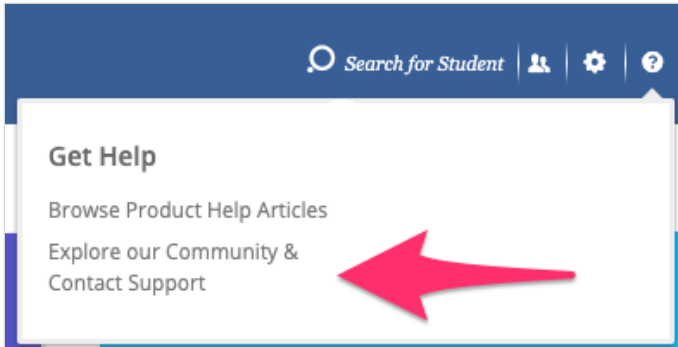


## PowerSchool Community for Naviance Customers

### Accessing Community and Support

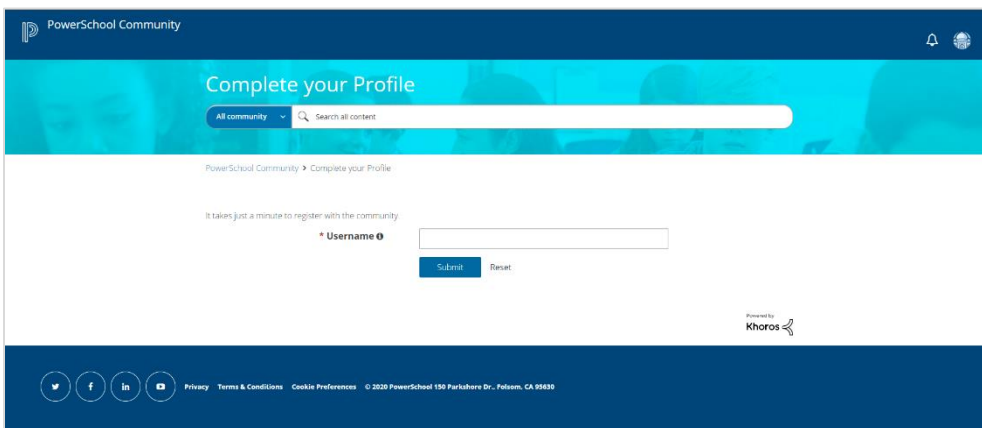
- 1) Log into Naviance
- 2) Click on **Help (?)** in the top right hand-side of the page
- 3) Select **Explore our Community & Contact Support**



- 4) This direct link will take you to the new Naviance page on our PowerSchool Community. Using this link will allow you access without any additional logins required.

For all subsequent visits to the Community, you will start from this help menu and this link.

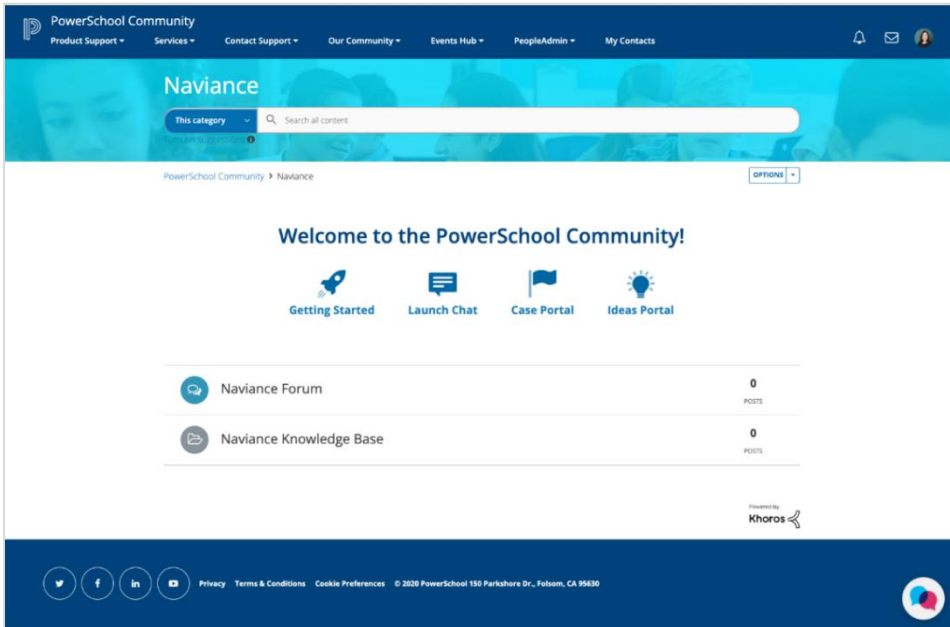
- 5) With this update, you will now see an option to select a username to complete your profile. This will allow you to fully use our community resources and engage in our Forums.



*Please note: if you have multiple accounts in Naviance under different emails, you may be prompted to complete a unique profile for each of your accounts. You will see information for that specific account, including any associated cases.*

### Naviance Resources on PowerSchool Community

- 1) This is the page that will be your starting point for all Naviance resources and access to support.
- 2) When you are exploring our community, you can always navigate back to this page by going to **Product Support > Naviance** from the top menu.
- 3) We have added quick links on this page including:
  - a. A **Getting Started** article with helpful FAQs (Frequently Asked Questions)
  - b. **Launch Chat** to connect with a live agent
  - c. **Case Portal** to create and manage your cases
  - d. **Ideas Portal** to submit New Feature requests.



- 4) In addition to quick links, you will also have a **Search** to easily find relevant content
- 5) And a **PowerSchool Assistant** on the bottom right side to help with FAQs.



## Forums and Knowledge Base

- 1) We have migrated **Naviance FAQs, Webinars, Naviance Troubleshooting and eDocs Troubleshooting** to our Community. You will continue to utilize the Naviance Help Center for all other resources.

Knowledge Base Articles

<p><b>Naviance FAQs</b> (7 Articles)</p> <hr/> <p>Q&amp;A: StrengthsExplorer          Q&amp;A: Scattergram          Q&amp;A: RepVisits          Q&amp;A: Clever          Q&amp;A: Counselors</p>	<p><b>Naviance Webinars</b> (23 Articles)</p> <hr/> <p>Video: Back to School with Clever          Video: Back to School with SAML          Video: School - View and Edit a Role's Rights          Video: District - Managing District Roles          Video: School - Creating Custom...</p>
<p><b>Naviance Troubleshooting</b> (45 Articles)</p> <hr/> <p>Troubleshoot: Success Planning          Troubleshoot: Naviance ID          Troubleshoot: Unable to Edit the...          RepVisits Best Practices          IT Requirements for Naviance</p>	<p><b>eDocs Troubleshooting</b> (23 Articles)</p> <hr/> <p>How-To: Bulk Download Application...          Known Error: Parchment Error          Known Error: Common App Error          Known Error: 422.xx Common App Error          Known Error: 400.xx Common App Error</p>

- 2) Navigate to the **Naviance Forum** and **Start a Discussion** to engage with your peers and our Community Team.




**Subject**

**Body** PREVIEW

B I [List Icons] [Link Icon] [Smiley Icon] [Image Icon] [Video Icon] [More Icon]

Hint: @ links to members, content

 **Drag and drop here or [browse files to attach](#)**  
Maximum size: 71 MB • Maximum attachments allowed: 4

Cancel Post


## Create a Support Case


- 1) Navigate to the **Case Portal** either through the link on the Naviance page or from the top menu: **Contact Support > Case Portal**.



## Case Portal

PowerSchool Community > Case Portal

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

 Ask our Community

 Start a Chat

 New Case 

**Case View**

Open Cases ▼

No Cases.

Back to Case Portal

- 2) You can view your Open and Resolved Cases under **Case View**.
- 3) Select **New Case** to start the case submission process.
- 4) You will see our **Helpful Resources Page** with relevant articles
- 5) To create a case, click on **Continue to Case Creation**.

**New Case**

Which Solution Can We Help You With Today?

**Product**

Select Product ▼

Subject 🔍

**Sort By**

Most Viewed ▼

### Continue to Case Creation

- 6) Complete the **Case Form** and **Save** to submit your support request.

If you want to start using PowerSchool AppSwitcher please fill out the [AppSwitcher Request Form](#)

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

Select Account

**Subject**  
Enter a subject

**\*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: 5 MB • Maximum attachments allowed: 5

## Live Chat

You can continue to utilize chat as you currently do. Select the link to Launch Chat from the Naviance page or from the top menu: **Contact Support > Launch Chat Support.**

**First Name**

**Last Name**

**Email**

**Subject: \***  
Enter a Subject

**Product: \***  
Naviance (Mon-Fri 5AM-4PM PT)

**Please provide a brief detailed statement of your inquiry \*** 1000 Characters Remaining.  
Describe your inquiry in 1000 characters or less.

