

Welcome to the Special Programs PowerSchool PowerUps!



PowerUps

January 10, 2023

Meet the Team

Robyn Skidmore

Education Impact Consultant II

- Retired educator - 26 years
 - Special Educator
 - Reading Specialist
- PowerSchool - 3 years
- Special Programs - 2 years



Special Programs Support



- Our Support Team is on the call to assist with technical questions.
- Please submit your questions into the Q&A during presentation.
- There will be time for additional Q&A at end of the session.

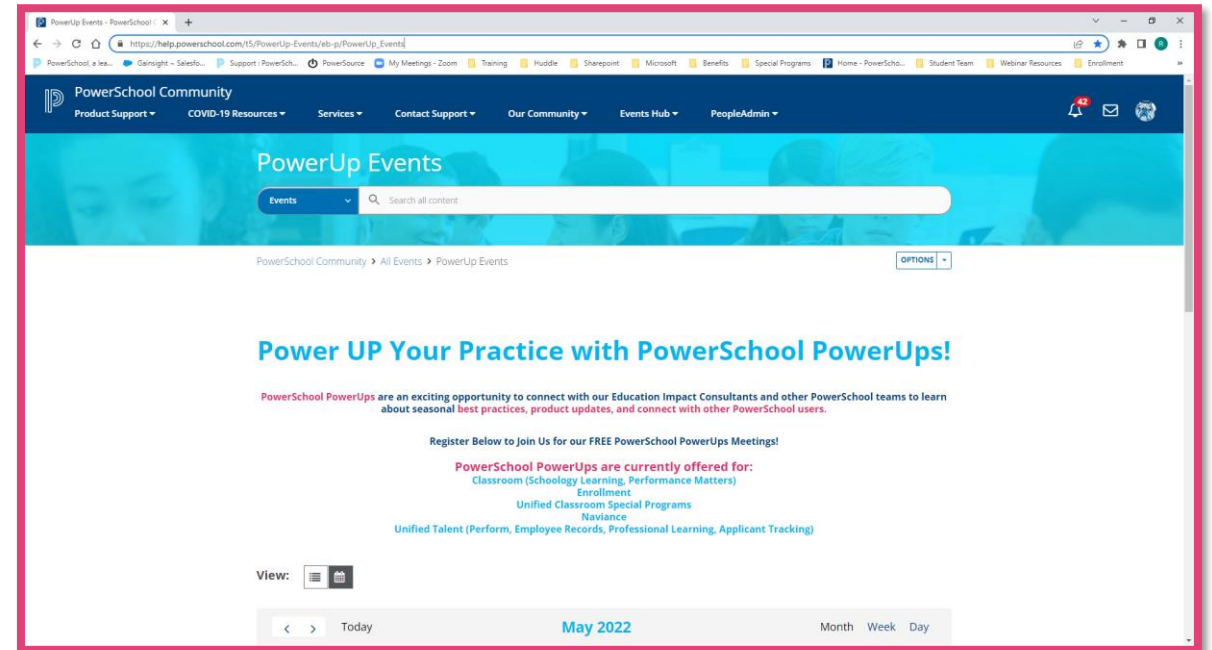
Today's Agenda

- **New Features:** PowerSchool Special Programs Version 22.11.0.0
- **Back to Basics**
 - **Community How-To and Best Practices**
 - Technical Contacts
 - Special Programs Events
 - Product Support
 - Services
 - Support
 - **Hot Topics**
 - Communications Tab: Messages and Announcements
 - Student Profile: Contact Records
 - **Feature Focus**
 - Review and Acknowledge
- **Closing and Next Meeting Information**



PowerSchool PowerUp Events Page

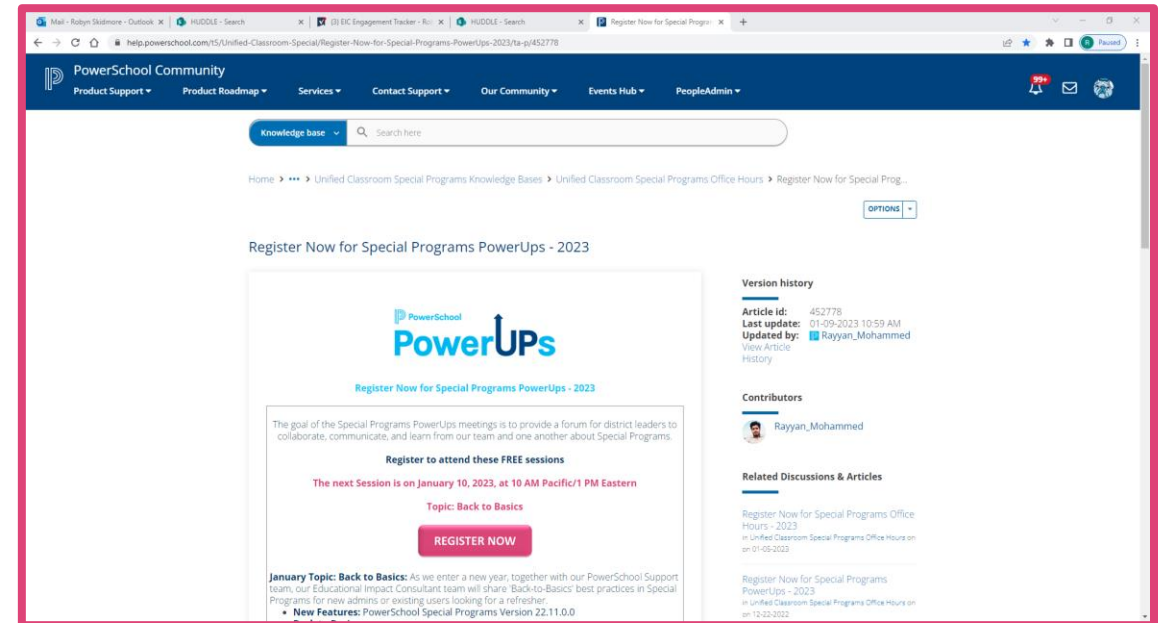
- Register for any upcoming PowerSchool PowerUp Events!
 - *Events Hub > All Events > PowerUp Events*
- PowerUps are currently offered for:
 - Classroom (Schoology & Performance Matters)
 - Unified Classroom Special Programs
 - Naviance
 - Enrollment
 - Talent (Professional Learning, Applicant Tracking, Records and Onboarding, Perform)
 - Unified Insights



Special Programs PowerUps in PowerSchool Community

PowerSchool Special Programs Community Page

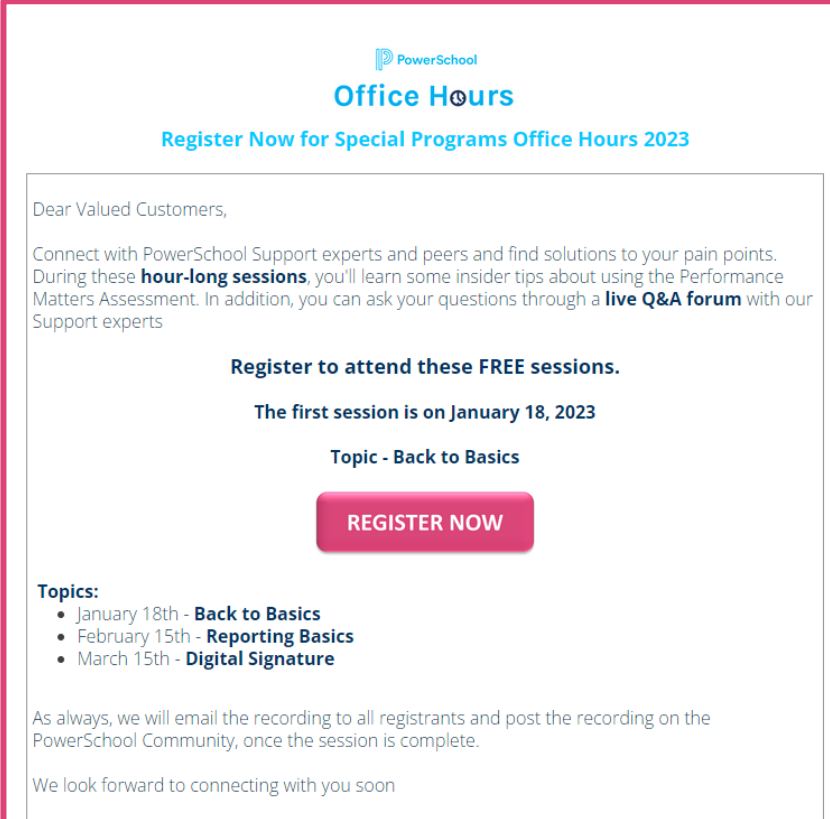
- Find resources shared by EICs
- View updates
- Access Recordings
- Register for PowerSchool Special Programs PowerUp events



Unified Classroom Special Programs Office Hours

Register for upcoming Office Hours Events!

- *Events Hub > All Events > Unified Classroom Special Programs Events*
- Join us to:
 - Connect with PowerSchool experts and peers
 - Find the solutions to your pain points
 - Learn some insider tips for using Special Programs
 - Receive answers to your questions in real-time through our live Q&A forum



The screenshot shows an email from PowerSchool titled "Office Hours" with the subject "Register Now for Special Programs Office Hours 2023". The email content includes a greeting to valued customers, an invitation to connect with support experts, and details about "hour-long sessions" for free. It highlights the first session on January 18, 2023, with the topic "Back to Basics". A prominent pink "REGISTER NOW" button is displayed. Below the button, a list of topics is provided: January 18th - Back to Basics, February 15th - Reporting Basics, and March 15th - Digital Signature. The email concludes with a note that recordings will be emailed and posted on the PowerSchool Community, and a closing statement: "We look forward to connecting with you soon".

PowerSchool
Office Hours
Register Now for Special Programs Office Hours 2023

Dear Valued Customers,

Connect with PowerSchool Support experts and peers and find solutions to your pain points. During these **hour-long sessions**, you'll learn some insider tips about using the Performance Matters Assessment. In addition, you can ask your questions through a **live Q&A forum** with our Support experts

Register to attend these FREE sessions.

The first session is on **January 18, 2023**

Topic - **Back to Basics**

REGISTER NOW

Topics:

- January 18th - **Back to Basics**
- February 15th - **Reporting Basics**
- March 15th - **Digital Signature**

As always, we will email the recording to all registrants and post the recording on the PowerSchool Community, once the session is complete.

We look forward to connecting with you soon

Your Feedback is Important!

Wish there was enough time for Q&A as we learn more on the experiences and issues that users are experiencing in a day-to-day use of the program.

I entered a question into the Q&A and someone replied, but it did not answer my question.

Monthly PowerUps in 2023 will be great!

Just love the new format of these – very understandable, relatable and great topics.

I would love some PowerSchool PowerUps on building reports.

Keep listing the information to be covered on each one. There are sometimes other people I like to have watch these and ask questions.

Platform Release Highlights

Version SPPL 22.11.0.0

Release Date: December 16, 2022

Resolved Issues

Audit Log

- Resolved an issue that prevented authorized administrative users from accessing audit log partitions

Digital Signature

- Resolved an issue where the Digital Signature request took longer than anticipated

Digital Signature – Email Blurb

- Resolved an issue where admin edits to the email blurb were not included in signature request emails

Student Document

- Resolved an issue where the Document Templates menu option was not navigating to the document template page
- Staff must have the security setting for translating document templates to access this menu option.

Student Count Worksheets

- Resolved an issue with the student count worksheets regarding the display of accurate FTE on staff caseloads.

New Features and Enhancements

Digital Signature - Restart Signature

- Staff can restart the signature process from the Digital Signature Details dialog.
- Using the restart option, you can change the routing order; change a signer's email address, name, or preferred language; or opt a signer out of the signing process without having to void and delete the signature request

Special Programs 22.11.0.0

PowerSchool Special Programs version 22.11.0.0 is available as of December 16, 2022.

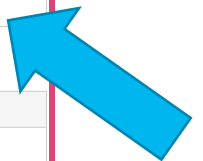
- New Features and Enhancements
- Resolved Issues

New Features and Enhancements

Category	Release Note	Learn More
Digital Signature: Restart Signature	Staff can restart the signature process from the Digital Signature Details dialog. Using the restart option, you can change the routing order, change a signer's email address, name, or preferred language, or opt a signer out of the signing process without having to void and delete the signature request.	Digital Signature Details

Resolved Issues

Category	Release Note
Audit Log	Resolved an issue that prevented authorized administrative users from accessing audit log partitions.
Digital Signature	Resolved an issue where the Digital Signature request took longer than anticipated.
Digital Signature: Email Blurb	Resolved an issue where admin edits to the email blurb were not included in signature request emails.
Student Document	Resolved an issue where the Document Template Translation menu option was not navigating to the document template page. Staff must have the security settings for translating document templates to access this menu option.



Back to Basics

Community Best Practices

What is an authorized
Technical Contact?

Can I get Support
assistance through
Community?

How can I get
notifications for my
state?

My district needs
additional training.
Where can I find
this information?

Where can I find
information for
Special Programs
events?

Where can I go in
Community to ask a
questions specific to
Special Programs?

I need quick Product
Support for Special
Programs.

Community Best Practices

Technical Contacts can...

- Access product Knowledge Base articles
- Collaborate and Interact with peers in discussion forums
- Subscribe to Product updates
- Launch Chat Support
- Create and manage cases within Community Case Portal

What is an authorized
Technical Contact?
How do I become a
Technical Contact?

I do not have access to product-specific resources or the Case Portal.

- Reach out to a Technical Contact in the school or district
- Create your account using your staff email address
- Allow up to 24 hours to gain access



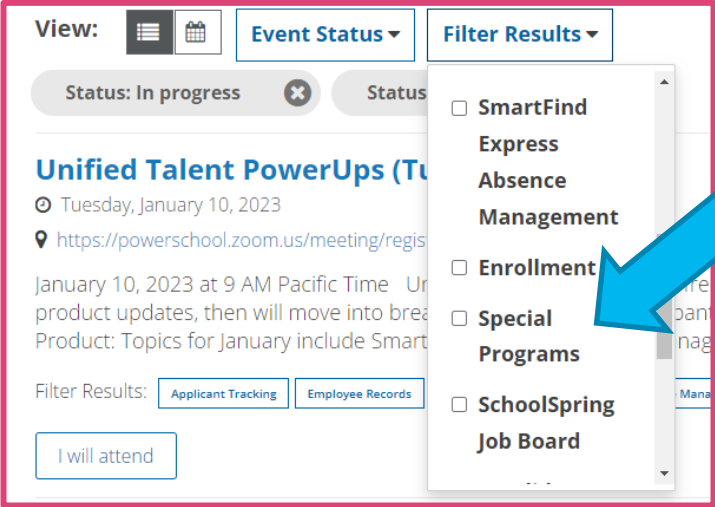
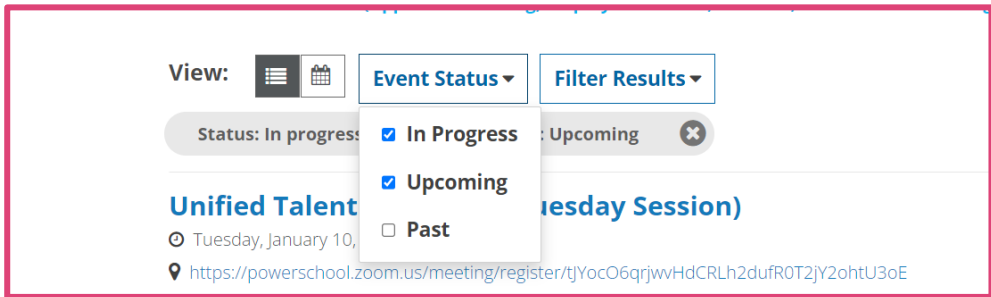
Knowledge is Power!

Not a technical contact but believe you should have this access?

Email businessoperations@powerschool.com!

Community Best Practices

Where can I find information for Special Programs events?



Knowledge is Power!
Access the Events Hub to find upcoming PowerUps and Office Hours.
Events Hub > All Events > PowerUp Events
Events are filterable by product and by status. Choose from In Progress, Upcoming, or Past events.

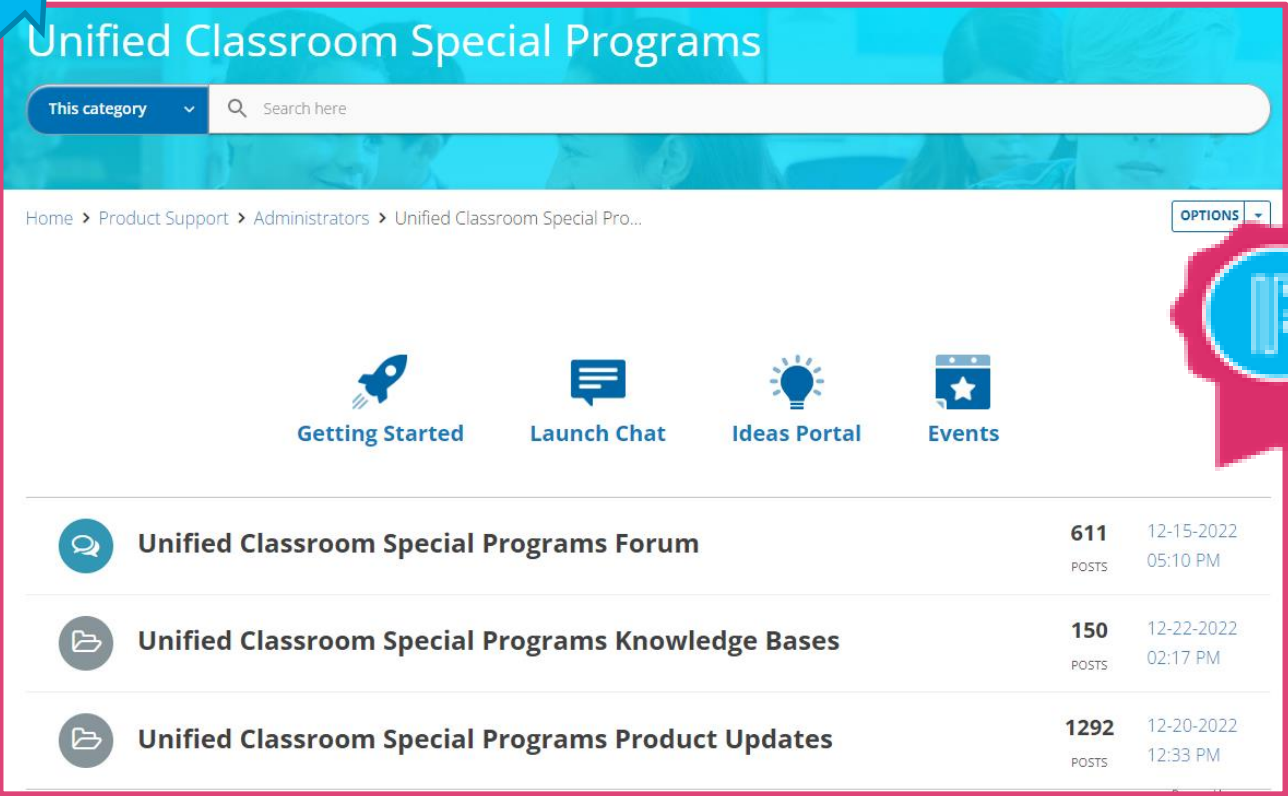
Community Best Practices

I need quick Product Support for Special Programs.



PowerSchool Community

- Product Support ▾
- Product Roadmap ▾
- Services ▾
- Contact Support ▾
- Our Community ▾
- Events Hub ▾
- PeopleAdmin ▾






Unified Classroom Special Programs

This category ▾ Search here

Home > Product Support > Administrators > Unified Classroom Special Pro... OPTIONS ▾

- Getting Started
- Launch Chat
- Ideas Portal
- Events

	Unified Classroom Special Programs Forum	611	12-15-2022
		POSTS	05:10 PM
	Unified Classroom Special Programs Knowledge Bases	150	12-22-2022
		POSTS	02:17 PM
	Unified Classroom Special Programs Product Updates	1292	12-20-2022
		POSTS	12:33 PM



Knowledge is Power!
Get involved by subscribing to Forums, posting your own questions, and replying to posts from other users.

Community Best Practices

Unified Classroom Special Programs

This category Search here

Home > Product Support > Administrators > Unified Classroom Special Pro... OPTIONS

Getting Started Launch Chat Ideas Portal Events

Unified Classroom Special Programs Forum	611 POSTS	12-15-2022 05:10 PM
Unified Classroom Special Programs Knowledge Bases	150 POSTS	12-22-2022 02:17 PM
Unified Classroom Special Programs Product Updates	1292 POSTS	12-20-2022 12:33 PM

Powered by Khoros

Unified Classroom Special Programs Provincial or State Release Notifications (978 Articles)

- PSSP Michigan Customer Advisory Board...
- PSSP Idaho Release SPSM-ID_22.12.1.0...
- Virginia PSSP Advisory Meeting -...
- PowerSchool Special Programs -...
- New Jersey PSSP Release scheduled for...

Filter Results

Please Choose One

- SP Ontario
- SP Oregon
- SP PA
- SP Pennsylvania
- SP Rhode Island
- SP Texas
- SP Utah

PowerSchool Team

How can I get notifications for my state?

Unified Classroom Special Programs Platform Release Notifications (76 Articles)

- Unified Classroom Special Programs... Platform Release 22.11.0.0 - To be...
- Unified Classroom Special Programs -...
- Unified Classroom Special Programs... Platform Release 22.6.4.0 - Released...
- Unified Classroom Special Programs...



Knowledge is Power!

Subscribe to state- or province-specific product updates to receive notifications via email.

Adjust notifications in your Community Profile settings.

Community Best Practices

My district has Training and Services needs. Where can I find this information?



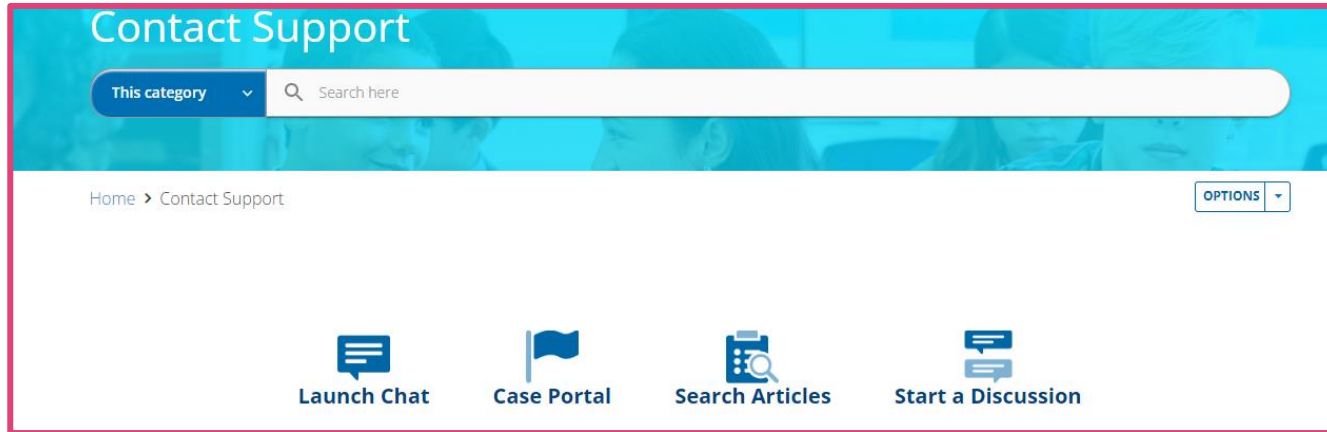
Customer Education

Product Tailoring: Customizations



Keys to Ownership

Support Best Practices



Can I get Support assistance through Community?

- **By phone:** Connect for issues with significant impact causing functional limitations, data loss, or security breach.
- **Launch Chat** through your desktop or laptop computer, as Android and iOS devices may disconnect from chat.
- Check your **Case Portal** for communication from Support. Cases will be closed after **four business days** if no response has been received.

Support Best Practices: Case Creation

Which Solution Can We Help You With Today?

Product

Select Product

Subject

Subject

Knowledge is Power!

Setting Priority:

- 0 = Urgent (system outages, data loss, security breach, backup issue)
- 1 = Significant impact causing functional limitations and submission deadlines
- 2 = System is fully operational, but user is experiencing issues (most common priority)
- 3 = Issues are minimal or have no impact



*** Account**
Select from the list below or start typing to locate your Account.

Select Account

Subject

test

*** Product**
Select from the list below or start typing to locate your Product.

Select Product

*** Priority**

P3- Low - General how-to / Display issue / Other issues

*** Business Impact**

Not Business Critical

*** Data Access Permission**

Select an option

*** Description**

Secure Data for Troubleshooting Only

Drag and drop here or [browse files to attach](#)
Maximum size: 25 MB • Maximum attachments allowed: 4

Cancel Save

Asking for Help – Don't Forget to Say PLEASE!

P – People Impacted

- What are the names, roles, and email addresses of the impacted user(s)? How many people are impacted?

L – Links

- Provide links to where the issue is occurring and the step-by-step clicks you took to produce this behavior or error.

E – Expected Behavior

- What are you trying to accomplish? What are you expecting to see occur?

A – Actual Behavior

- What is happening? What is the problem or question?

S – Screenshots/Screencasts

- The more visuals, the better!

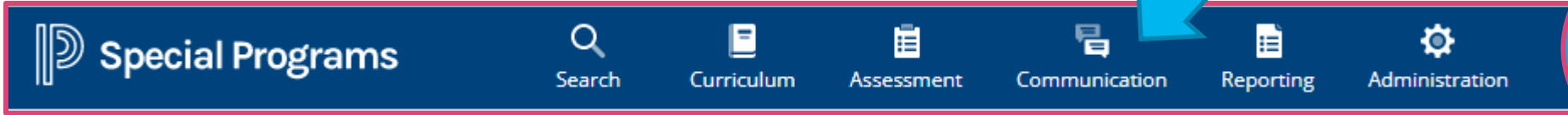
E – Effect on Workflow

- How does this issue affect your workflow? Does the issue interfere with daily tasks? Are there any deadlines threatened by this issue?

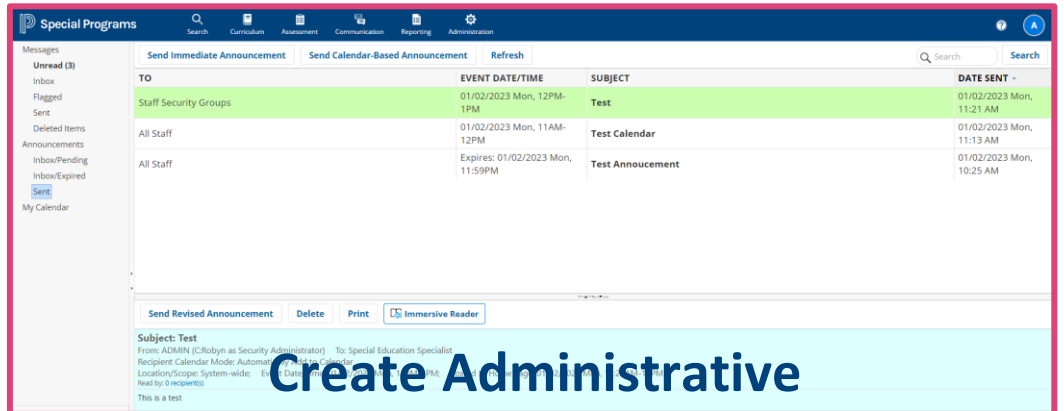
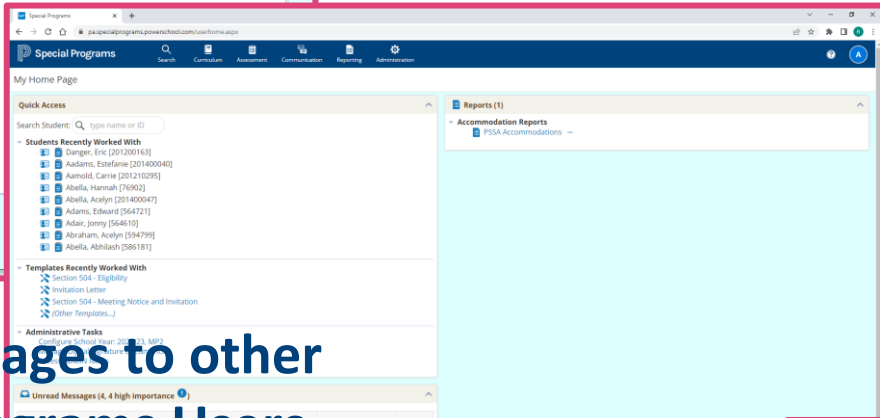
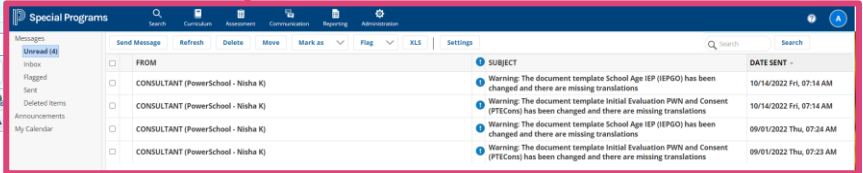
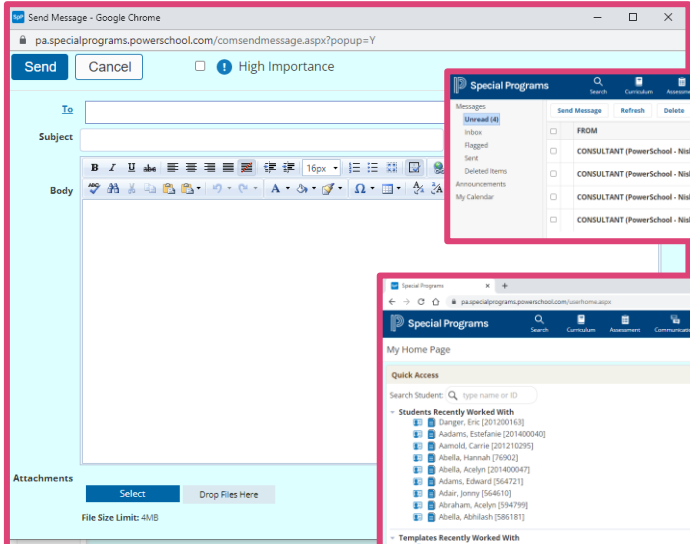


Hot Topics

Communications Tab

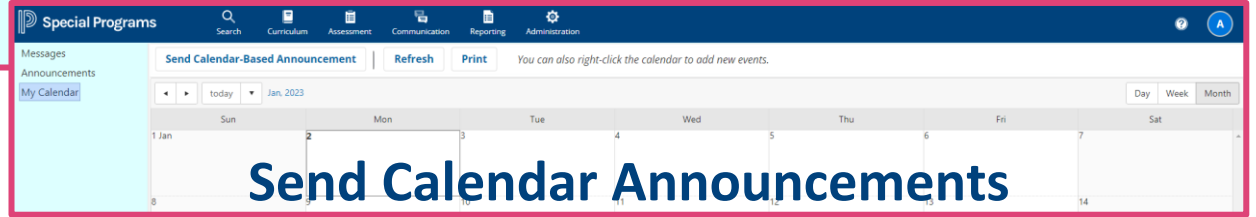


How can I communicate more effectively with other Special Programs users?



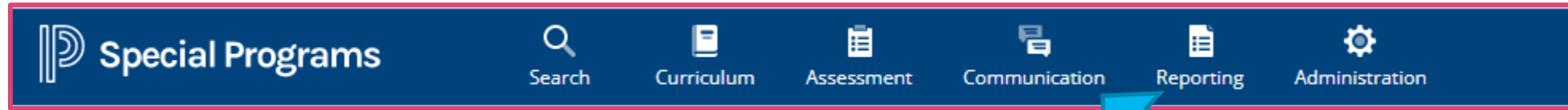
Send Messages to other Special Programs Users, including Staff, Parents, and Students

Create Administrative Announcements



Send Calendar Announcements

Communications Tab: Messages



Sending a Message

- Special Programs provides easy look-up of a User ID using the To field hyperlink

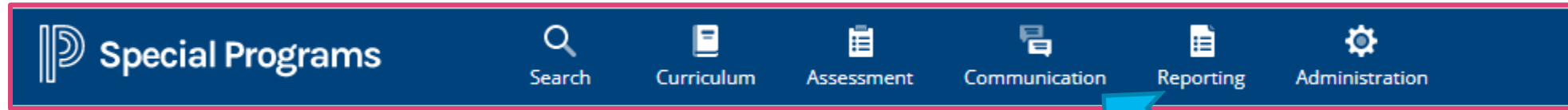
Forward a Message

- Only if integrated with an email server
- Notification message will hyperlink to the entire message in Special Programs
- PII security should always be of most importance

Messaging Groups

- Send messages to same group of people

Communications Tab: Announcements



- Send an Announcement to staff at a **specific location** or **system-wide**
- Must have necessary **security permissions** to send an Announcement
- Can be sent to **one or more security groups** and student/parent users if logins have been enabled
- **Immediate** vs. **Calendar** Announcements

Student Profile: Contact Records

The screenshot displays the Special Programs software interface. At the top, a navigation bar includes icons for Search, Curriculum, Assessment, Communication, Reporting, and Administration. Below this, a search bar shows 'IEP Jonny Adair (564610)'. A secondary navigation bar contains tabs for Profile, Documents, Workflow Cases, Events, Assessment History, Portfolio, and Security. The main content area is divided into sections: Demographics/Enrollment/Contact Info, Student Information, Primary Language Spoken, and Race/Ethnicity. A dropdown menu is open over the 'More' button in the Demographics section, listing various options such as RTI, Eligibility, Placement, and Contact Records. A blue arrow points to the 'Contact Records' option. An inset window shows the 'Editing Profile: Jesse Avila (73639020) Section: Contact Records' form, which includes fields for Student Name, Contact Date, Contact Method, Contact Staff Reference, Result, and Source Document, along with 'Accept Changes' and 'Cancel Editing' buttons.

Feature Focus: Review and Acknowledge

Review and Acknowledge

My Home Page > 504 IEP Estefanie Aadams (201400040) > Documents > Final: *Active* School Age IEP (Progress Monitoring Practice, 2022-23)

← → IEP Cover Page ↘

Navigate To... More...

Child's Name: Estefanie Aadams

- Submit Document for Digital Signature
- Send Message With Document
- Review and Acknowledge
- Compare With Previous Document
- Inspect Document Values
- View Past Document

IEP Team Meeting Date:

IEP Implementation Date (P

Anticipated Duration of Ser

School Age Individ Appl

Estefanie Aadams (201400040) > Documents > Final School Age IEP > Review and Acknowledge

Final School Age IEP for Estefanie Aadams (201400040): Progress Monitoring Practice

User(s) who have acknowledged they have reviewed this document:
None

To acknowledge you have reviewed this document, review the entire document below and then acknowledge that at the bottom.

Acknowledgements not yet received:
None

I have reviewed this entire document and now acknowledge that by providing my password, known only to me.

Password:

Acknowledge



Knowledge is Power!

Access Review and Acknowledge with appropriate Security and if the document is *Finalized*.

Next Steps and Additional Resources

Special Programs 2023 PowerUp Events and Office Hours

January 18: *Office Hours - Back to Basics*

February 14: *Special Programs PowerUp*

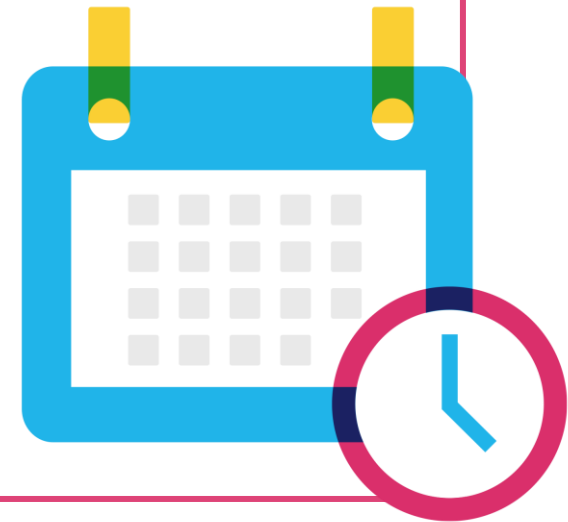
February 15 : *Office Hours*

Topic: *Reporting*

March 14: *Special Programs PowerUp*

March 15 : *Office Hours*

Topic: *Digital Signature*



Please Share Your Feedback!

- You will be asked to take a **short survey** when leaving the Zoom Meeting
- Help us help you – We value **your feedback** and use it to create future sessions



Next Steps

- **Connect with colleagues** in PowerSchool Community page.
- **Updates will be shared by EICs** via in the PowerSchool Community Page.
- **Monthly email reminder** to join our next PowerUp Meeting.
- **Register for Upcoming PowerUps Today!**



Become a PowerSchool Champion!

PowerSchool Champions connect, share and learn with others in solution-specific communities. We share our expertise as teachers, administrators, technology directors, or talent leaders. We engage in interesting activities to accumulate points, collect badges, and earn fantastic rewards. Joining the Champions community provides:

- **Community** • Join an exclusive group of school and district leaders
- **Engagement** • Share your expertise and give product feedback
- **Opportunity** • Earn rewards like swag, cool opportunities, event attendance, and more
- **Growth** • Advance professionally, build your PLN and increase your Ambassador Program eligibility

Visit powerschool.com/champions and SIGN UP or email champions@powerschool.com if you have questions!



 PowerSchool

CHAMPIONS



PowerSchool

Thank you for your Partnership!



Resources

PowerSchool Community	In-Platform User Help
PowerSchool Community	Communications and Calendar
Special Programs PowerUps 2023 Series Registration	Review and Acknowledge
PowerUp Events (All Products)	Digital Signature Details
Technical Contacts	
Contact Support	
Case Portal Priority Definitions	
Subscriptions and Notifications	

Resources

Special Programs Release Notes	Office Hours	Special Programs PowerUps
Platform Release 22.11.0.0	Office Hours 2020 Series	Special Programs PowerUps 2022 Series
	Office Hours 2021 Series	
	Office Hours 2022 Series	