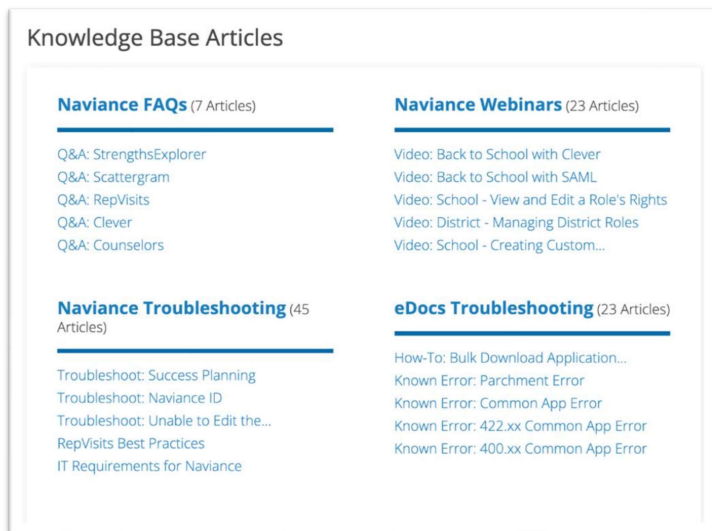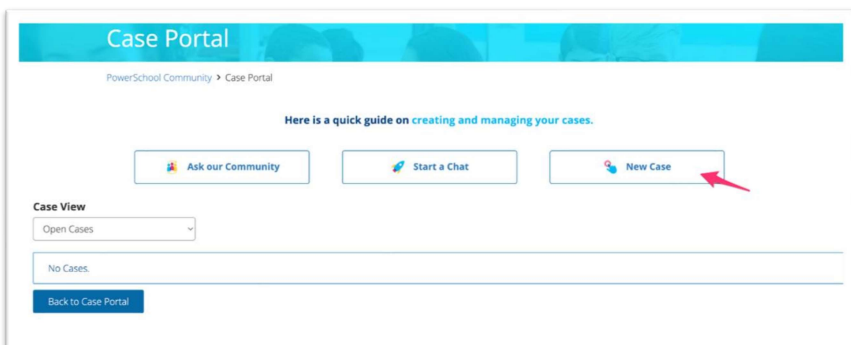

2. Navigate to the **Naviance Forum** and **Start a Discussion** to engage with your peers and our Community Team.
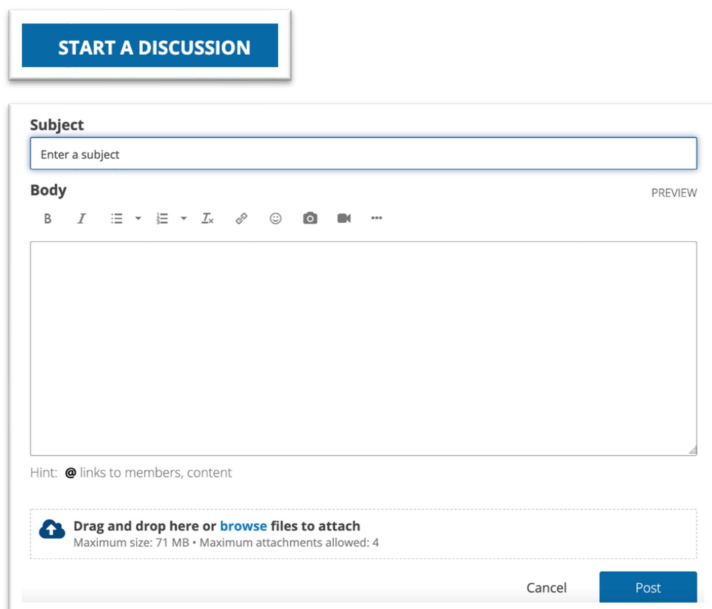
Create a Support Case

1. Navigate to the **Case Portal** either through the link on the Naviance page or from the top menu: **Contact Support > Case Portal.**

2. You can view your Open and Resolved Cases under **Case View.**
3. Select **New Case** to start the case submission process.

4. You will see our **Helpful Resources Page** with relevant articles
5. To create a case, click on **Continue to Case Creation.**

6. Complete the **Case Form** and **Save** to submit your support request.

Live Chat

You can continue to utilize chat as you currently do. Select the link to Launch Chat from the Naviance page or from the top menu: **Contact Support > Launch Chat Support.**

Ideas Portal

Add a new idea, vote, or comment on others' ideas through our Ideas Portal.