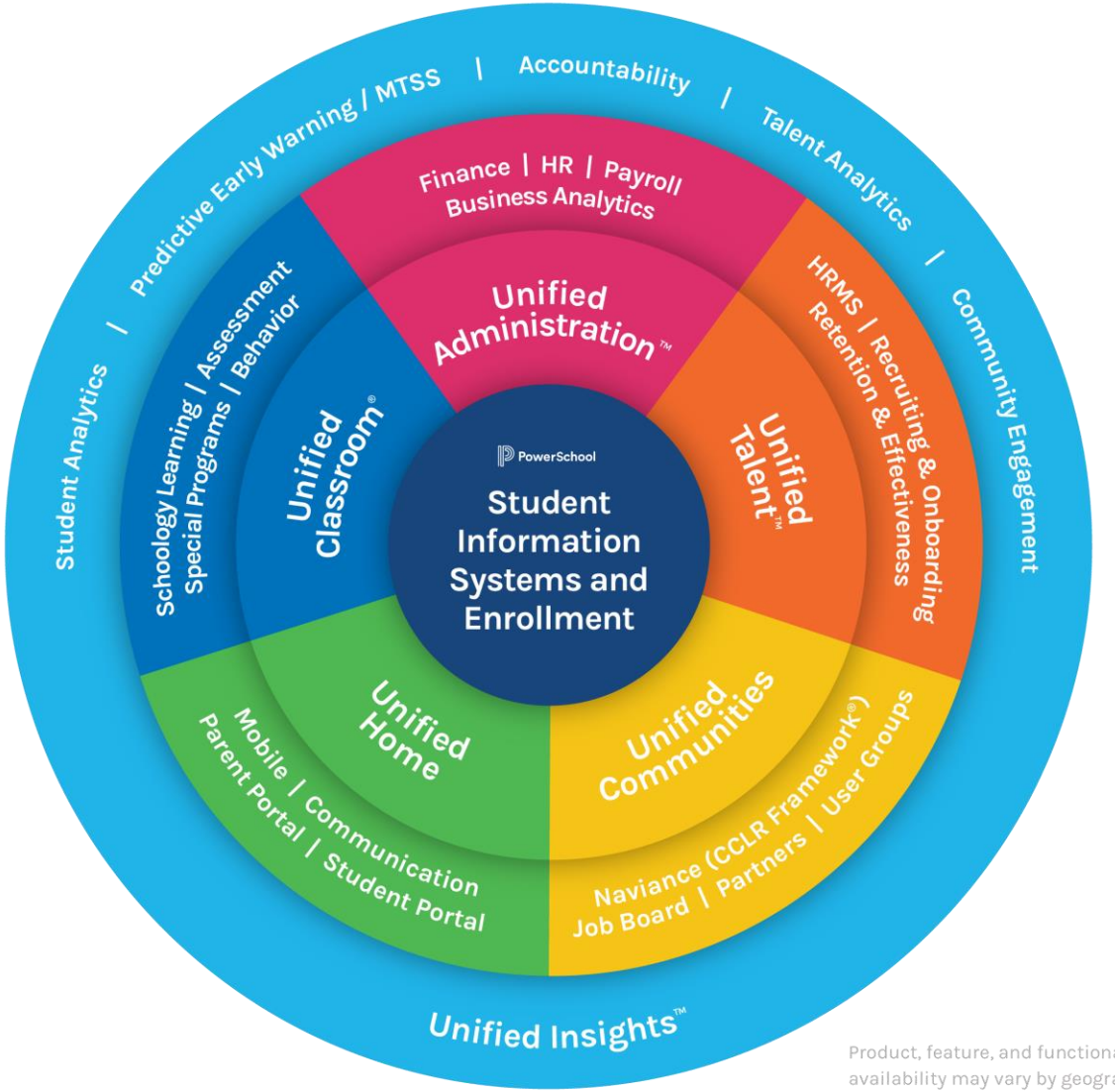
PowerSchool

Welcome to PowerSchool Support for SchoolMessenger

December 2023

Agenda

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



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

Welcome and Introductions

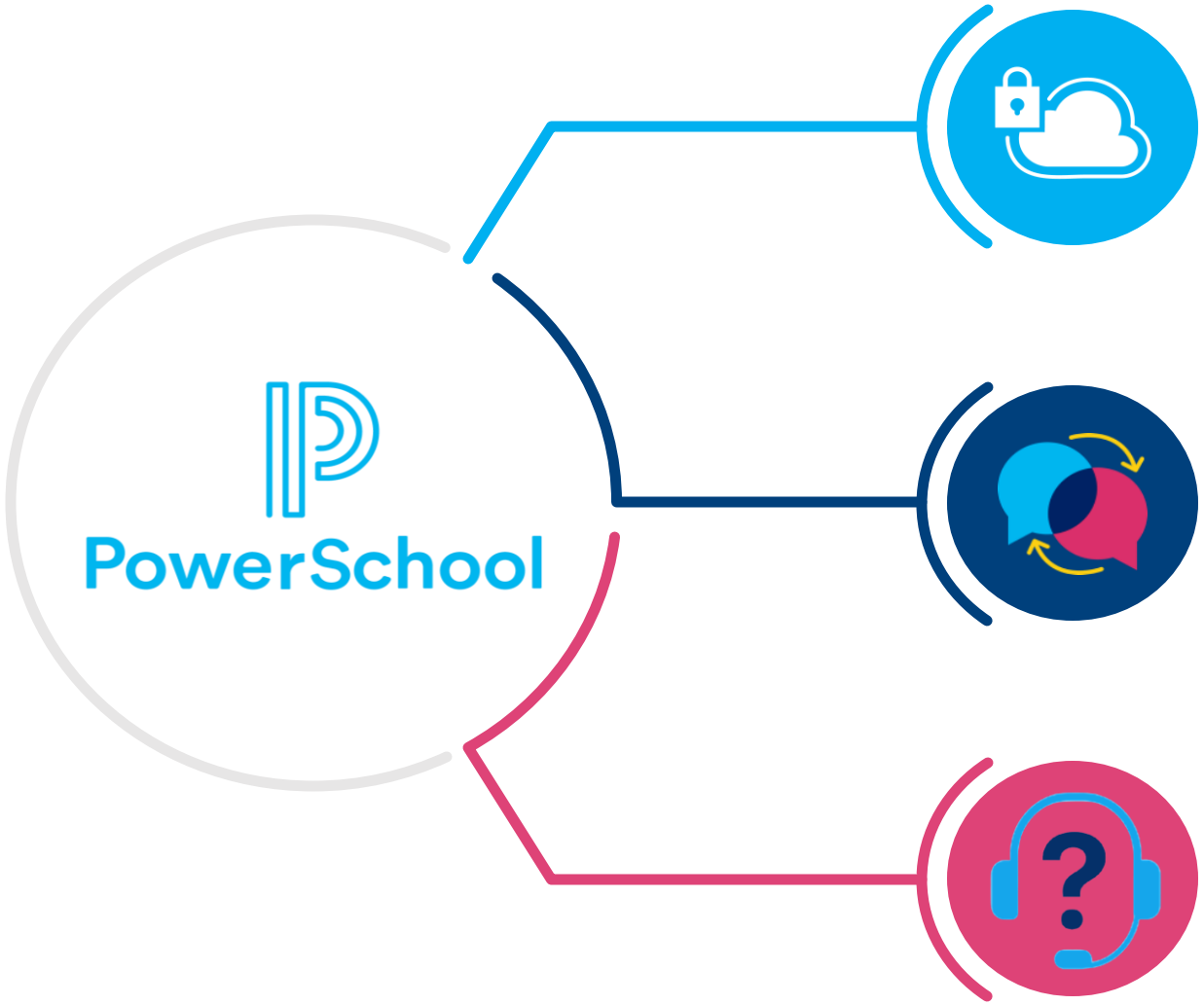
Jamie Harmon
Supervisor, Community Support

Tisha Woodard
VP, Customer Experience

Reshma Manoj
Support Community Moderator II

Sanjay P
Project Manager

How to Contact PowerSchool Support



Web Form
24x7 access to create cases
Case Portal access starting on **December 18**

Live Agent Chat Support
Hours: 5:00 am – 5:00 pm PT
Chat form with downloadable transcript

Phone Support
Hours: 5:00 am – 5:00 pm PT
Phone Number: 1 (800) 920 3897

Award-Winning PowerSchool Community

PowerSchool Community Resources:

- Discussion Forums
- Knowledge Bases
- Live Chat Support
- Ideas Portal for Enhancement Requests

help.powerschool.com

GLOBEE AWARDS

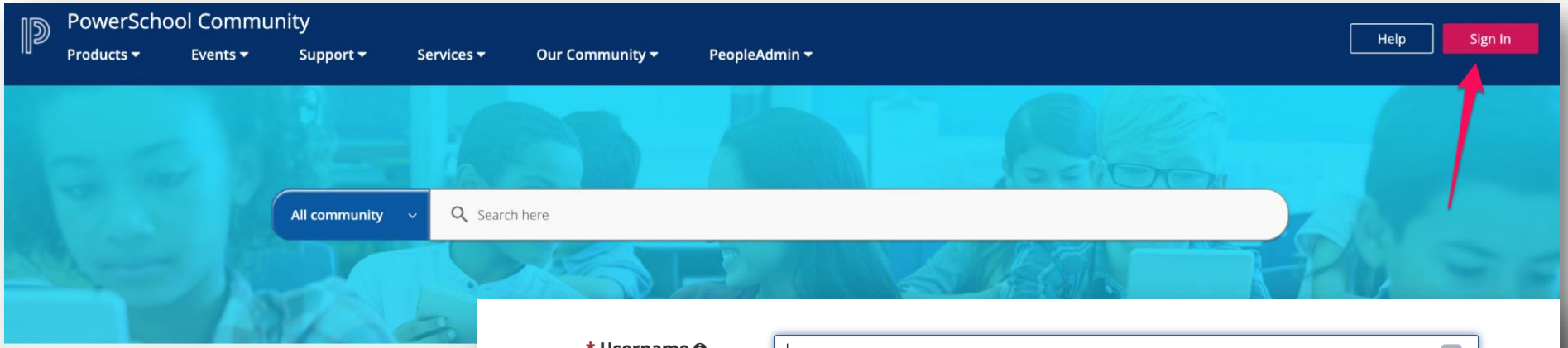
SILVER 2023 STEVIE WINNER FOR SALES & CUSTOMER SERVICE

2021 ASP Best Support Websites The Association of Support Professionals

Khoros Kudos
Best in Class: Community
PowerSchool

Creating an Account

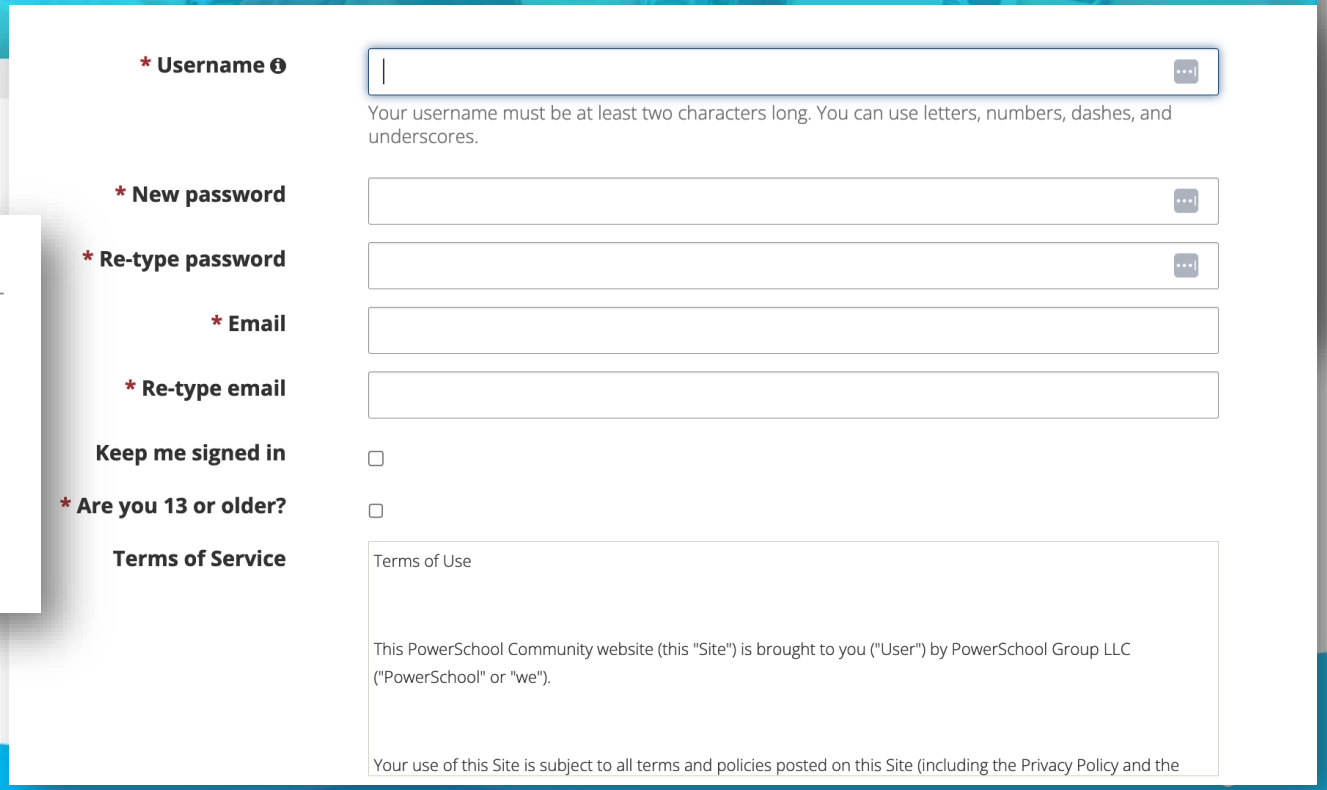
- Click Sign In at the top right corner of the page.
- Register Now
- Complete the registration form then Submit.
- *Note: You will need to register using your district email address.*



Register now!

If you haven't already registered, now is a good time to do so. After you register, you can post to the community, receive email notifications, and lots more. It's quick and it's free!

Register Now



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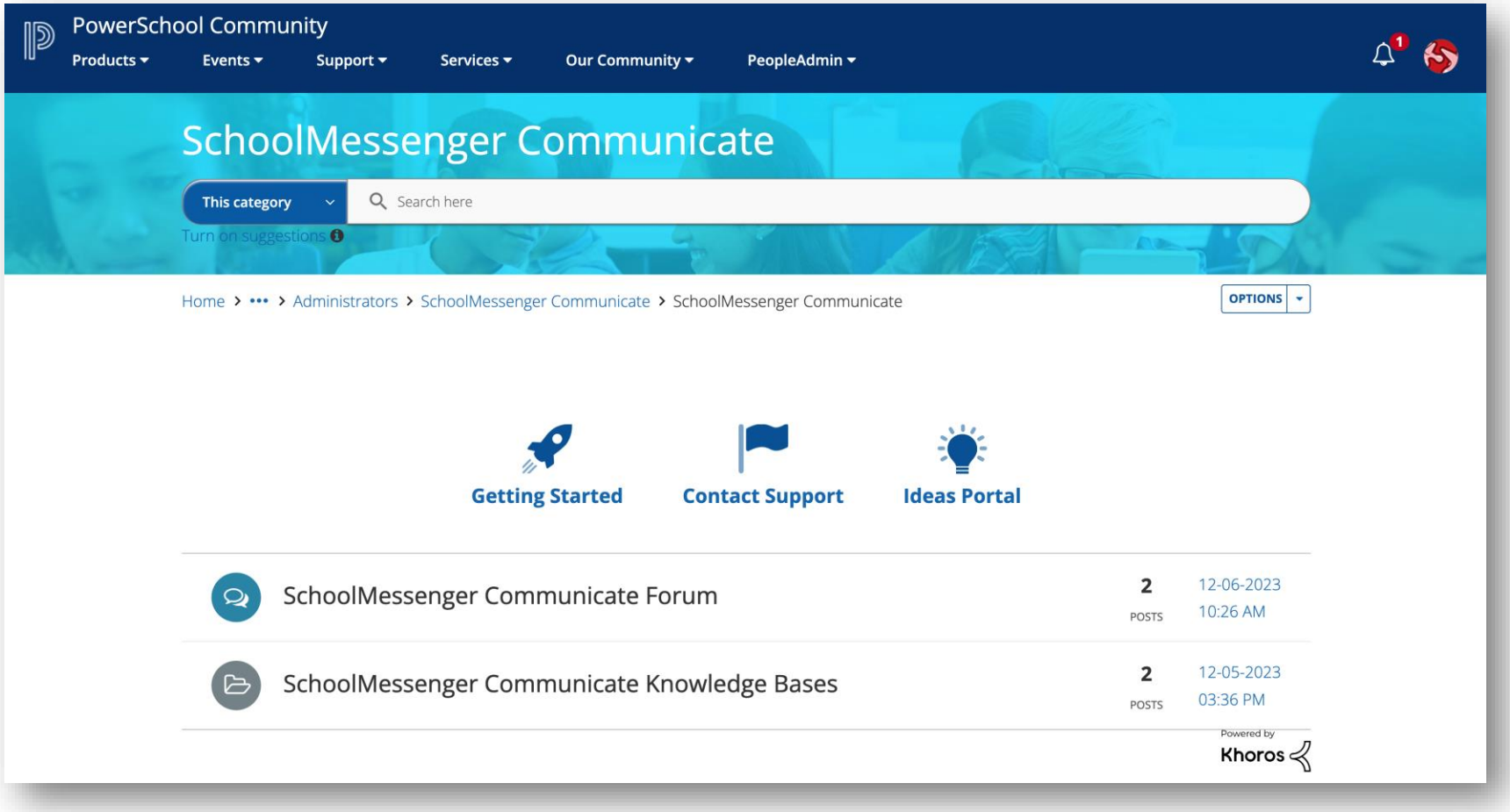
SchoolMessenger on PowerSchool Community

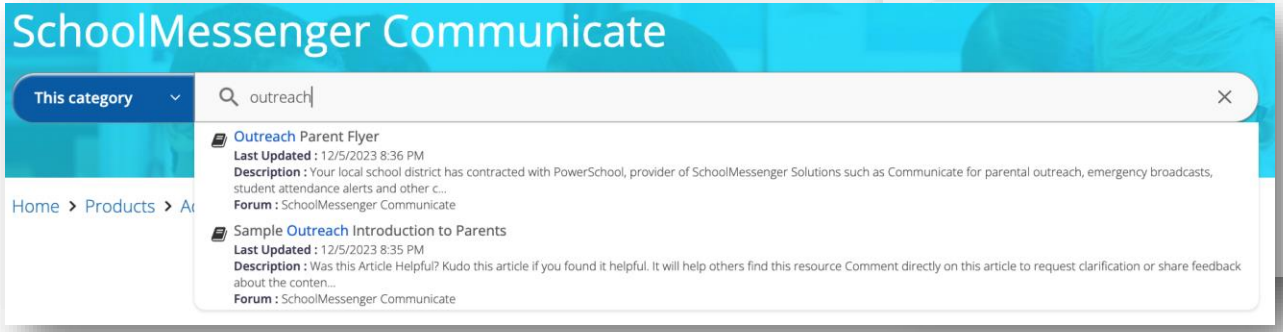
- This is the page that Technical Contacts can find product-specific knowledge base, discussion forums, and product updates.
- Quick Links to Getting Started, Chat, Case Portal and ideas Portal

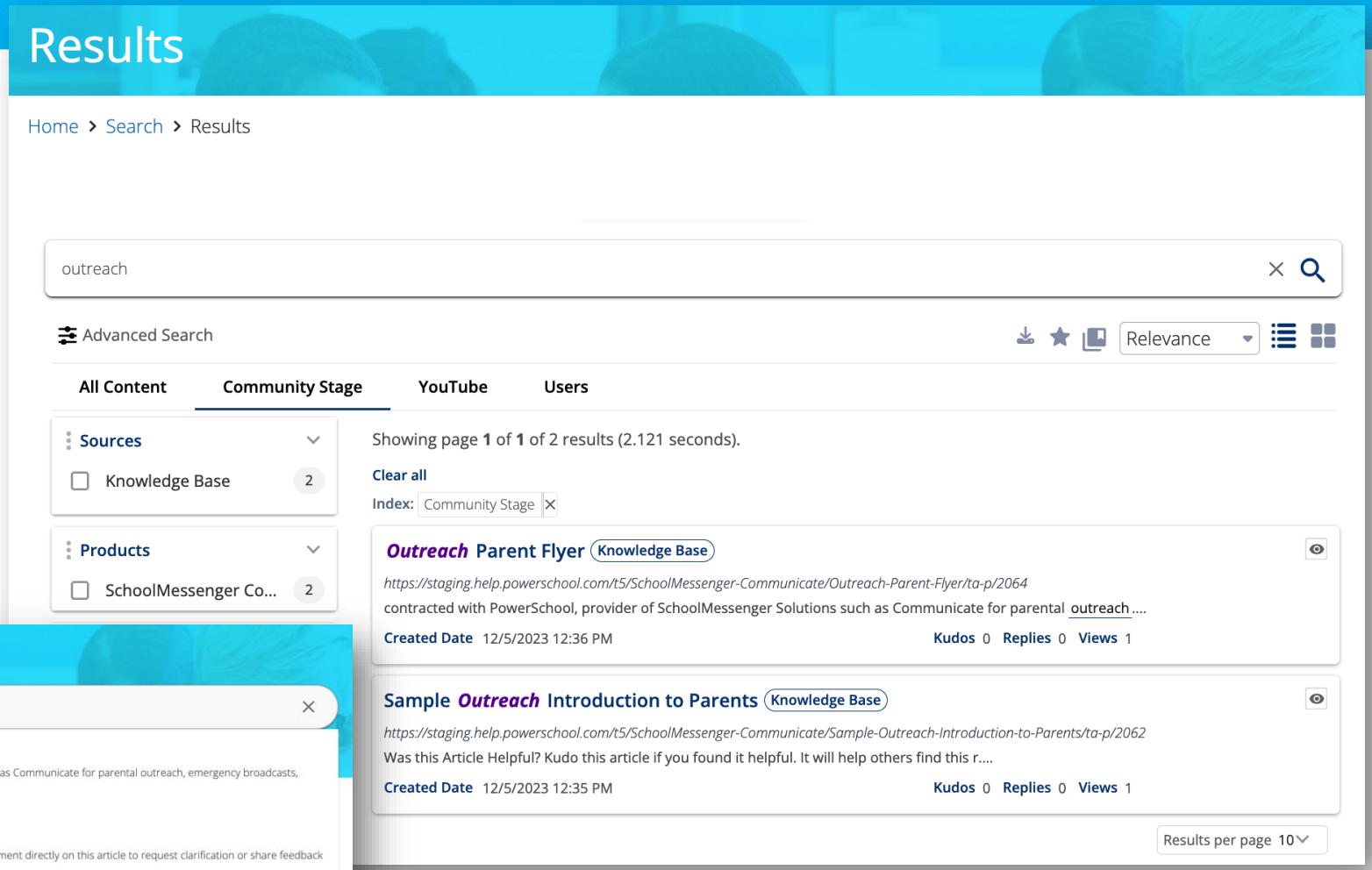


Search Feature

Search Community

- 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

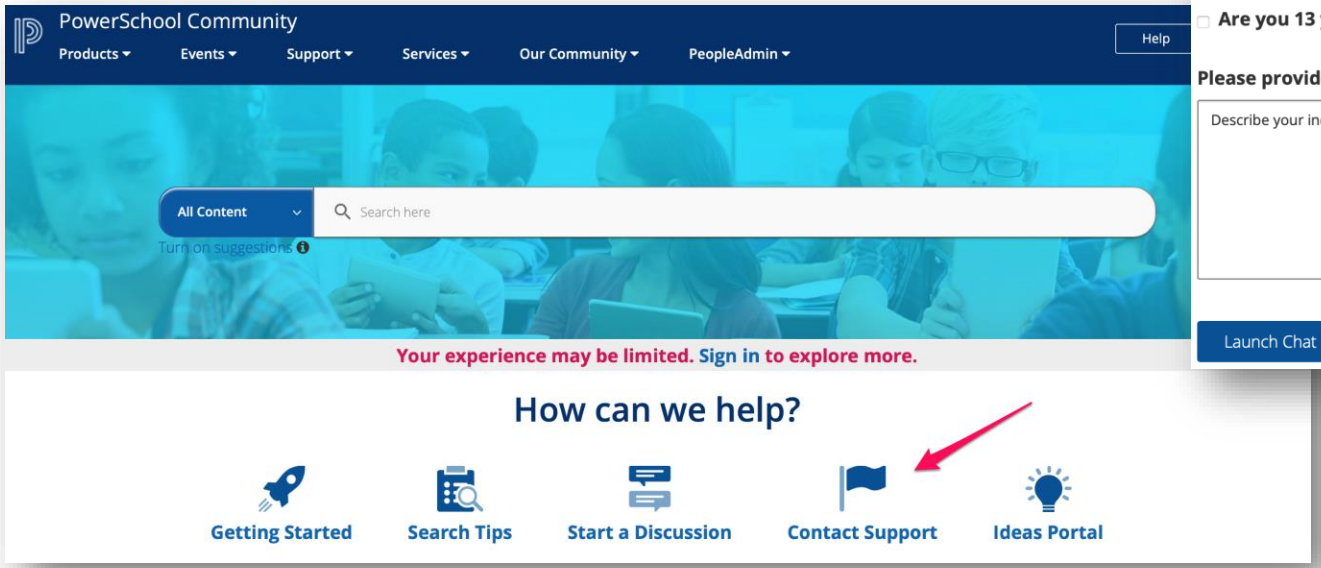


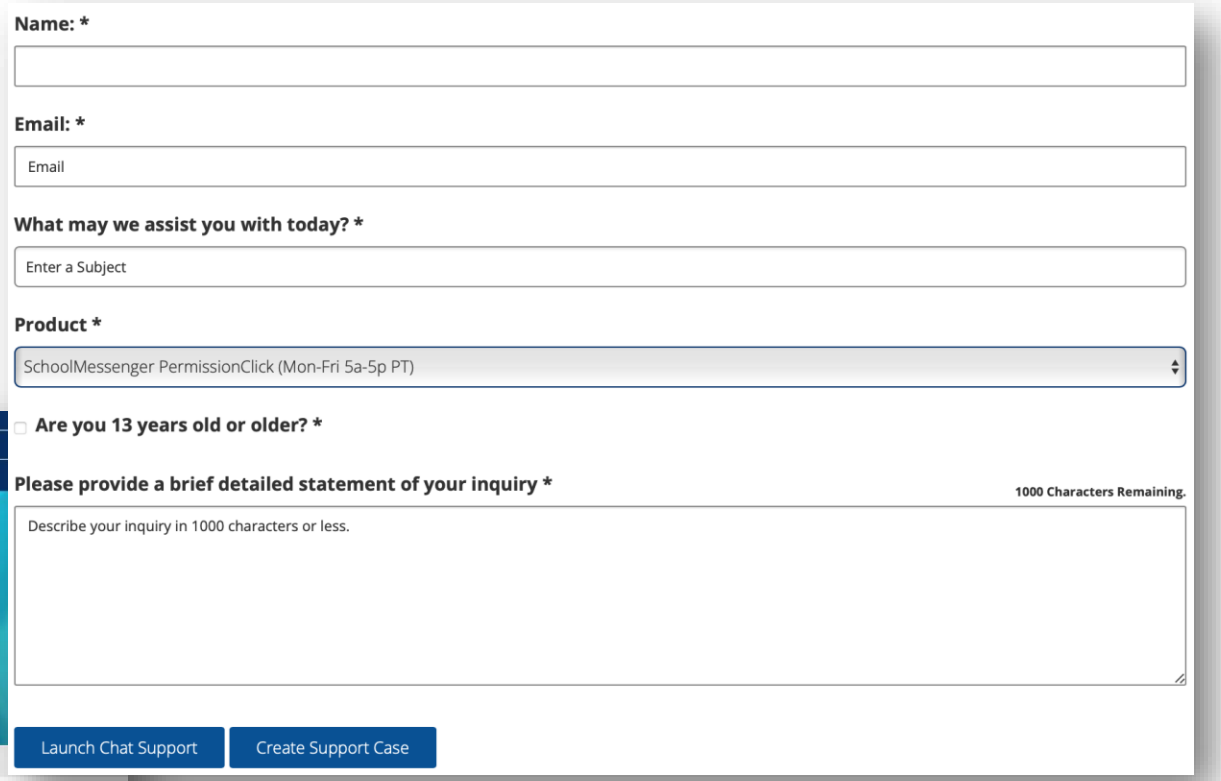


Contacting Support

Create a Support Case

1. Click on Contact Support
2. Complete the form
3. Choose Create Support Case for email support or Launch Chat Support

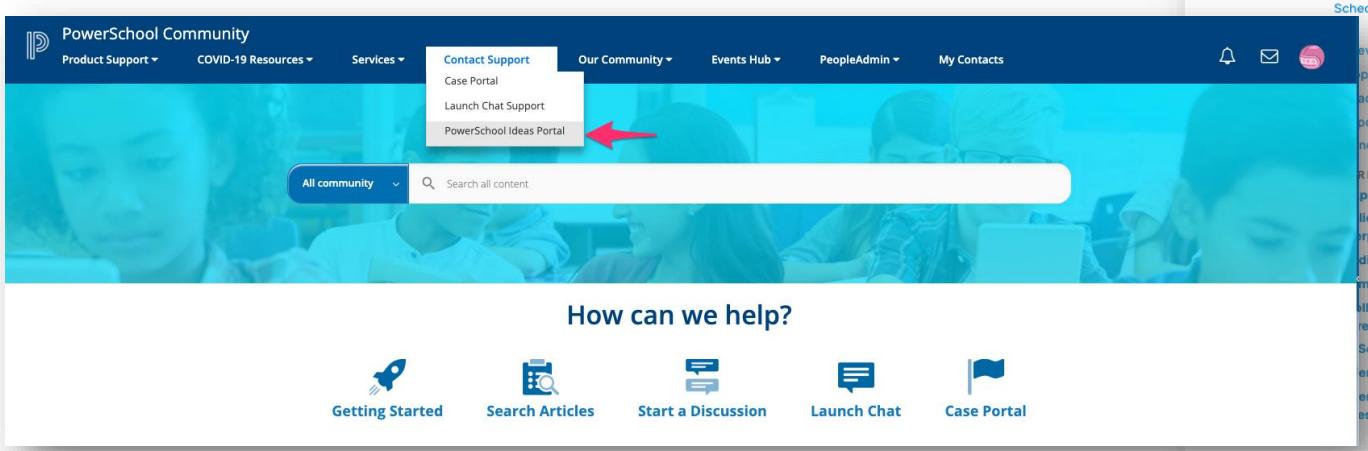


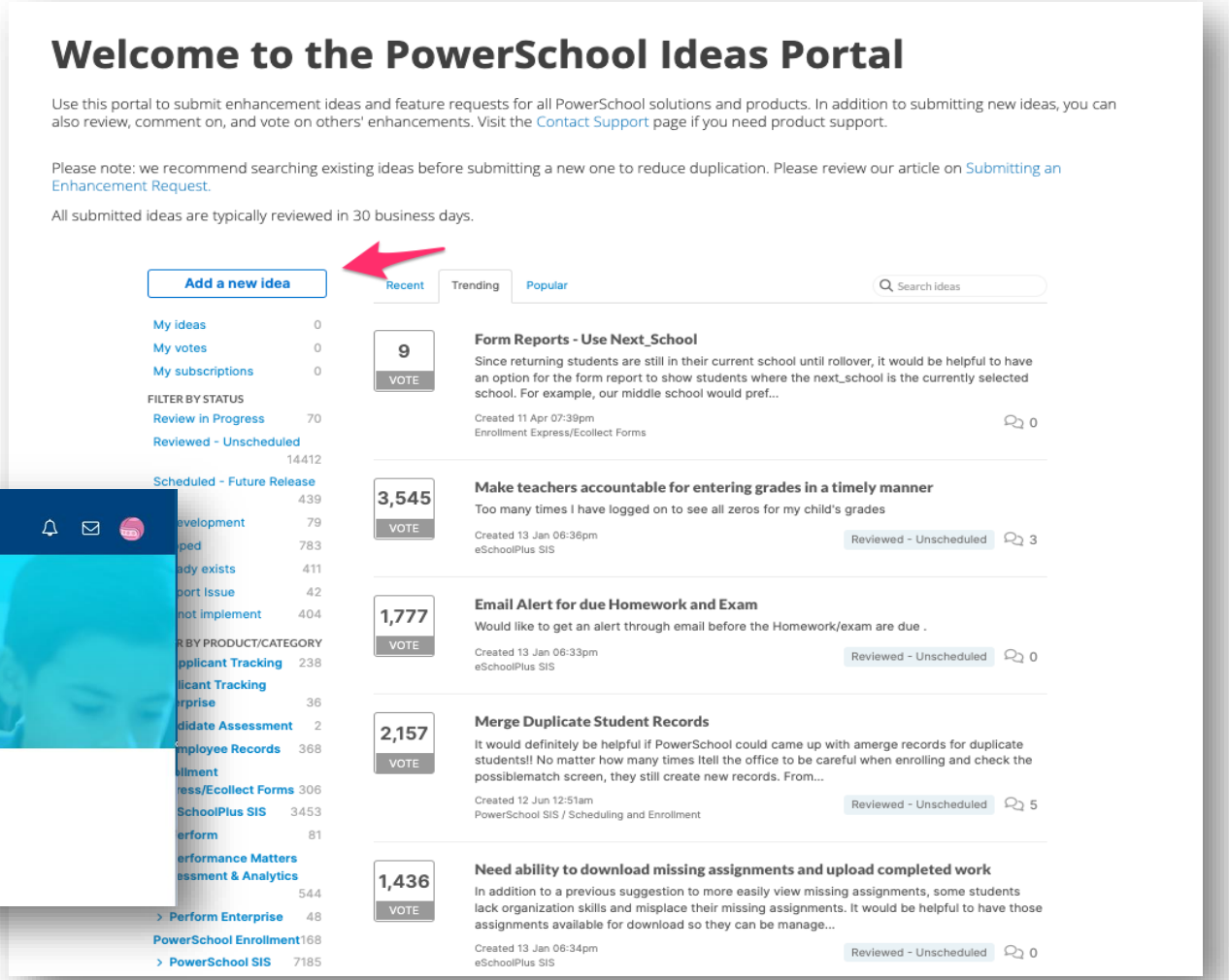


Ideas Portal

Submit an enhancement request

- Once logged into the Community, easy access to the PowerSchool Ideas Portal via the top menu
- Add new ideas or upvote, comment on others'
- Track your ideas and your votes





Community Live Demo

THANK YOU!
PowerSchool