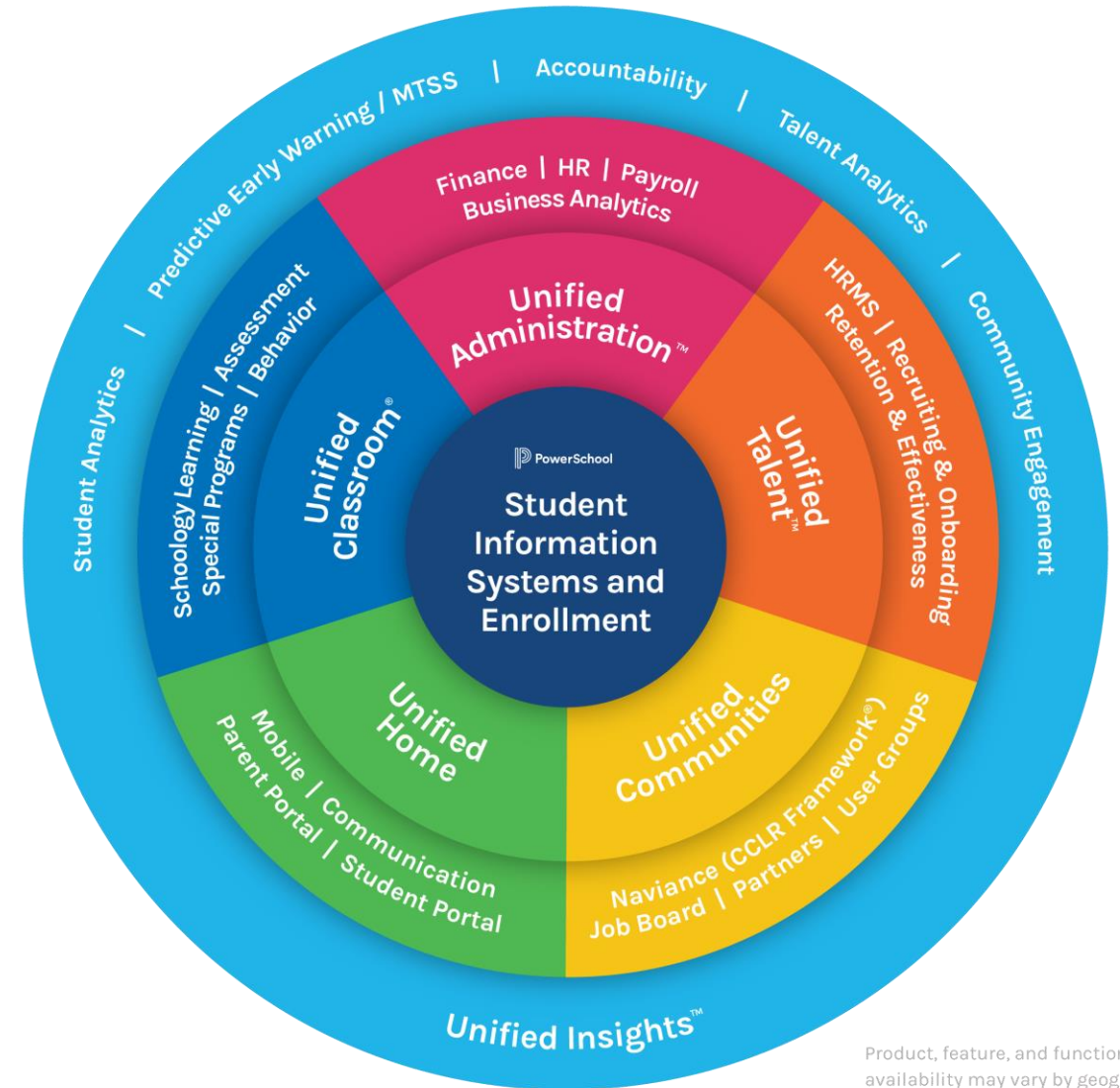**PowerSchool**

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

Product, feature, and functionality availability may vary by geography.

Welcome and Introductions

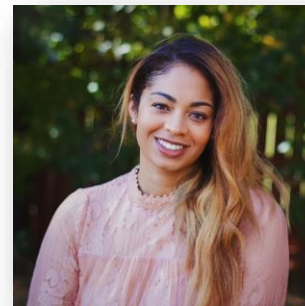**Jbid Kissel**
Director, Community Support
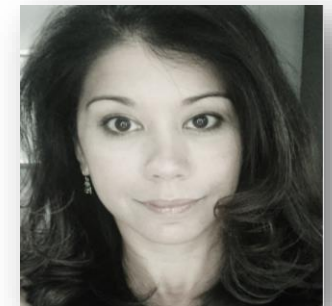
Adam Cook
Director, Technical Support

Lindsay Thompson
Associate Manager,
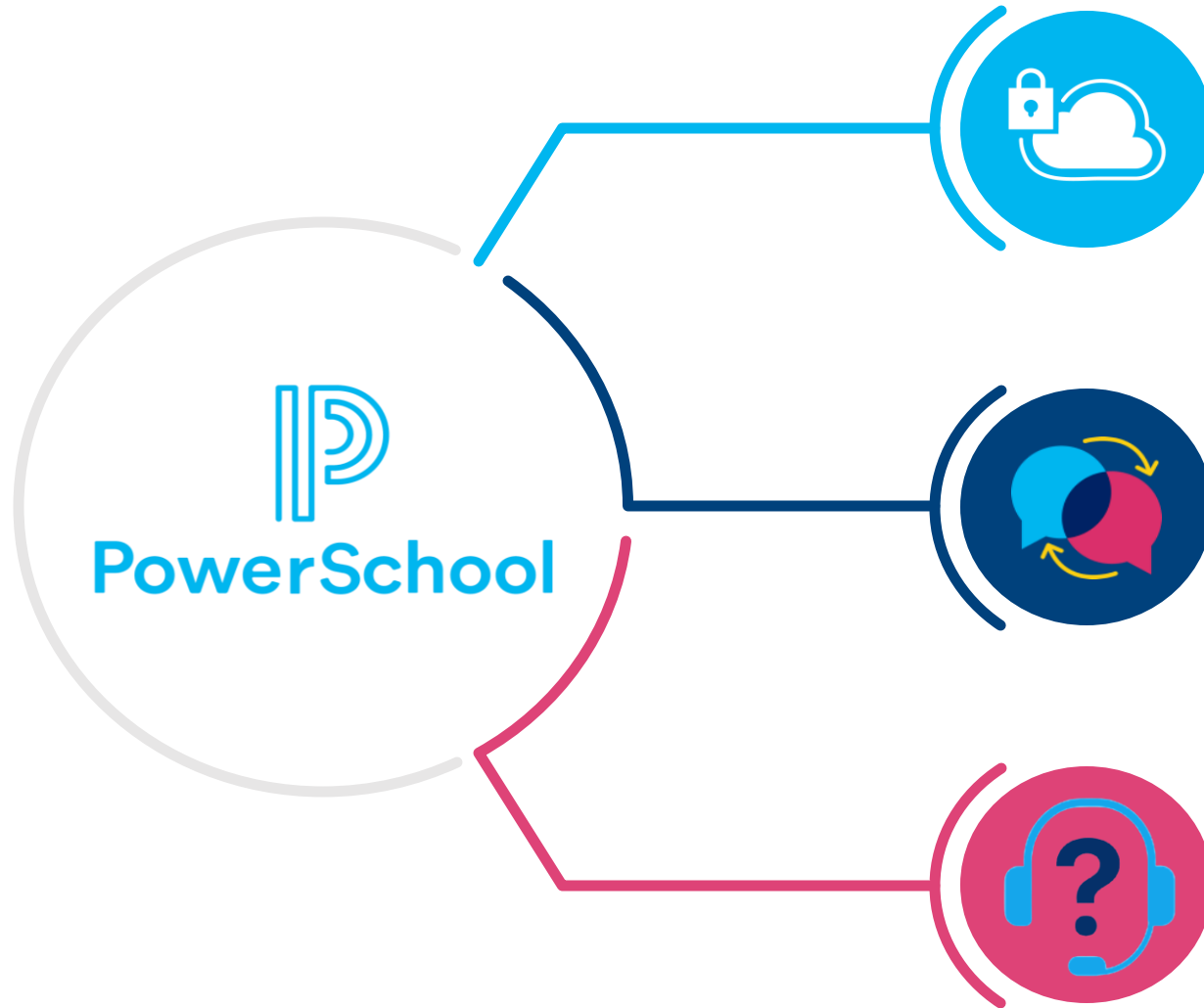Technical Support

Jamie Harmon
Lead Community
Moderator

Natasha Parkinson
Technical Support
Engineer

Lucy Bonilla
Project Manager

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How to Contact PowerSchool Support

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Web Form
24x7 access to create cases
New case form starting on **August 29th**

Email Support
support@kinvolved.com
(No Change)

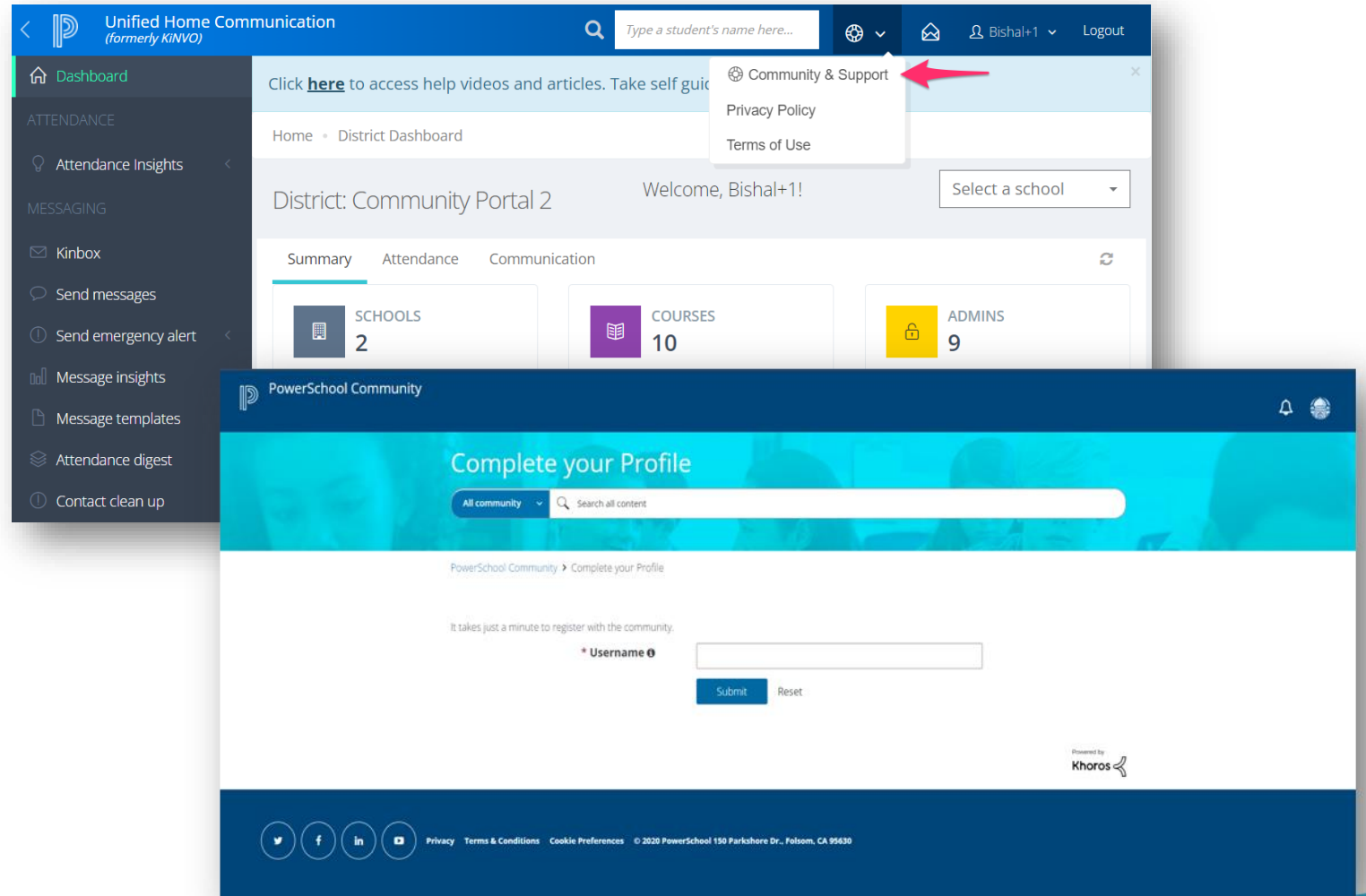**Phone Support**
Hours: M – F, 9 am to 5 pm EST
Phone Number: 1-800-409-1442
(No Change)

Communication to PowerSchool

Getting Started with Support:

1. Log in to Communication

2. Click on this ⊕ icon in the top menu.

Award-Winning PowerSchool Community

help.powerschool.com
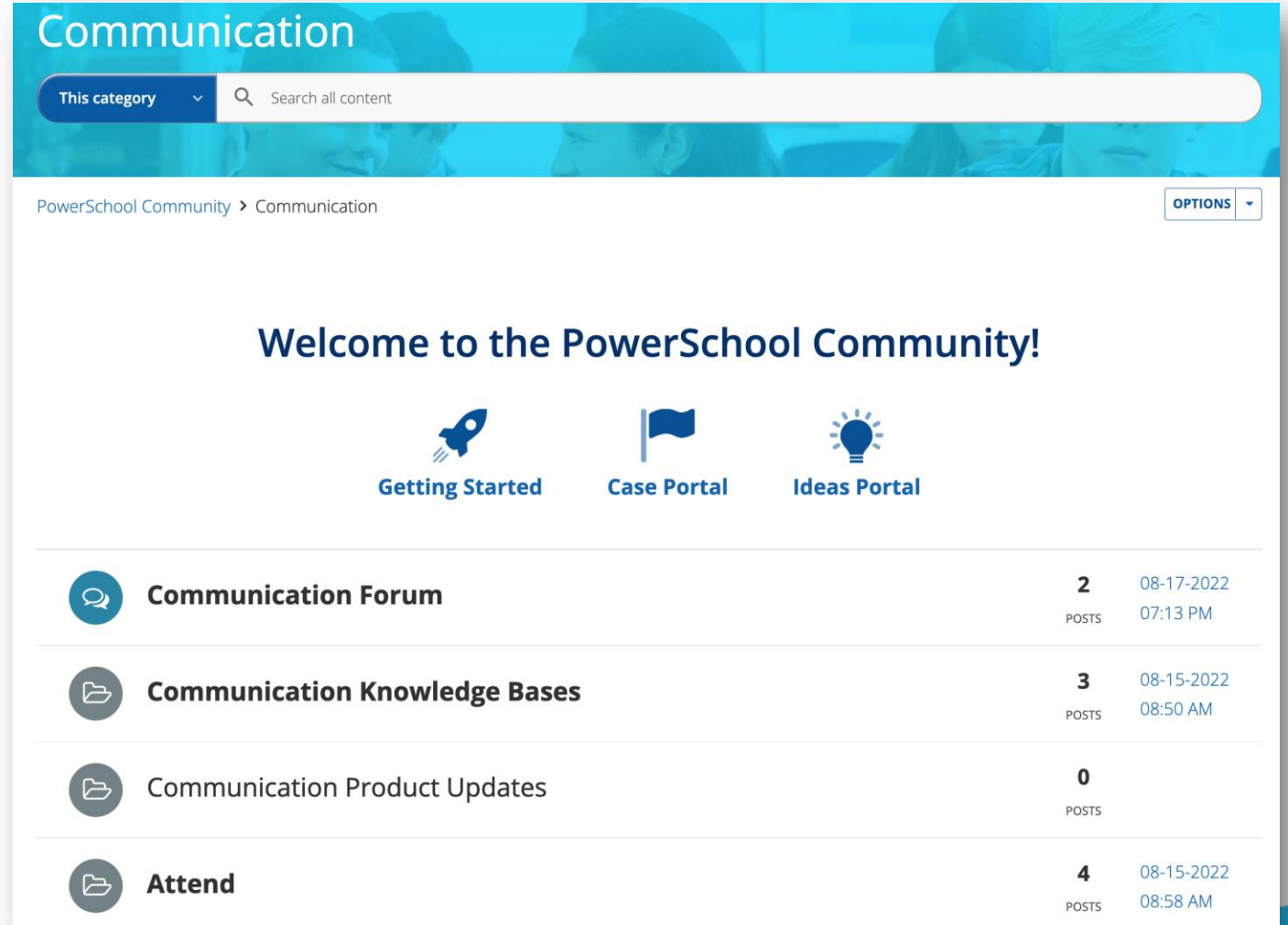
PowerSchool Community Resources:

- 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

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 got to the Full Search Page
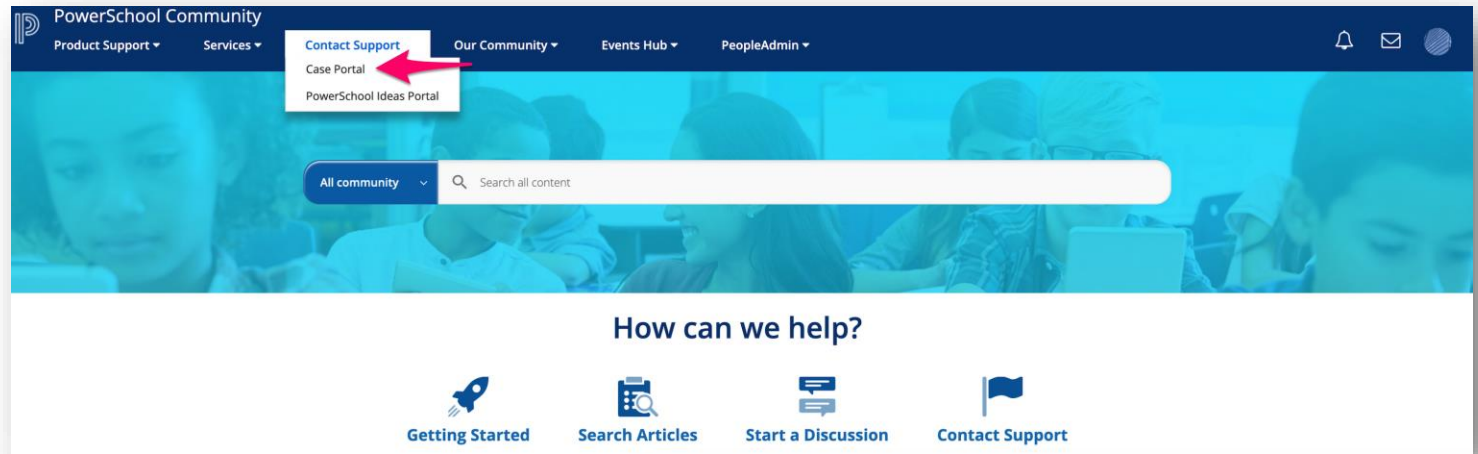
Case Portal

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

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

Notifications and Customer Feedback

Case Feedback

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

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

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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.

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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 29th. 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!
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