



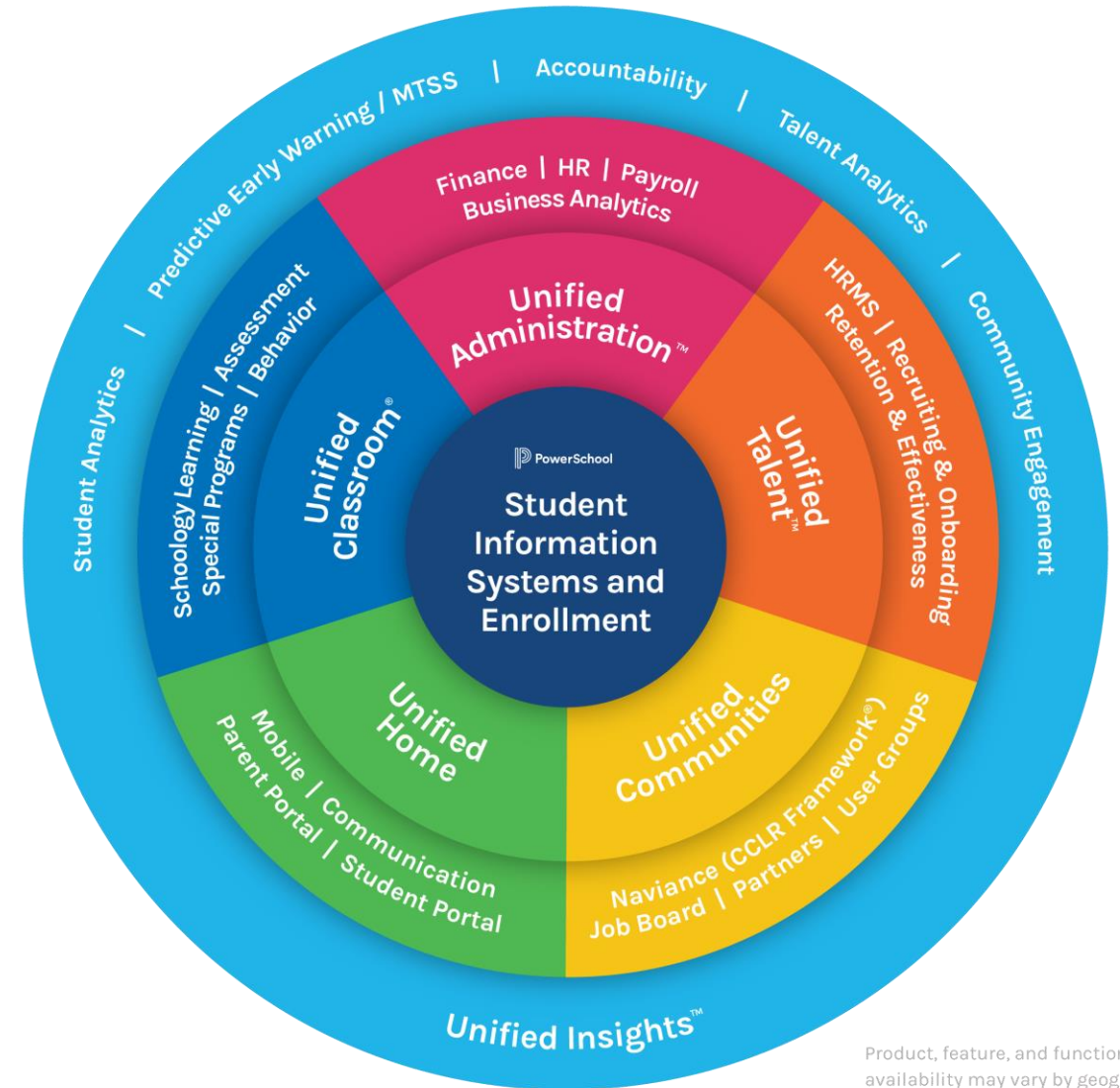
Welcome to PowerSchool Support for SchoolMessenger

December 2023



Agenda

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



Welcome and Introductions



Jamie Harmon
Supervisor, Community Support



Tisha Woodard
VP, Customer Experience

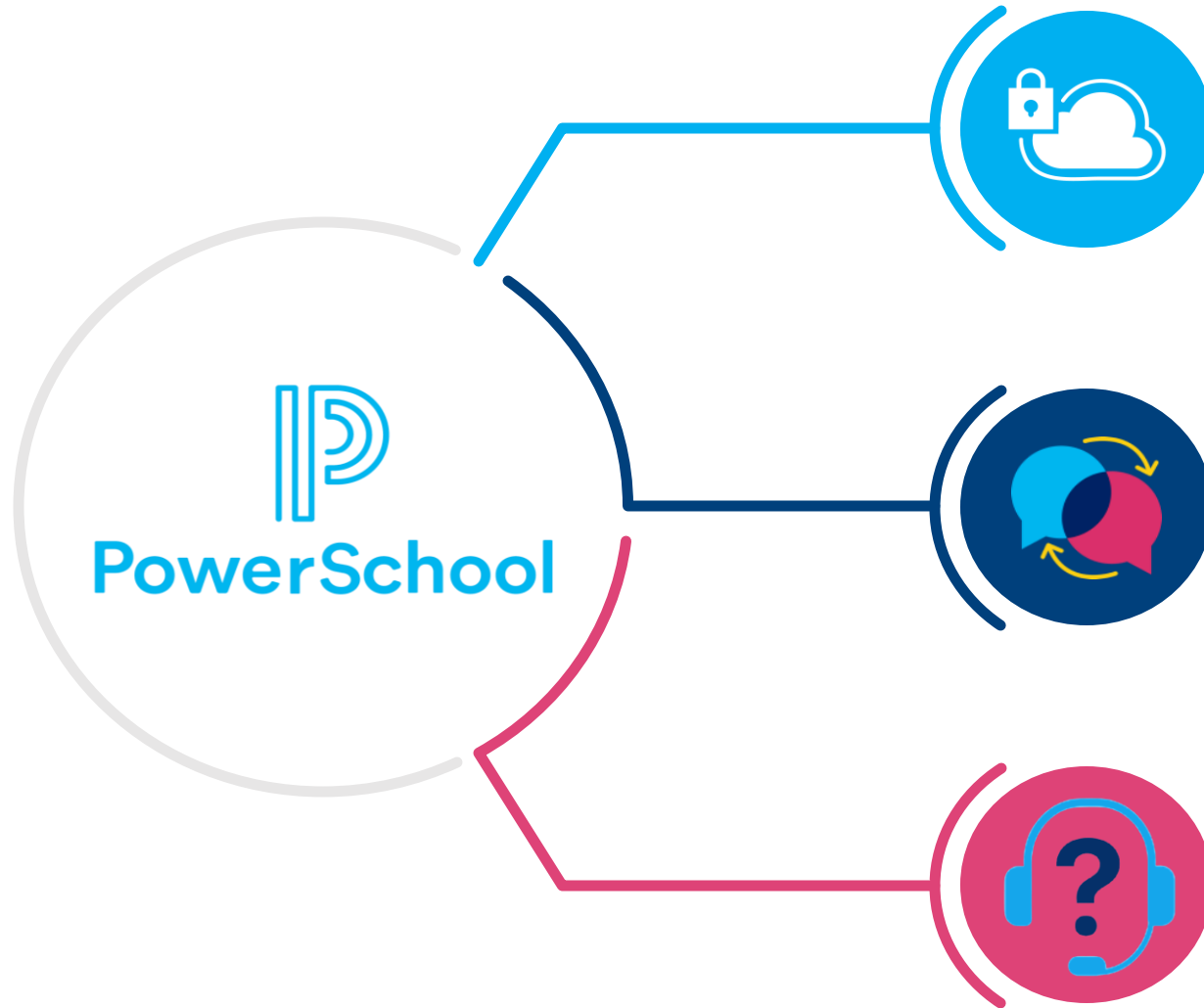


Reshma Manoj
Support Community Moderator II



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

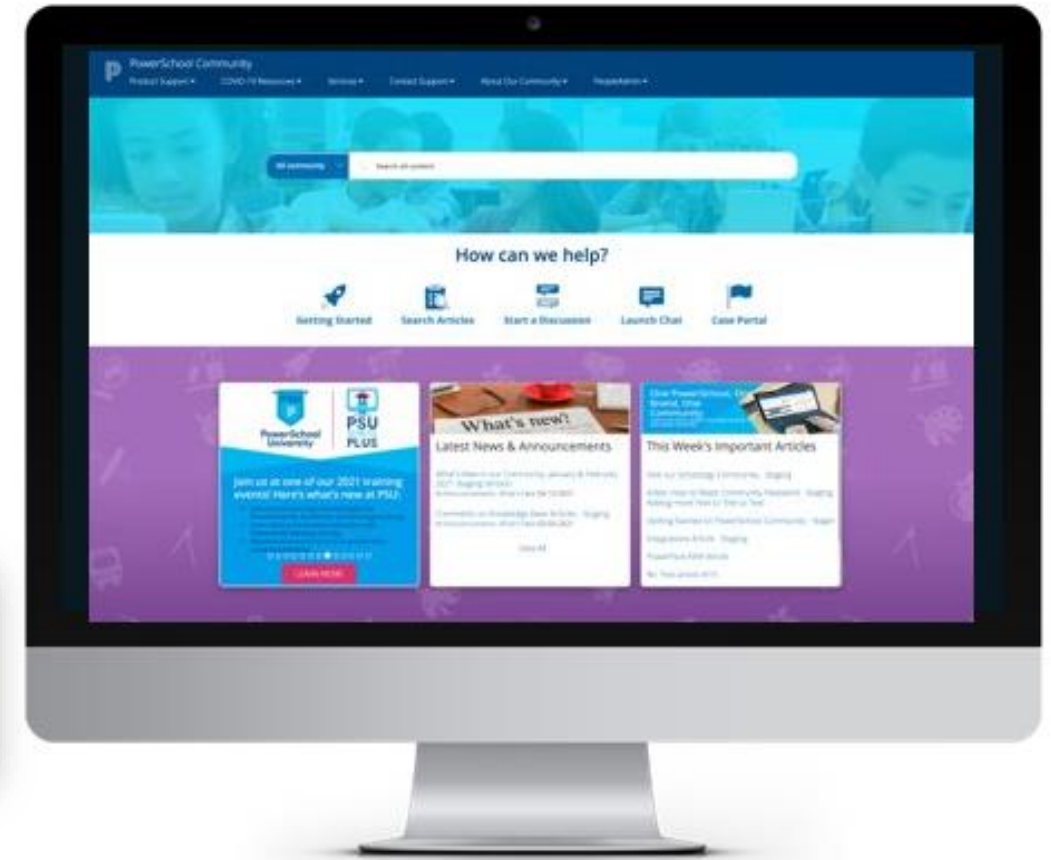
Phone Number: 1 (800) 920 3897

Award-Winning PowerSchool Community

PowerSchool Community Resources:

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

help.powerschool.com



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.*

PowerSchool Community

Products ▾ Events ▾ Support ▾ Services ▾ Our Community ▾ PeopleAdmin ▾

Help Sign In

All community ▾ Search here

*** Username** ⓘ

Your username must be at least two characters long. You can use letters, numbers, dashes, and underscores.

*** New password**

*** Re-type password**

*** Email**

*** Re-type email**

Keep me signed in

*** Are you 13 or older?**

Terms of Service

Terms of Use

This PowerSchool Community website (this "Site") is brought to you ("User") by PowerSchool Group LLC ("PowerSchool" or "we").

Your use of this Site is subject to all terms and policies posted on this Site (including the Privacy Policy and the

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

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

The screenshot shows the 'SchoolMessenger Communicate' page on the PowerSchool Community. The page features a dark blue header with navigation links: Products, Events, Support, Services, Our Community, and PeopleAdmin. A search bar is present with a dropdown for 'This category' and a search input field. Below the search bar, there are three quick links: 'Getting Started' (rocket icon), 'Contact Support' (flag icon), and 'Ideas Portal' (lightbulb icon). A list of two items is displayed: 'SchoolMessenger Communicate Forum' with 2 posts and a date of 12-06-2023 10:26 AM, and 'SchoolMessenger Communicate Knowledge Bases' with 2 posts and a date of 12-05-2023 03:36 PM. The page is powered by Khoros.

Item	Posts	Date
SchoolMessenger Communicate Forum	2	12-06-2023 10:26 AM
SchoolMessenger Communicate Knowledge Bases	2	12-05-2023 03:36 PM



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 go to the Full Search Page

SchoolMessenger Communicate

This category ▾

-  **Outreach Parent Flyer**
Last Updated: 12/5/2023 8:36 PM
Description: Your local school district has contracted with PowerSchool, provider of SchoolMessenger Solutions such as Communicate for parental outreach, emergency broadcasts, student attendance alerts and other c...
Forum: SchoolMessenger Communicate
-  **Sample Outreach Introduction to Parents**
Last Updated: 12/5/2023 8:35 PM
Description: 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 conten...
Forum: SchoolMessenger Communicate

Home > Products > A

Results

Home > Search > Results


Advanced Search 📄 ⭐ 📄 Relevance


All Content **Community Stage** YouTube Users

Sources ▾
 Knowledge Base 2

Products ▾
 SchoolMessenger Co... 2

Showing page 1 of 1 of 2 results (2.121 seconds).
Clear all
Index: Community Stage X

Outreach Parent Flyer Knowledge Base 
<https://staging.help.powerschool.com/t5/SchoolMessenger-Communicate/Outreach-Parent-Flyer/ta-p/2064>
contracted with PowerSchool, provider of SchoolMessenger Solutions such as Communicate for parental outreach....
Created Date 12/5/2023 12:36 PM **Kudos** 0 **Replies** 0 **Views** 1

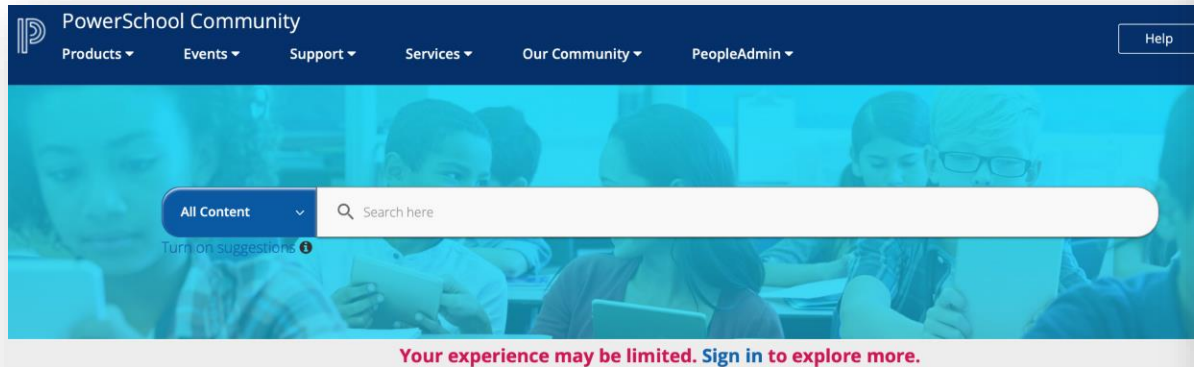
Sample Outreach Introduction to Parents Knowledge Base 
<https://staging.help.powerschool.com/t5/SchoolMessenger-Communicate/Sample-Outreach-Introduction-to-Parents/ta-p/2062>
Was this Article Helpful? Kudo this article if you found it helpful. It will help others find this r...
Created Date 12/5/2023 12:35 PM **Kudos** 0 **Replies** 0 **Views** 1

Results per page 10 ▾

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



How can we help?

- Getting Started
- Search Tips
- Start a Discussion
- Contact Support
- Ideas Portal

Name: *

Email: *

What may we assist you with today? *

Product *

SchoolMessenger PermissionClick (Mon-Fri 5a-5p PT)

Are you 13 years old or older? *

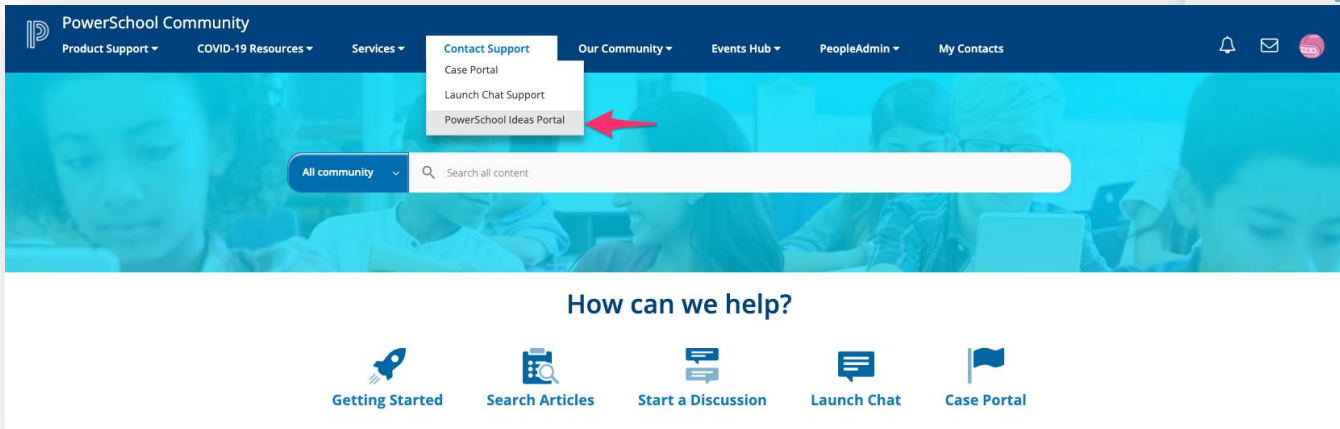
Please provide a brief detailed statement of your inquiry * 1000 Characters Remaining.

Describe your inquiry in 1000 characters or less.

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



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 displays the PowerSchool Ideas Portal interface. At the top, there is a navigation bar with 'Add a new idea' (highlighted by a red arrow), 'Recent', 'Trending', and 'Popular' tabs, and a search bar labeled 'Search Ideas'. Below this is a list of ideas, each with a vote count and a 'VOTE' button. The ideas listed are:

- Form Reports - Use Next_School**: 9 votes. Description: Since returning students are still in their current school until rollover, it would be helpful to have an option for the form report to show students where the next_school is the currently selected school. For example, our middle school would pref... Created 11 Apr 07:39pm. Status: Enrollment Express/Ecollect Forms. Comments: 0.
- Make teachers accountable for entering grades in a timely manner**: 3,545 votes. Description: Too many times I have logged on to see all zeros for my child's grades. Created 13 Jan 06:36pm. Status: eSchoolPlus SIS. Comments: 3.
- Email Alert for due Homework and Exam**: 1,777 votes. Description: Would like to get an alert through email before the Homework/exam are due. Created 13 Jan 06:33pm. Status: eSchoolPlus SIS. Comments: 0.
- Merge Duplicate Student Records**: 2,157 votes. Description: It would definitely be helpful if PowerSchool could come up with a merge records for duplicate students! No matter how many times I tell the office to be careful when enrolling and check the possiblematch screen, they still create new records. From... Created 12 Jun 12:51am. Status: PowerSchool SIS / Scheduling and Enrollment. Comments: 5.
- Need ability to download missing assignments and upload completed work**: 1,436 votes. Description: In addition to a previous suggestion to more easily view missing assignments, some students lack organization skills and misplace their missing assignments. It would be helpful to have those assignments available for download so they can be manage... Created 13 Jan 06:34pm. Status: eSchoolPlus SIS. Comments: 0.

Community Live Demo



THANK YOU!

