



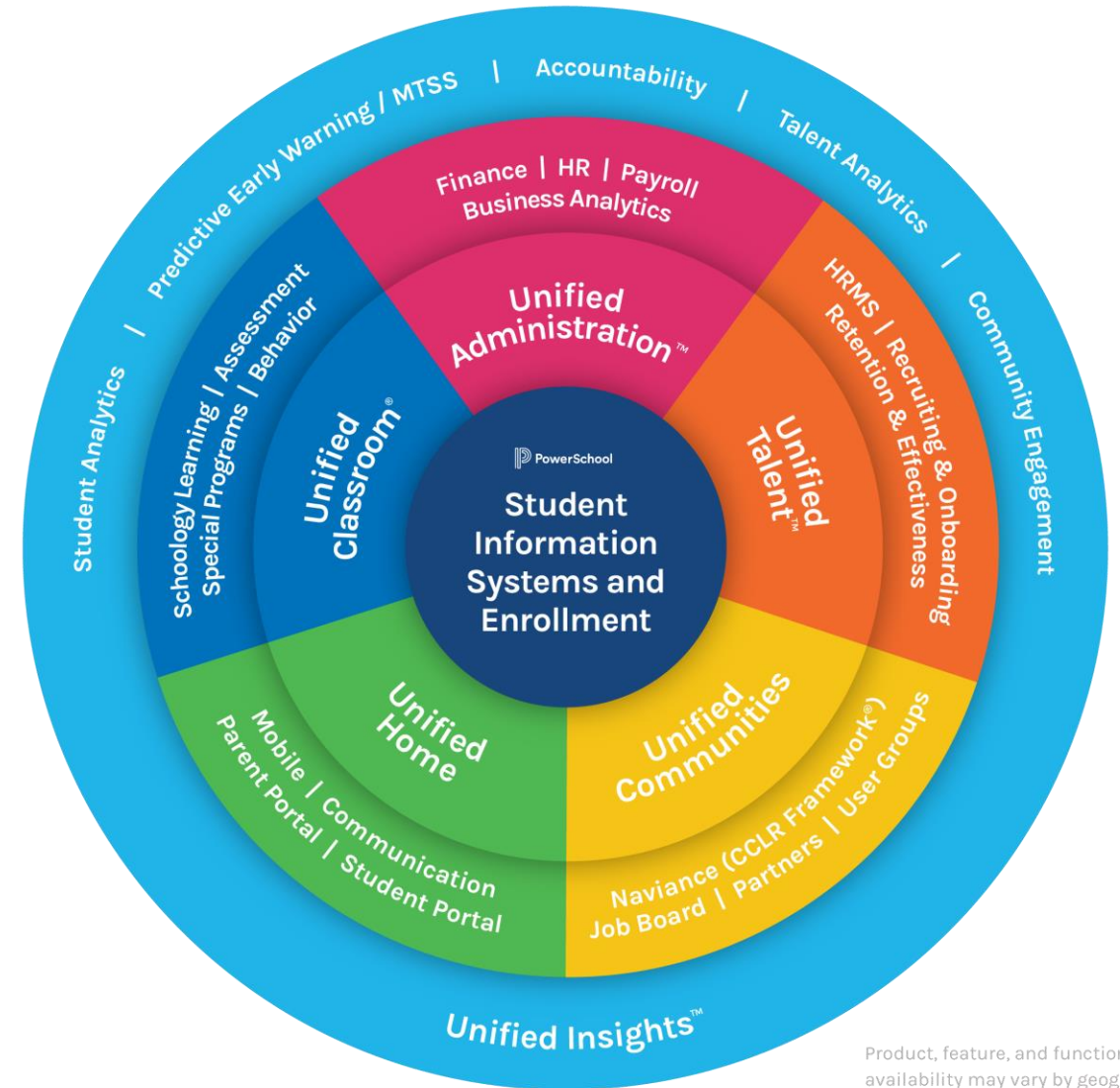
Welcome to Communication and Attend (KiNVO) Support

August 2022



Agenda

- Welcome and Introductions
- How to Contact Support
- PowerSchool Community
- Frequently Asked Questions
- Live Demo
- Q&A



Welcome and Introductions



Jbid Kissel
Director, Community Support



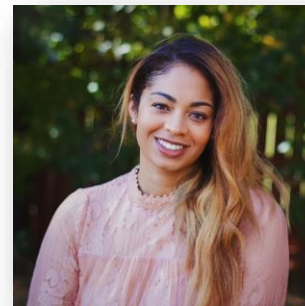
Adam Cook
Director, Technical Support



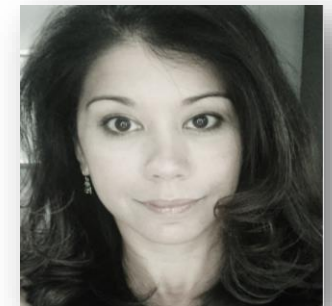
Lindsay Thompson
Associate Manager,
Technical Support



Jamie Harmon
Lead Community
Moderator

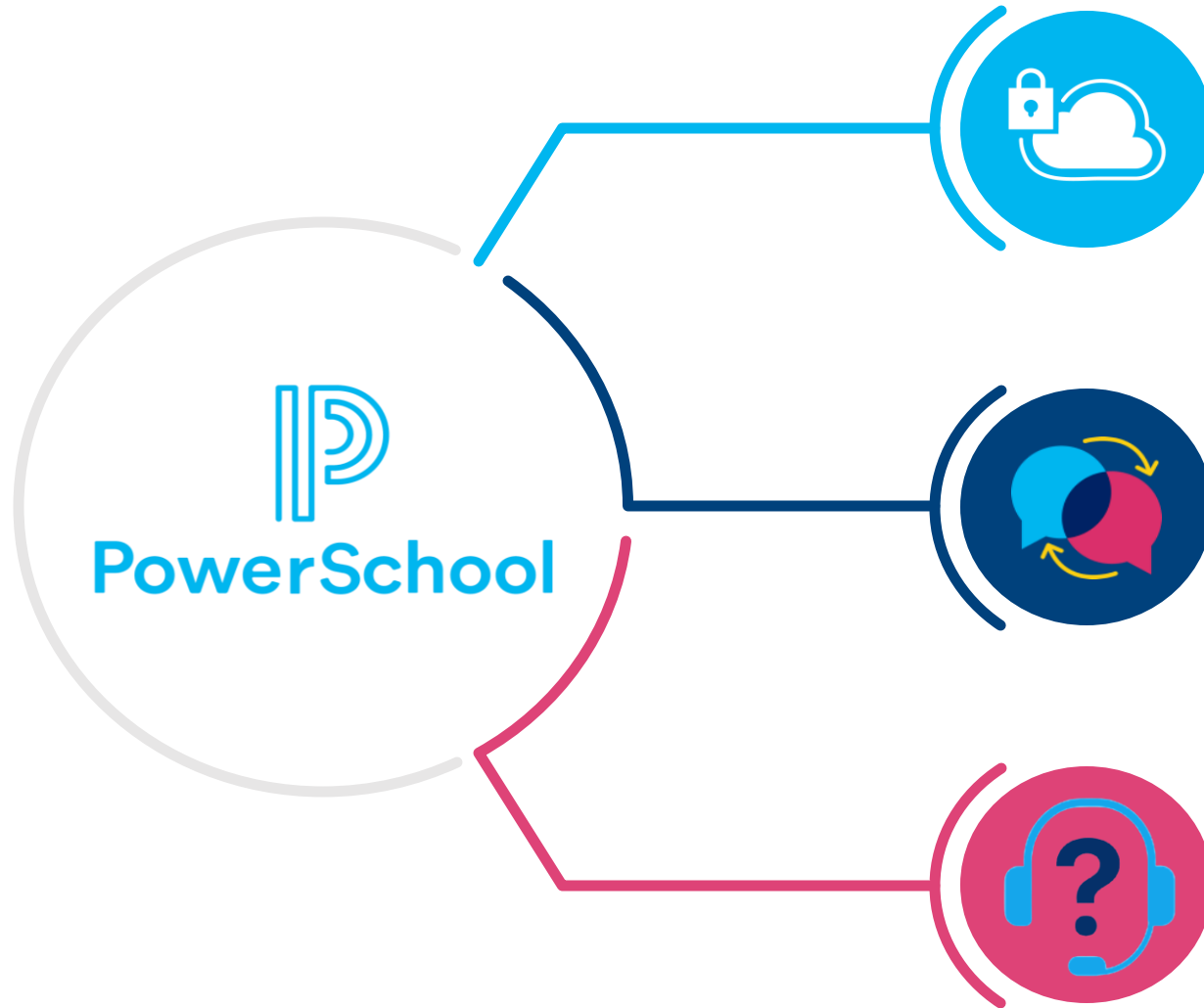


Natasha Parkinson
Technical Support
Engineer



Lucy Bonilla
Project Manager

How to Contact PowerSchool Support



Web Form

24x7 access to create cases

New case form starting on **August 29th**

Email Support

support@kinvolved.com

(No Change)

Phone Support

Hours: M – F, 9 am to 5 pm EST

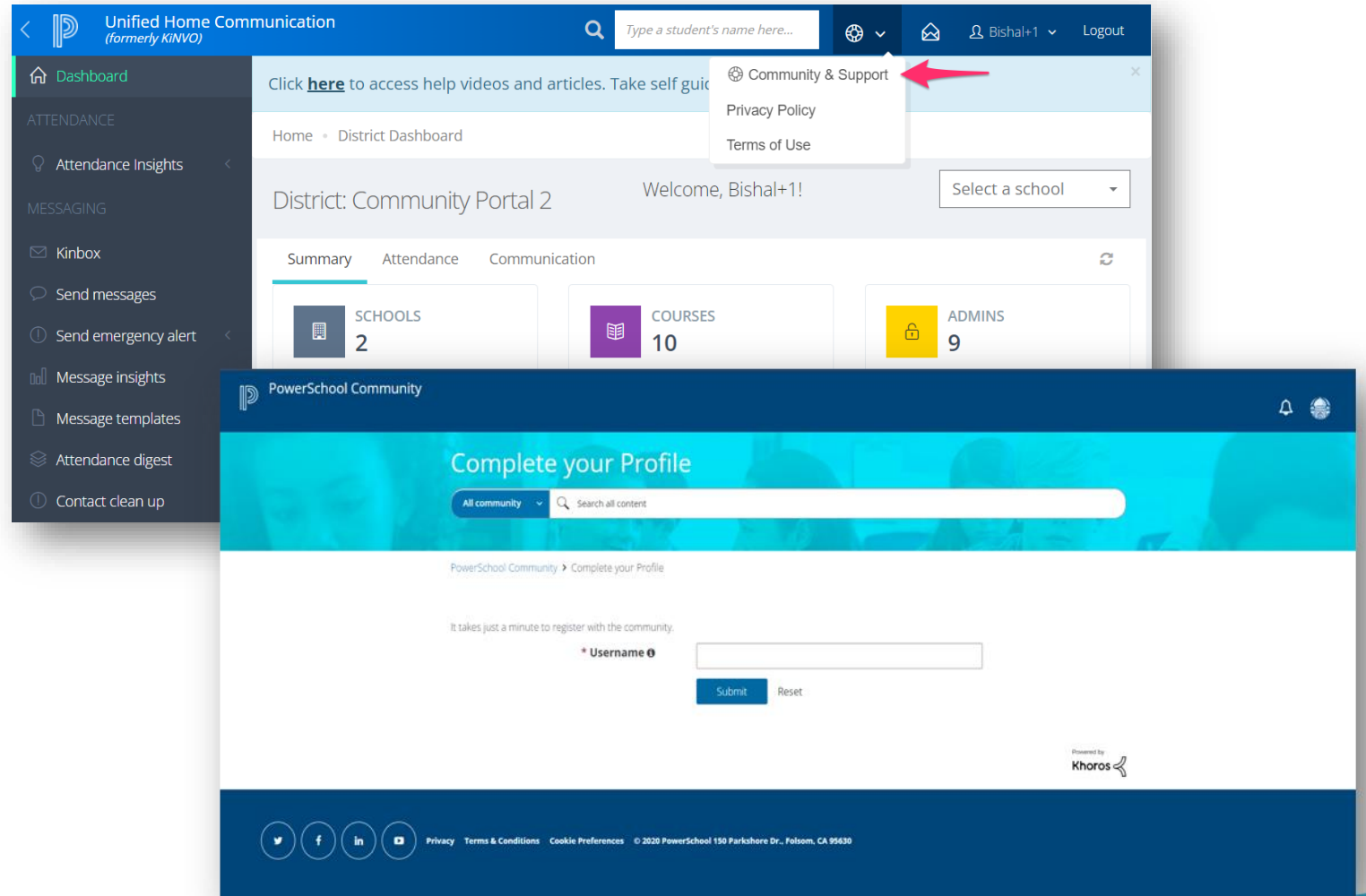
Phone Number: **1-800-409-1442**

(No Change)

Communication to PowerSchool

Getting Started with Support:

1. Log in to Communication
2. Click on this  icon in the top menu.



The image shows two screenshots of the PowerSchool interface. The top screenshot is the 'Unified Home Communication' dashboard. The top navigation bar includes a search bar, a gear icon, and a user profile. A dropdown menu is open from the gear icon, showing options: 'Community & Support' (highlighted with a red arrow), 'Privacy Policy', and 'Terms of Use'. The dashboard displays statistics for 'SCHOOLS 2', 'COURSES 10', and 'ADMINS 9'. The bottom screenshot is the 'PowerSchool Community' registration page, titled 'Complete your Profile'. It features a search bar, a registration form with a 'Username' field, and a 'Submit' button. The footer includes social media icons and copyright information.

Award-Winning PowerSchool Community

help.powerschool.com

PowerSchool Community Resources:

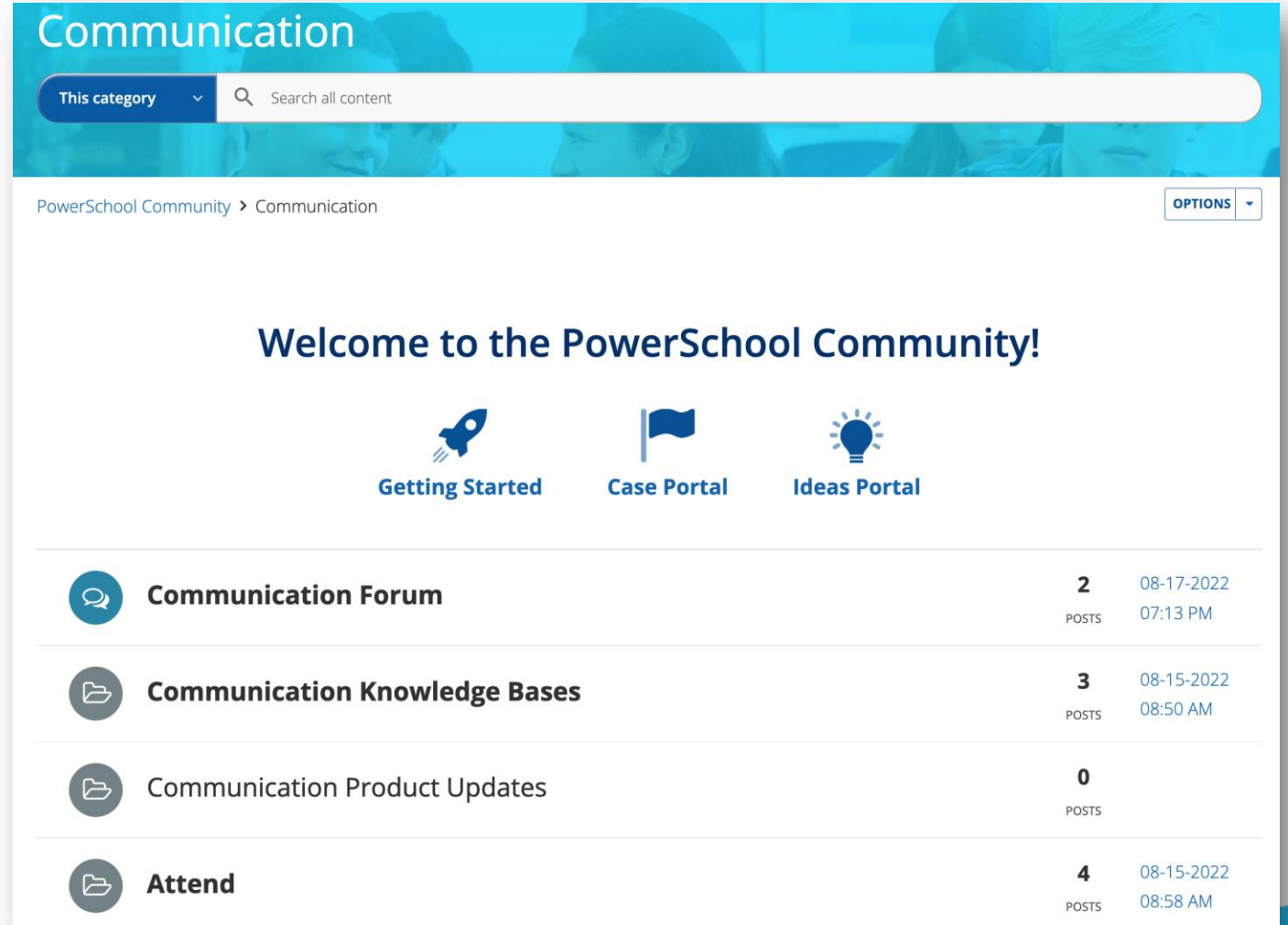
- Discussion Forums
- Knowledge Bases
- Case Portal
- Product Updates
- Ideas Portal







Communication Community Page

Communication Page

- This is the page that all users will see once they click Community and Support
- Quick Links to Getting Started, Case Portal, Ideas Portal, and Roadmap



The screenshot shows the 'Communication' page in the PowerSchool Community. At the top, there is a search bar with a dropdown menu set to 'This category' and a search icon. Below the search bar, the breadcrumb 'PowerSchool Community > Communication' is visible, along with an 'OPTIONS' dropdown menu. The main heading reads 'Welcome to the PowerSchool Community!'. Below this, there are three quick links: 'Getting Started' (with a rocket icon), 'Case Portal' (with a flag icon), and 'Ideas Portal' (with a lightbulb icon). A list of communication items follows, each with an icon, title, post count, and date/time.

Icon	Title	Posts	Date/Time
	Communication Forum	2	08-17-2022 07:13 PM
	Communication Knowledge Bases	3	08-15-2022 08:50 AM
	Communication Product Updates	0	
	Attend	4	08-15-2022 08:58 AM

Search Feature



Community Search

- Start from any search bar in the Community
- You'll see suggested Community articles
- Click the Magnifying Glass or simply Enter to go to the Full Search Page

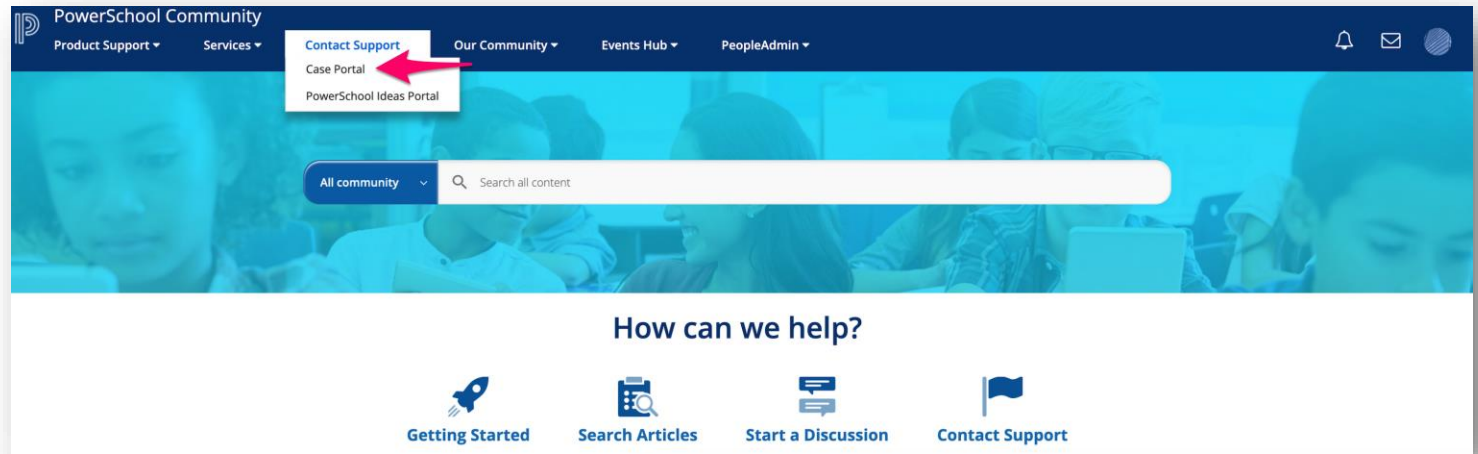
The screenshot displays the search results page for the 'Community' category. The search bar at the top contains the text 'Search here'. Below the search bar, there are navigation tabs for 'All Content', 'Community', 'YouTube', 'Product Help', and 'Users'. The 'Community' tab is selected. On the left side, there are filters for 'Sources' (Community: 124), 'Products' (Communication: 124, Others: 16978, PowerSchool SIS: 11441, eFinancePlus: 2545, PowerSchool SMS: 1965, PowerSchool eScho...: 1940, Unified Classroom S...: 1263), and 'Contains' (Images: 79, Attachments: 12). The main content area shows three search results, each with a title, a URL, a summary, and metadata (Created Date, Kudos, Views, Replies). The results are:

- How-To: Mark a Student as Absent or Excused** (Knowledge Base)
URL: <https://help.powerschool.com/TS/Attend/How-To-Mark-a-Student-as-Absent-or-Excused/ta-p/366232>
Summary: How to Mark a student as absent/excused at the administrative level? Solution In KINVO, administrators can mark a student as absent but excused at the school level, which means that the student parents would not receive a message regarding their child's absence. Users mark a student as absent excused when the student's parents have reached out to them explaining the...
Created Date: 7/15/2022 4:51 PM | Kudos: 0 Views: 14 Replies: 0
- How-To: Upload One or Multiple Courses** (Knowledge Base)
URL: <https://help.powerschool.com/TS/Attend/How-To-Upload-One-or-Multiple-Courses/ta-p/367031>
Summary: How to Upload One or Multiple Courses through .csv files? Solution Administrators can upload courses into their Flex account. If you're uploading more than one course at the same time, we recommend uploading courses through a .csv file. Below is a step-by-step guide of how to upload multiple courses. Step 1: Click o...
Created Date: 7/18/2022 5:39 PM | Kudos: 0 Views: 7 Replies: 0
- How-To: Add a Student to a Course** (Knowledge Base)
URL: <https://help.powerschool.com/TS/Attend/How-To-Add-a-Student-to-a-Course/ta-p/366903>
Summary: How to Add a student to a course? Solution Admins have the ability to add students from courses. Step by step instruction: Step 1: Click on the Student Directory Step 2: Search for the course Step 3: Select the course Step 4: Click ...
Created Date: 7/18/2022 4:25 PM | Kudos: 0 Views: 9 Replies: 0
- Video: View Course Enrollment History** (Knowledge Base)
URL: <https://help.powerschool.com/TS/Attend/Video-View-Course-Enrollment-History/ta-p/367774>
Summary: The video gives step by step instructions on how to view the course enrollment history. Was this Article Helpful? Kudo this article if you found it helpful. It will help others find this resource Comment directly on this article to request clarification or share feedback about the content of the article For other questions, not direc...
Created Date: 7/19/2022 4:55 PM | Kudos: 0 Views: 6 Replies: 0

Case Portal

Create a Support Case

1. Navigate to the Case Portal
2. Click on New Case
3. Enter Product and Subject to see related resources
4. Continue to submit a case



Here is a quick guide on [creating and managing your cases.](#)

[Ask our Community](#) [New Case](#)

Case View
Open Cases ▾

Search:

ID	Title	Description	Status	Created	Modified	Author	Product	Account	Owner
06502960	Sample Case	Sample Description	New	2022-07-15	2022-07-18	JWT Testing2	Unified Classroom Behavior Support	PowerSchool Test Account C	Not Assigned
06502959	How do I create a new student report?	The article below should guide you through the process of creating a new student report. https://staging.help.powerschool.com/v5/Unified-Classroom-Behavior/How-To-Create-a-New-Student-Report?ta-pr1703	New	2022-07-15	2022-07-18	JWT Testing2	Unified Classroom Behavior Support	PowerSchool Test Account C	Not Assigned
06502963	How do I use the Student Card view?	I recommend reviewing the Q&A article on the student card view below. https://staging.help.powerschool.com/v5/Unified-Classroom-Behavior/Q-amp-A-Mobile-App-Student-Card-View?ta-pr1704	New	2022-07-15	2022-07-18	JWT Testing2	Unified Classroom Behavior Support	PowerSchool Test Account C	Not Assigned

Previous 1 Next
[Export CSV](#)

Which Solution Can We Help You With Today?

Product

Communication ▾

Daily Digest

Check Out These Resources Available On Our Community :

How-To: Receive a **Daily Digest** Push Notification

Summary How to Receive a **daily digest** push notification about new messages on mobile?It's easy to enable **da**
Author: Kamrana

How-To: Use **KiNVO** as Secondary Record of Attendance

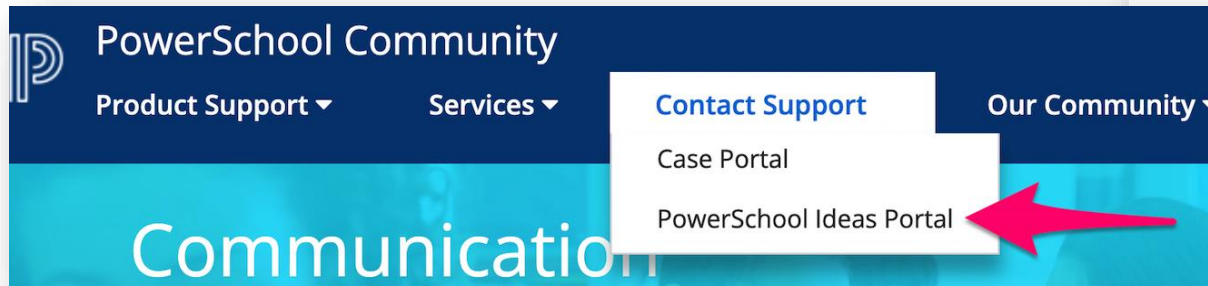
Summary How to use **KiNVO** as secondary record of attendance for **Daily** Attendance? "Student attendance for the day must be recorded in **ATS** on a
Author: Kamrana

[Continue to Case Creation](#)

Ideas Portal

Submit an enhancement request

- Once logged into the Community, easy access to the PowerSchool Ideas Portal via the top menu
- One portal for all enhancement requests across your products
- Add new ideas or upvote, comment on others' ideas
- Get status updates directly from the product team
- Track your ideas and your votes



Welcome to the PowerSchool Ideas Portal

Use this portal to submit enhancement ideas and feature requests for all PowerSchool solutions and products. In addition to submitting new ideas, you can also review, comment on, and vote on others' enhancements. Visit the [Contact Support](#) page if you need product support.

Please note: we recommend searching existing ideas before submitting a new one to reduce duplication. Please review our article on [Submitting an Enhancement Request](#).

All submitted ideas are typically reviewed in 30 business days.



The screenshot shows the PowerSchool Ideas Portal interface. At the top, there is a navigation bar with 'Add a new idea' (highlighted with a red arrow), 'Recent', 'Trending', and 'Popular' tabs, and a search bar. Below the navigation bar is a sidebar with filters for 'My ideas', 'My votes', 'My subscriptions', and 'FILTER BY STATUS' (Reviewed - Unscheduled, Scheduled - Future Release, In Development, Shipped, Already exists, Support Issue, Will not implement) and 'FILTER BY PRODUCT/CATEGORY' (Applicant Tracking, Enterprise, Candidate Assessment, Employee Records, Enrollment, Express/Ecollect Forms, eSchoolPlus SIS, Perform, Performance Matters Assessment & Analytics, Perform Enterprise, PowerSchool Enrollment, PowerSchool SIS). The main content area displays a list of ideas with their titles, descriptions, and vote counts. A red arrow points to the 'Add a new idea' button.

Idea Title	Votes
Form Reports - Use Next_School	9
Make teachers accountable for entering grades in a timely manner	3,545
Email Alert for due Homework and Exam	1,777
Merge Duplicate Student Records	2,157
Need ability to download missing assignments and upload completed work	1,436

Notifications and Customer Feedback

Case Feedback

- Once the case is closed, you will receive a Customer Satisfaction Survey to share your feedback.



Recently Case 06050681 - Test was closed

[Please Complete the Survey](#)

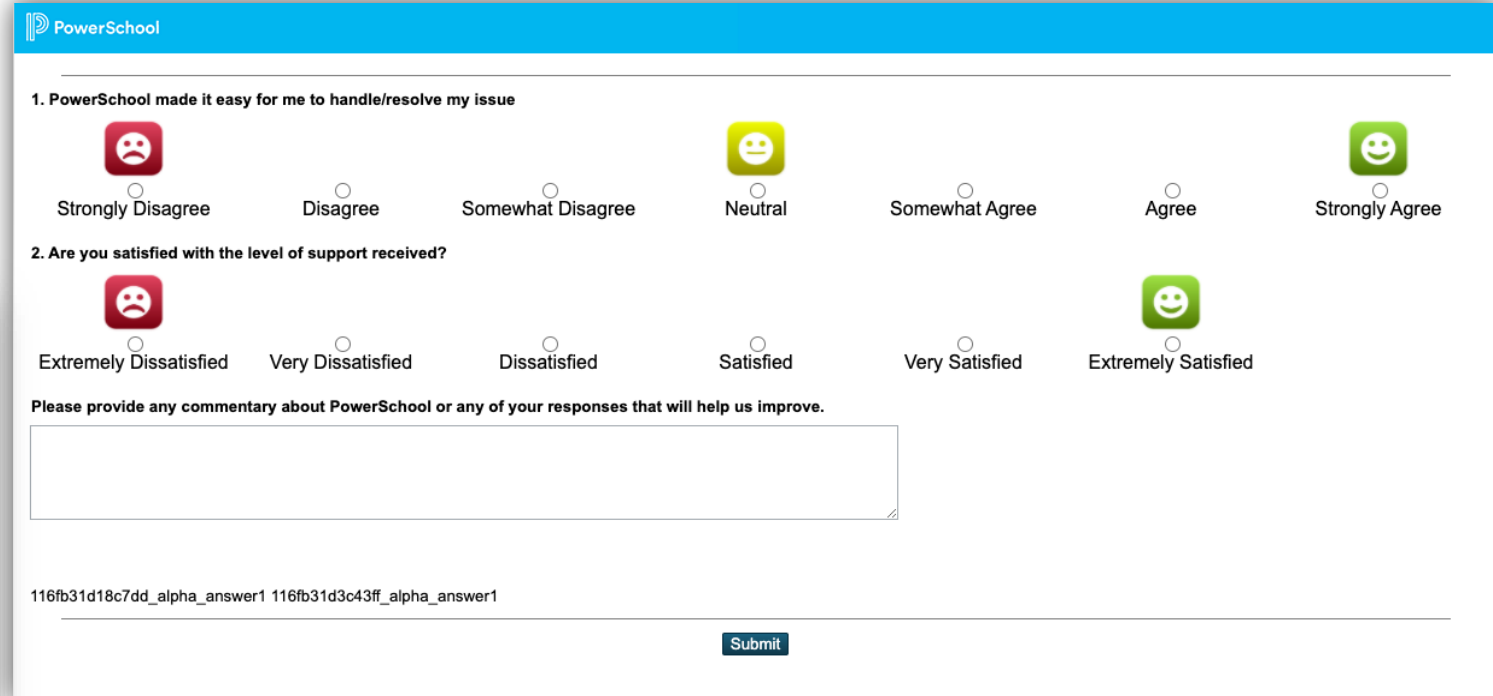
Jbid,

Thank you for reaching out and working with me on case 06050681. I would greatly appreciate your time in the completion of this short, but meaningful survey, as it is fundamental in ensuring that we always deliver best-in-class customer service to you.

Thank you,




help.powerschool.com

[View this Case](#)





PowerSchool

1. PowerSchool made it easy for me to handle/resolve my issue

 Strongly Disagree Disagree Somewhat Disagree  Neutral Somewhat Agree Agree  Strongly Agree

2. Are you satisfied with the level of support received?

 Extremely Dissatisfied Very Dissatisfied Dissatisfied Satisfied Very Satisfied  Extremely Satisfied

Please provide any commentary about PowerSchool or any of your responses that will help us improve.

116fb31d18c7dd_alpha_answer1 116fb31d3c43ff_alpha_answer1

[Submit](#)



Common Support Topics

Common Support Topics

Please reach out to our support team for the following and we will be happy to assist you:

- Flex account updates
- Import Schedules
- Attendance Issues/Questions (codes, configuration, etc.)
- Adding New Admins
- Student Contact Handling Confirmation

Frequently Asked Questions (FAQs)

Question	Answer
How do I access support and resources?	Everyone who has access to Communication will have access to PowerSchool Community's case portal, knowledge bases, forums, and product updates by clicking this icon  in the top menu and selecting Community & Support. Please cascade this information to all users!
What if I already have a PowerSchool Community account?	If you already have a PowerSchool Community account, no need to create any additional accounts. When you click on this icon  and select Community & Support, we will automatically log you in to PowerSchool Community.
Where do I see my current (open) cases?	All open cases will be available through our PowerSchool Community Case Portal.
What will happen to my historical (closed) cases?	Customers will be able to see their cases (tickets) dating back to January 2020 using the case portal in PowerSchool Community. Historical cases will be available at a date to be determined.
What will happen with Help Center Articles?	The PowerSchool Community is the best location for up-to-date information on Communication and Attend (KiNVO) moving forward.

Frequently Asked Questions (FAQs)

Question	Answer
When do I post in the Communication Forum?	Discussion Forums are best for how-to type questions, best practices, and to engage with peers and Community experts.
When should I log a case?	Log a case through our Case Portal when you need direct assistance from a support engineer. This includes technical troubleshooting, data related inquiries, outages, configuration related questions, etc.
What if I'm having Community access issues?	If you are having any issues with accessing our Community, you can email our support operations team at businessoperations@powerschool.com to troubleshoot and help you with your access.
Will the Support widget still be available?	The PowerSchool Community will replace the Support widget starting August 29 th . The Community provides additional resources such as the forums, product roadmap, and Product Updates.
Is there an easy way to access the information from this webinar?	We have created a Getting Started article with screenshots, step-by-step instructions, and helpful links. We will also add a recording of this webinar for your reference.

Live Demo and Q&A



THANK YOU!

