

Unlock your
PowerSchool
potential

Technical Support Enablement

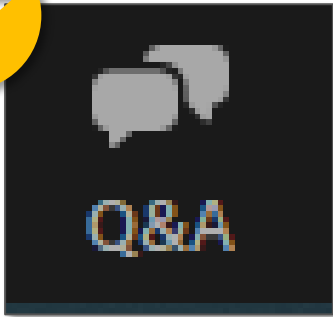
South Carolina Department of
Education

Last updated: 6-30-22



Zoom Communication Tools

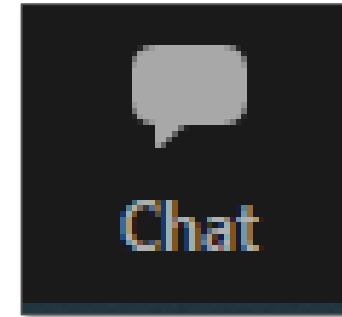
Q&A will be our primary method of communication today.



We may use a poll in this webinar. Please participate if/when you see one appear on your screen.



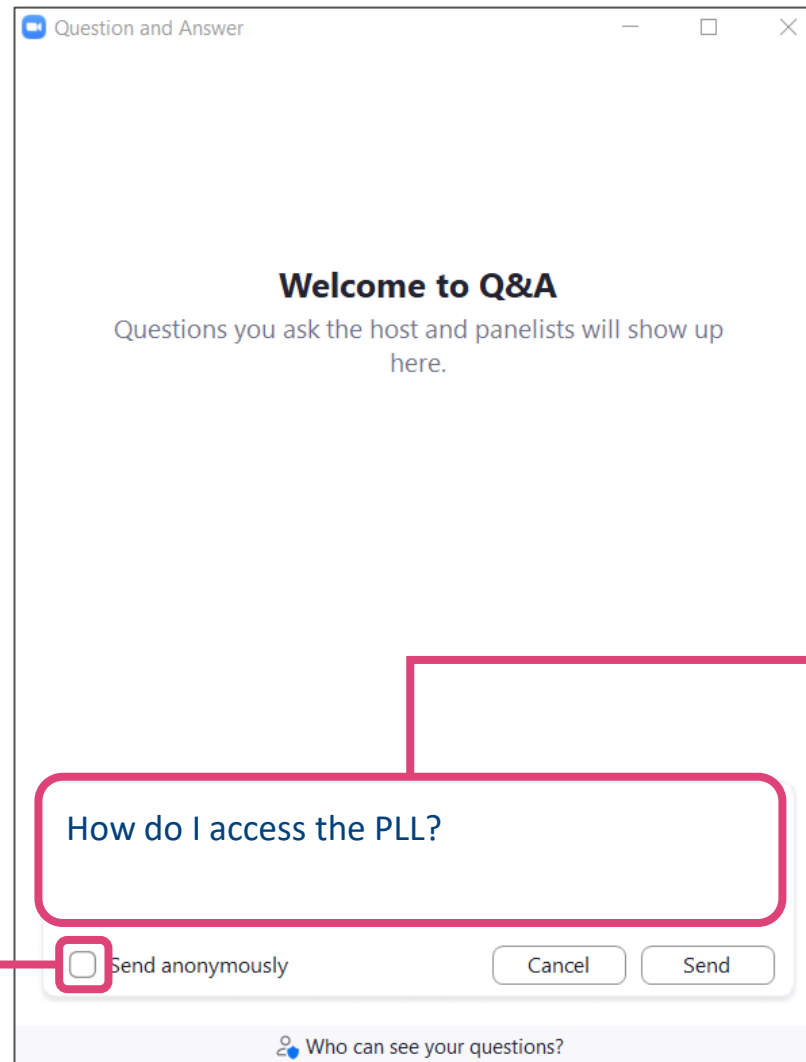
The chat will be disabled during the webinar today. Please use the Q&A instead.



Anatomy of the Zoom Q&A

Check the box to send anonymously, if desired.

Type your question in the box. Click Send when ready.



The screenshot shows the Zoom 'Question and Answer' window. At the top, it says 'Welcome to Q&A' and 'Questions you ask the host and panelists will show up here.' Below this is a text input field containing the question 'How do I access the PLL?'. To the left of the input field is a checkbox labeled 'Send anonymously', which is currently unchecked. To the right of the checkbox are two buttons: 'Cancel' and 'Send'. At the bottom of the window, there is a link icon and the text 'Who can see your questions?'. Red lines connect the callout boxes to the 'Send anonymously' checkbox and the question input field.

Question and Answer

Welcome to Q&A

Questions you ask the host and panelists will show up here.

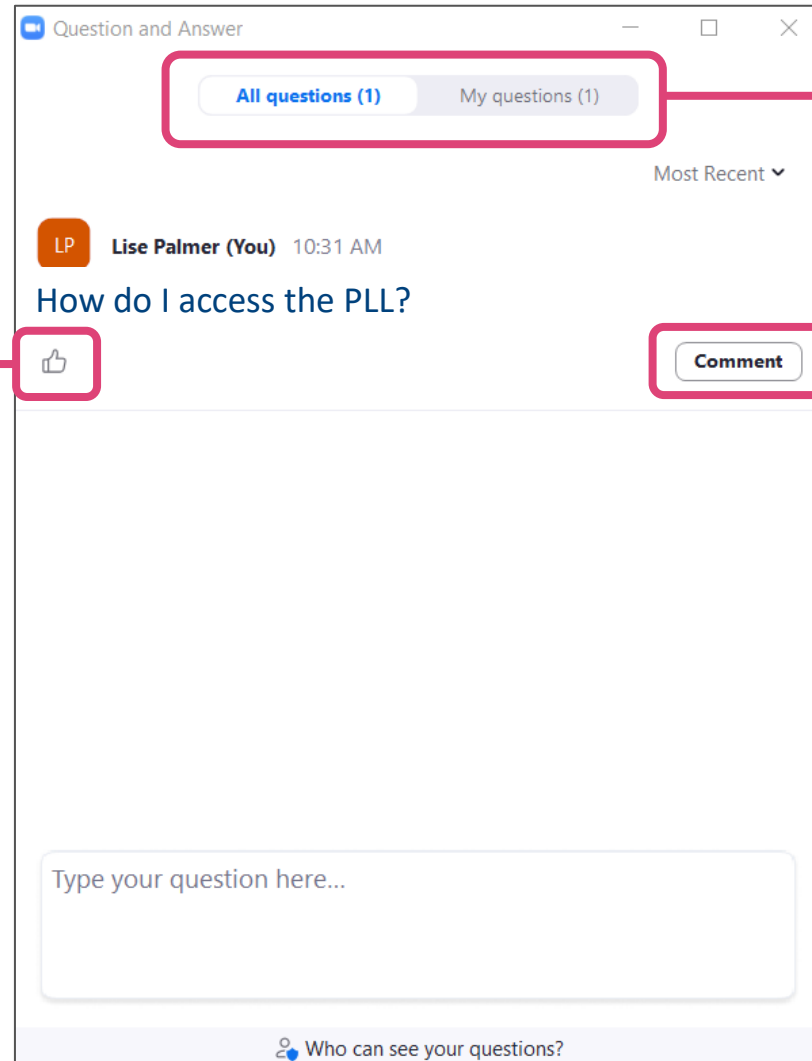
How do I access the PLL?

☐ Send anonymously

Cancel Send

Who can see your questions?

Review Submitted Questions



Click the tabs to move between Question types.

If you have the same question as another participant, upvote it!

Comment on others' questions, if desired.

Agenda

- The Technical Contact Responsibilities
- PowerSchool Community
 - Overview of PowerSchool Community
 - How to enter support tickets in the PowerSchool Community
 - What are the key pieces of information to include?
 - Where can you find Professional Learning support materials within the Community?
- Professional Learning Support
 - How to access user accounts
 - Trouble-shooting user accounts
 - Whitelisting no-reply email





Technical Contact Responsibilities

Technical Contact Role & Responsibilities

- Assist educators having trouble logging into the PLL or accessing PLL courses, mini-courses, or videos
- Confirm Profile settings for users as needed
- Utilize [Educational Impact Troubleshooting guides](#)
- Utilize PowerSchool Support for issues you cannot solve at <https://help.powerschool.com>

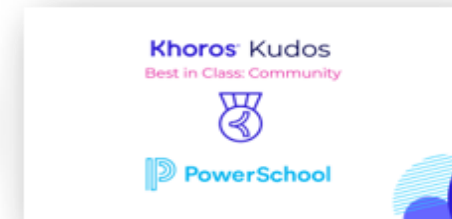
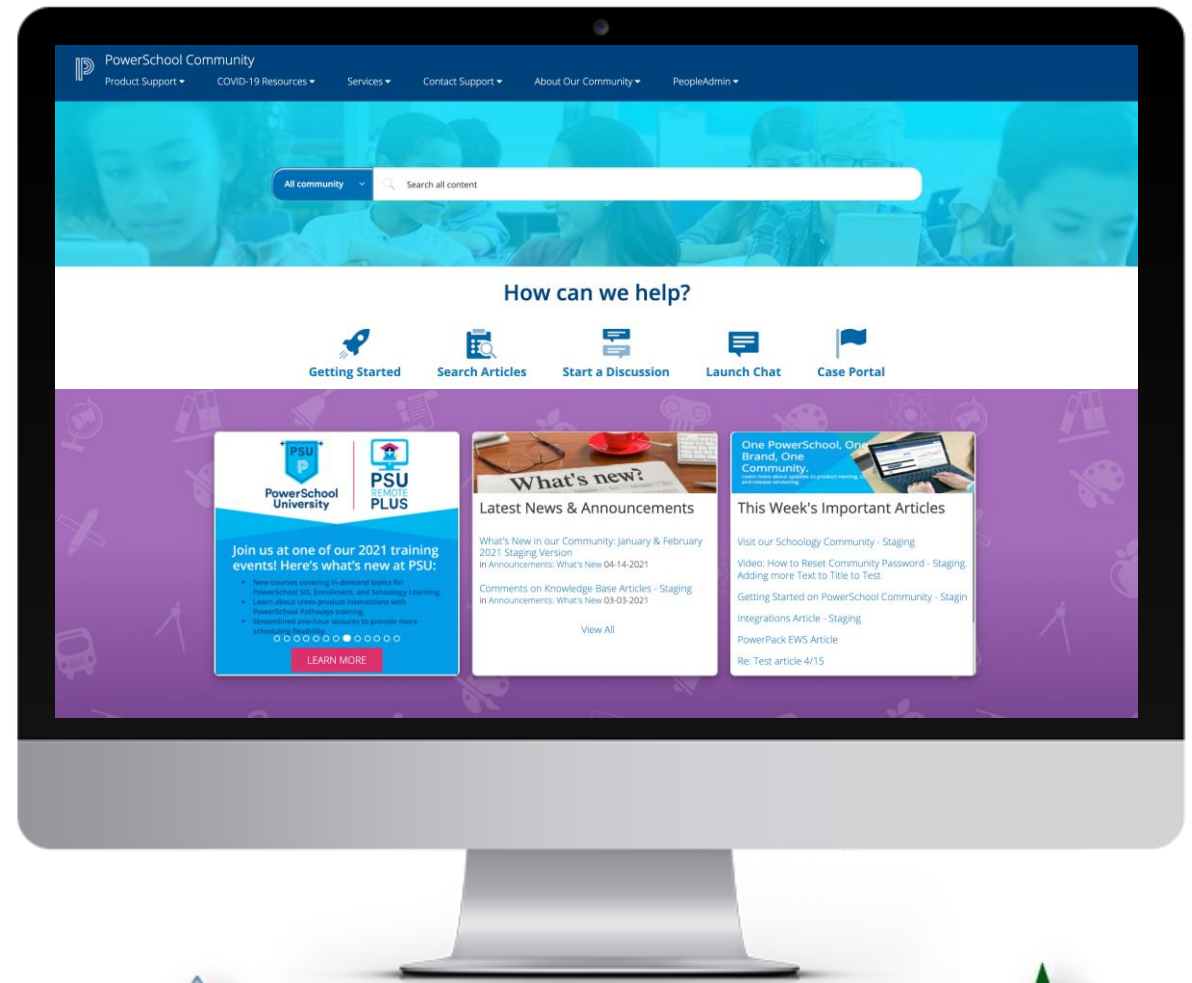


PowerSchool Community

Award-Winning Community

The entry point for all your support needs is at help.powerschool.com:

- Growing number of support articles and product updates
- A great place to interact with peers, our team, and contact support
- Events Hub for Office Hours, Webinars, and PowerUps
- Ideas Portal for enhancement requests
- We recognize and celebrate our most active members: PowerSchool Mentors



Forums & Knowledge Base

Get the most out of our PowerSchool Community by:

- Searching through our **Knowledge Bases**
- Posting questions and replying to others in our **Forums**
- **Subscribing** to receive timely updates

Knowledge Base Articles

Professional Learning (159 Articles)

- How to: View expiring Credentials
- How to: Find the PD Playlist Certificate
- How to: Disable a Certificate for a certain...
- How to: Create Your own Course Survey
- How to: Bulk add Learners to course per...

Professional Learning Known Issues (4 Articles)

- Known Issue: PD Admin Reporting...
- Known Issue: Moodle Courses...
- Resolved Issue: Premium Library Updated
- Resolved Issue: Users don't Receive...

Professional Learning Videos (20 Articles)

- Office Hours: How to utilize importing and...
- Office Hours: How to Utilize the Course...
- Professional Learning 22.2.1.0 Release...
- Office Hours: How to Utilize the Reporting...
- Office Hours: How to Target Users to...

Educational Impact (5 Articles)

- QuickDoc: Course Completion
- Video: My Plan
- QuickDoc: Build an Educational Impact...
- Q&A: Course Completion
- Video: Course T

START A DISCUSSION

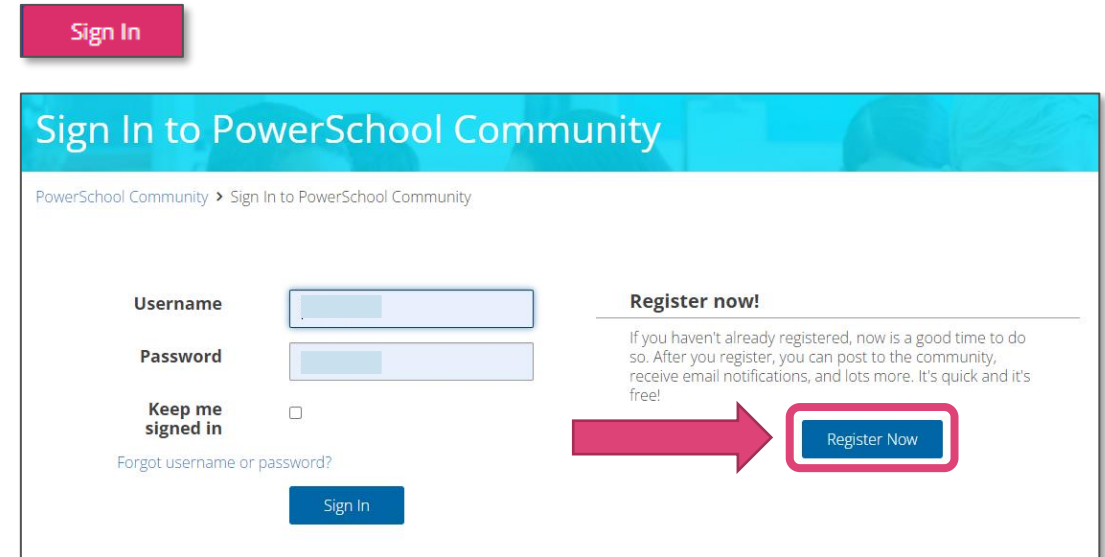
OPTIONS

Subscribe

PowerSchool Community Account

Follow these steps to create an account in PowerSchool Community:

- Open <https://help.powerschool.com>
- On the top-right corner of the page, click **Sign In**
- Click **Register Now**
- Create a Username and Password
 - **Note:** Username should not be your email address
- Click **Register**
- Please give us 24 hours to update your access
- For any access questions, email businessoperations@powerschool.com
- Video: [How to Create a Community Account](#)



The screenshot shows the 'Sign In to PowerSchool Community' page. At the top left, there is a pink 'Sign In' button. The page title is 'Sign In to PowerSchool Community'. Below the title, the breadcrumb 'PowerSchool Community > Sign In to PowerSchool Community' is visible. The main form contains fields for 'Username' and 'Password', a 'Keep me signed in' checkbox, and a 'Forgot username or password?' link. A pink arrow points from the 'Register Now' button on the right to the 'Register Now' button in the form. The 'Register Now' button is highlighted with a pink border.

Resources for Getting Started

Please visit these links to help you navigate the PowerSchool Community:

- [Welcome to PowerSchool Community](#)
- [Getting Started in PowerSchool Community](#)
- [How to Create a New Support Case](#)
- [How to Manage Your Cases](#)
- [How to Subscribe to Product Updates](#)



South Carolina Resources

- [QuickDoc: Course Completion](#)
- [Q&A: Course Completion](#)
- [Video: My Plan](#)
- [QuickDoc: Build an Educational Impact My Plan](#)
- [Video: Course Tutorial](#)

Knowledge Base Articles

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Creating a Support Case



Create a case via [PowerSchool Community](#)

Contact Support Tab > Create a Case through Case Portal or Launch Chat Support



Phone: (866) 434-6276

Press 1 for “Support”

Select 1 for “New case” or 2 for “Existing case”

Select 8 for “Talent”

Select 3 for “Professional Learning”



Direct Phone for Unified Talent Products: (855) 955-0946

Select 3 for Professional Learning

Support CHECKLIST



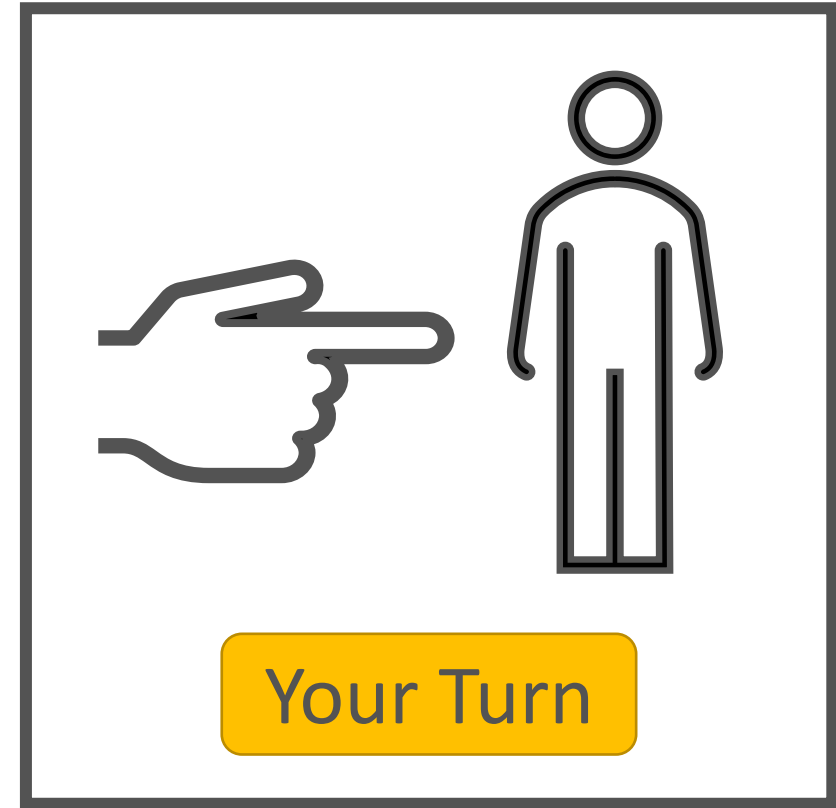
- Know the Support phone number: **1-866-434-6276**
- Sign up and bookmark the Community at help.powerschool.com
 - Review tips on [Getting Started](#)
 - Engage in our Community Forums
 - Subscribe to [Product Updates](#) in the Community
 - Sign up to be a PowerSchool Reference or Mentor



Professional Learning Support

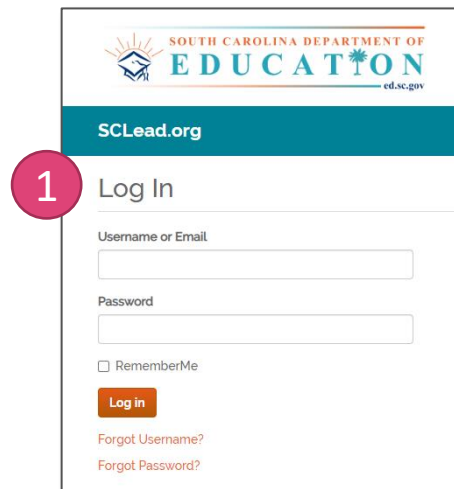
Please Login

- Take a moment to login to Professional Learning so that you can follow along today
- Let me know you're ready to begin by typing "Ready"



Login to SCLead.org

- 1 Login to SCLead.org
- 2 Click the Learning tab
- 3 Click Assignments



1

Log In

Username or Email

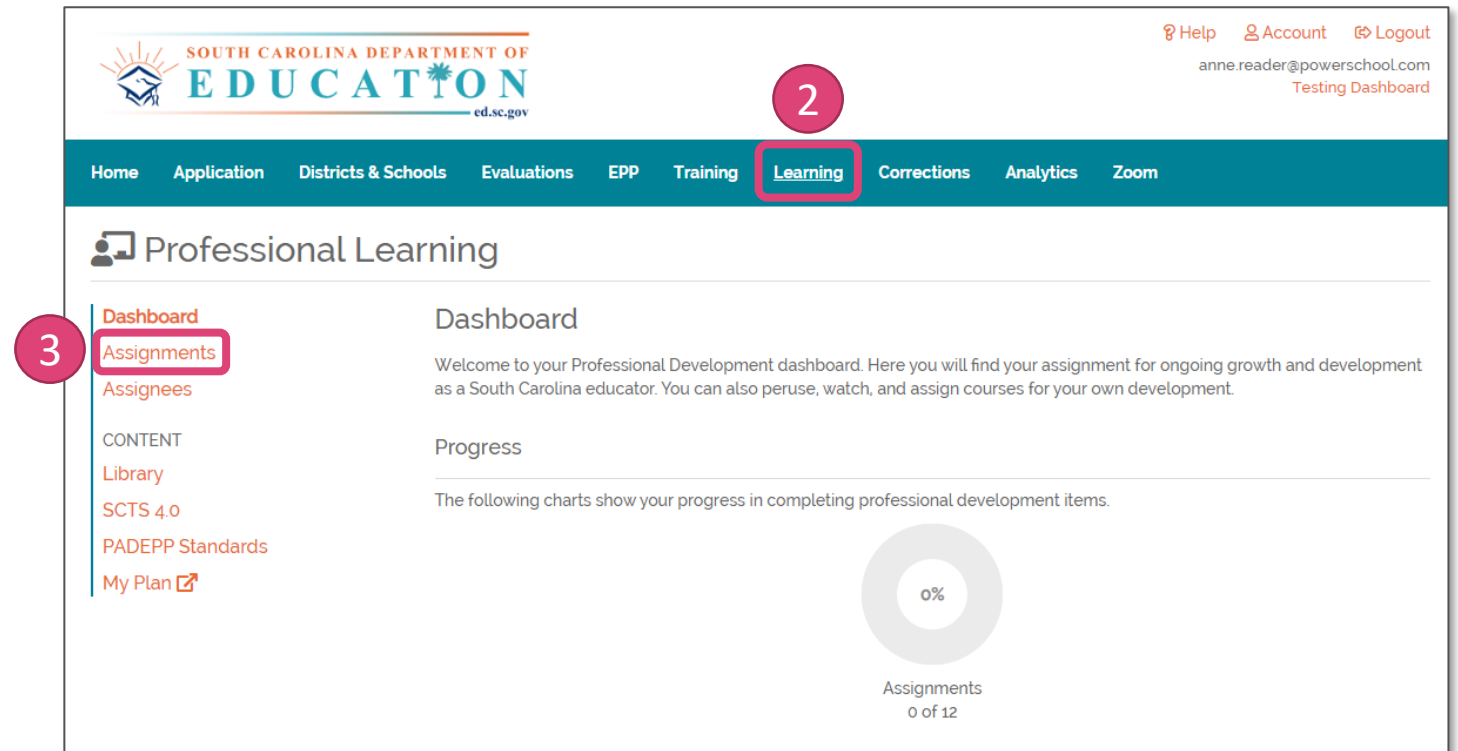
Password

☐ RememberMe

Log in

[Forgot Username?](#)

[Forgot Password?](#)



2

3

Professional Learning

Dashboard

Welcome to your Professional Development dashboard. Here you will find your assignment for ongoing growth and development as a South Carolina educator. You can also peruse, watch, and assign courses for your own development.

Progress

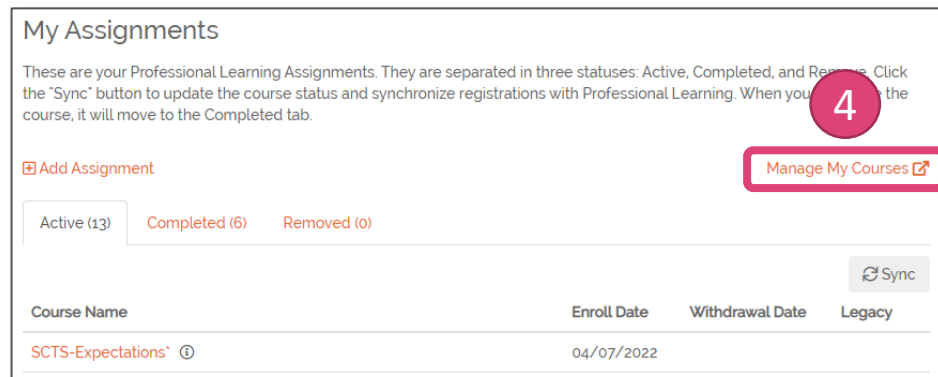
The following charts show your progress in completing professional development items.

0%

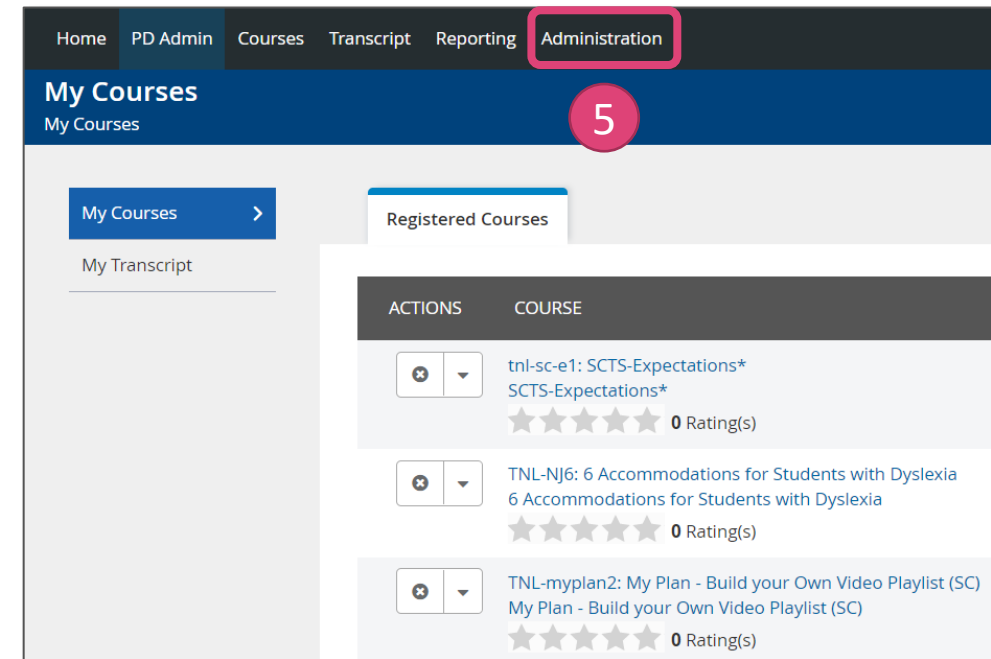
Assignments
0 of 12

Travel to Professional Learning

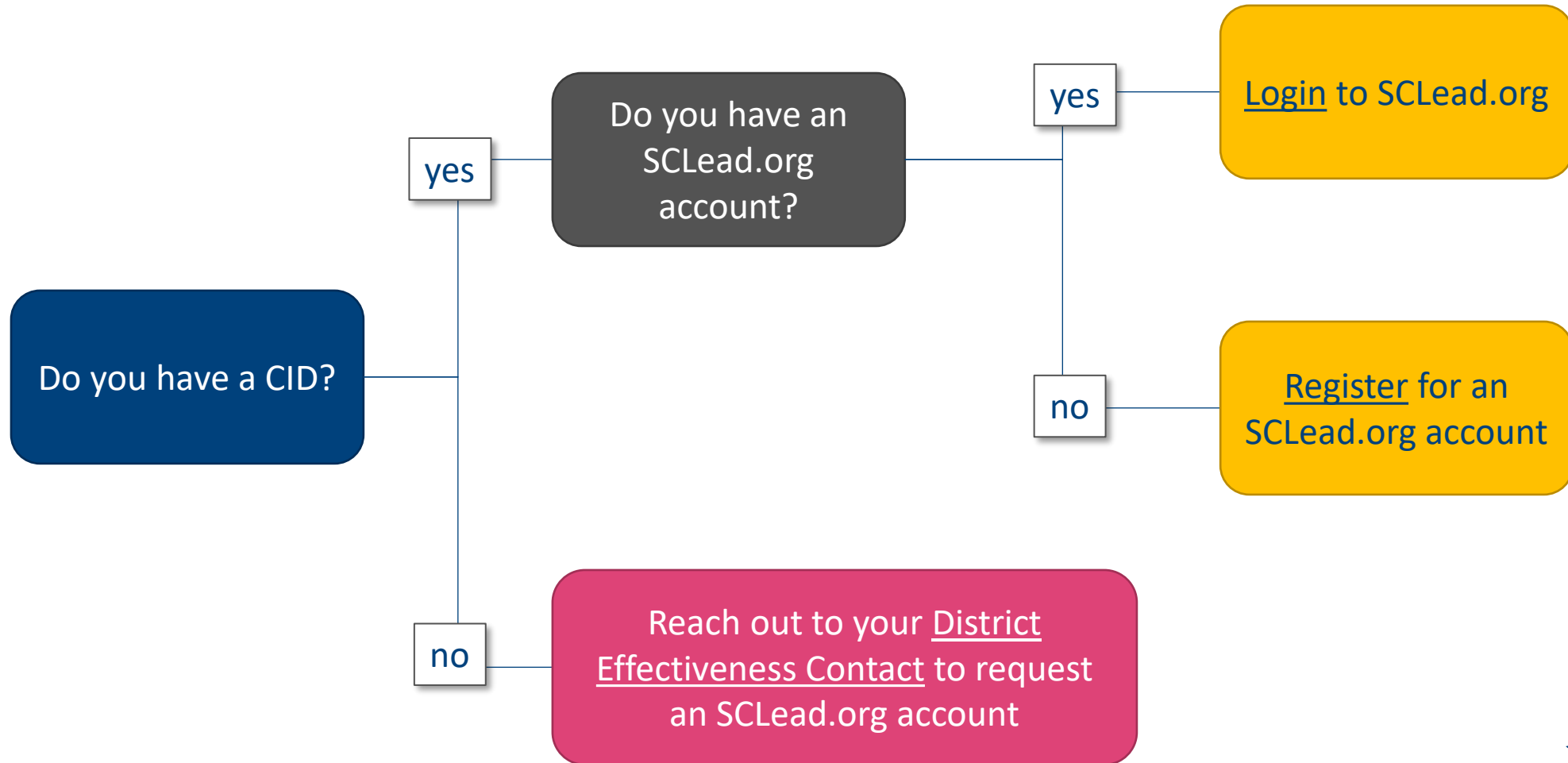
- 4 In SCLead.org click **Manage My Courses** to open Professional Learning



- 5 In Professional Learning, click the **Administration** tab



How do I access the PLL?





Understanding User Accounts

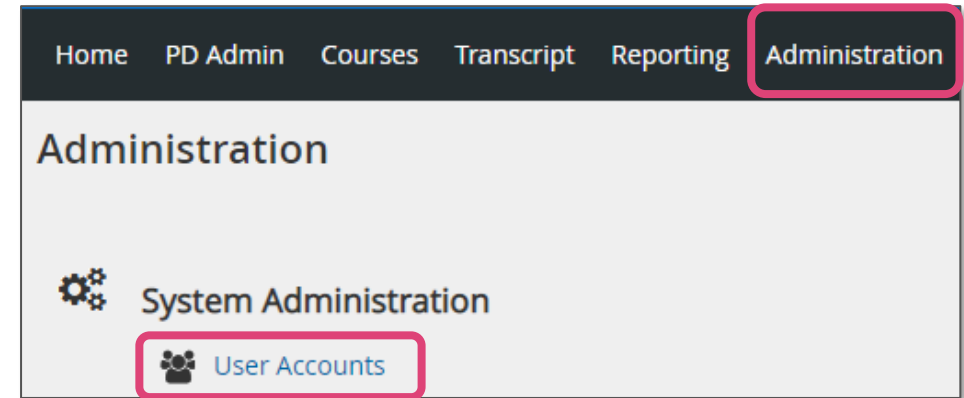
Why Access User Accounts?

- To confirm account exists
- To check that their username and demographic information is accurate and up-to-date
- To confirm email address is correct
- To view their Course Completions
- To view their Transcript
- To determine their System Rights



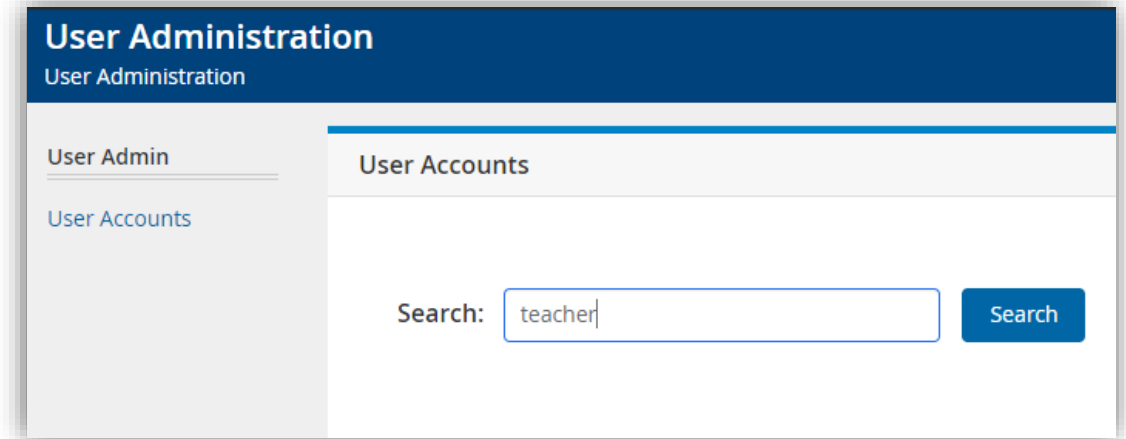
Accessing User Accounts

- Click **Administration**
- Click **User Accounts**



Search for User Account

- Search for the user



The screenshot displays the 'User Administration' interface. On the left, a sidebar contains 'User Admin' and 'User Accounts', with 'User Accounts' selected. The main area is titled 'User Accounts' and features a search bar with the text 'teacher' and a blue 'Search' button.

View User Profile

- Click their name to view their Profile
- Click User Accounts when done

User Details
User Administration > User Details

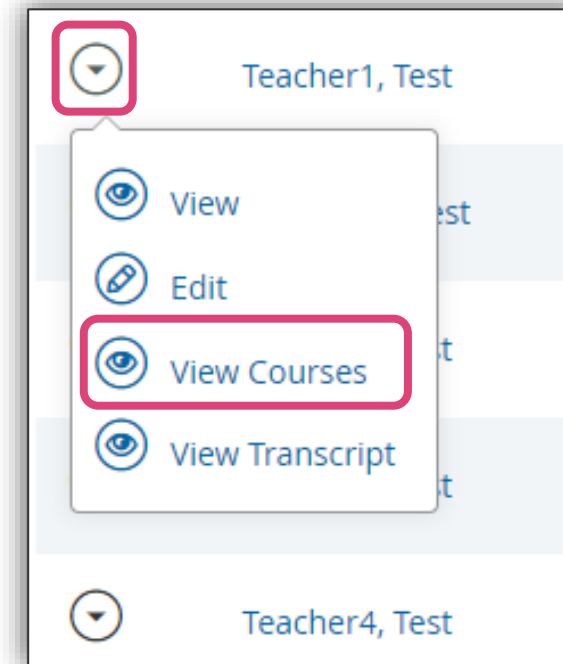
User Admin
User Accounts

User Details

Username:	test.teacher1
First Name:	Test
Last Name:	Teacher1
Account Status:	Active
Employee ID:	
Primary Email Address:	[redacted]@powerschool.com
Home Phone:	
Current Staff Position:	PM_Instructional
Demographics:	PM_Teacher PM_Training
Admin Type:	User
Current Schools:	State Department of Education, State Department of Education Test District, Test School 1

View Courses

- Administration > User Accounts > Menu > View Courses
- View all courses a user has registered for or completed

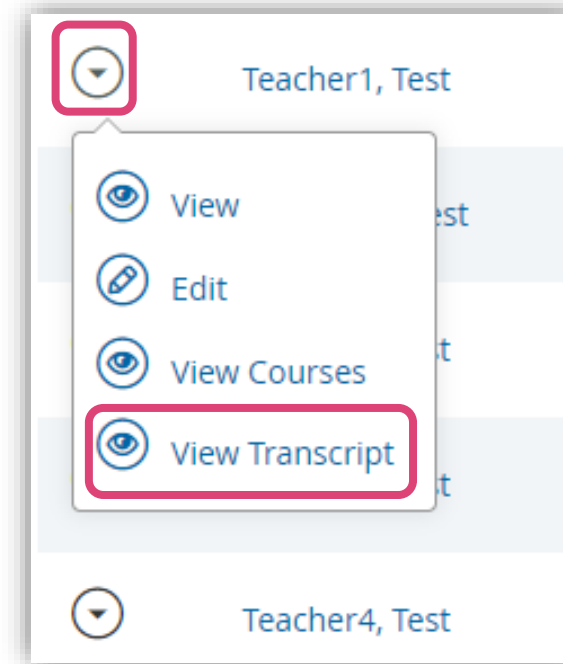


User Courses

User Courses			
Course list for :Test Teacher1			
Course Title	Section Title	Section Start Date	Registration Status
1. SCTS-Academic Feedback*	SCTS-Academic Feedback*	N/A	Completed
2. Mini Course - Academic Feedback	Mini Course - Academic Feedback	N/A	PremiumLibraryAlreadyLaunched
3. Mini Course - Grouping	Mini Course - Grouping	N/A	Registered
4. *A+ Teaching Strategies That Work	*A+ Teaching Strategies That Work	N/A	Completed
5. 21st Century Teaching and Learning	21st Century Teaching and Learning	N/A	Completed
6. 4 C's of 21st Century Classrooms	4 C's of 21st Century Classrooms	N/A	Completed
7. 4 Key Strategies for Students with Dyslexia	4 Key Strategies for Students with Dyslexia	N/A	Completed
8. 5 Practices of Effective Classrooms: Marzano, Silver and Strong	5 Practices of Effective Classrooms: Marzano, Silver and Strong	N/A	Completed

View Transcripts

- Administration > User Accounts > Menu > View Transcript
- View the user's transcript

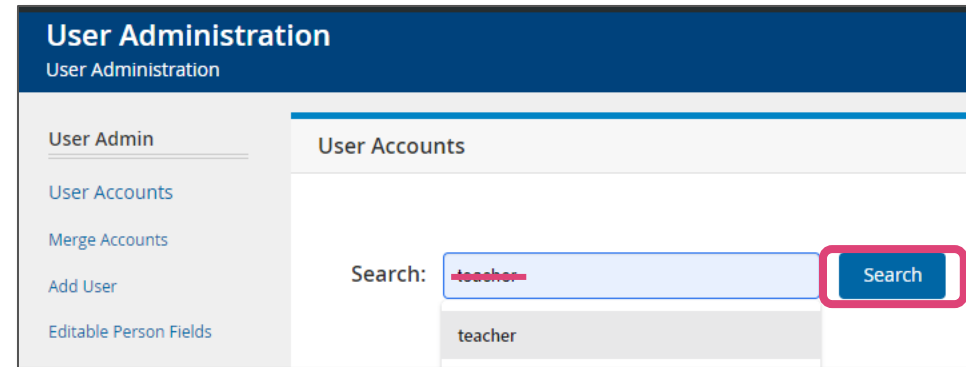


User Transcripts

All SCDE Renewal Credits Professional Learning Hours No Credit											
#		Course #	Section #	Course Title	Start Date	End Date	Completion Date	Course Certificate	Registration Status	Survey	Credit Hours
1.	Edit	TNL-318	10399	5 Practices of Effective Classrooms: Marzano, Silver and Strong	03/01/2022	03/01/2022	03/01/2022	N/A	Completed	Survey Available	7.0 Hours Professional Learning Hours
2.	Edit	TNL-NJ4	10326	4 Key Strategies for Students with Dyslexia	03/01/2022	03/01/2022	03/01/2022	N/A	Completed	Survey Available	3.0 Hours Professional Learning Hours
3.	Edit	TNL-138	10392	4 C's of 21st Century Classrooms	03/01/2022	03/01/2022	03/01/2022	N/A	Completed	Survey Available	2.0 Hours Professional Learning Hours
4.	Edit	TNL-323	10370	21st Century Teaching and Learning	03/01/2022	03/01/2022	03/01/2022	N/A	Completed	Survey Available	5.0 Hours Professional Learning Hours
5.	Edit	TNL-teach	10405	*A+ Teaching Strategies That Work	03/01/2022	03/01/2022	03/01/2022	N/A	Completed	Survey Available	2.3 Hours Professional Learning Hours
6.	Edit	tnl-sc-i7	10560	SCTS-Academic Feedback*	02/08/2022	02/08/2022	02/08/2022	78052332	Completed	Survey completed February 18, 2022	3.0 Hours SCDE Renewal Credits
Total:											
	Hours										
	3.0	SCDE Renewal Credits									
	19.3	Professional Learning Hours									
		No Credit									

Reset Search

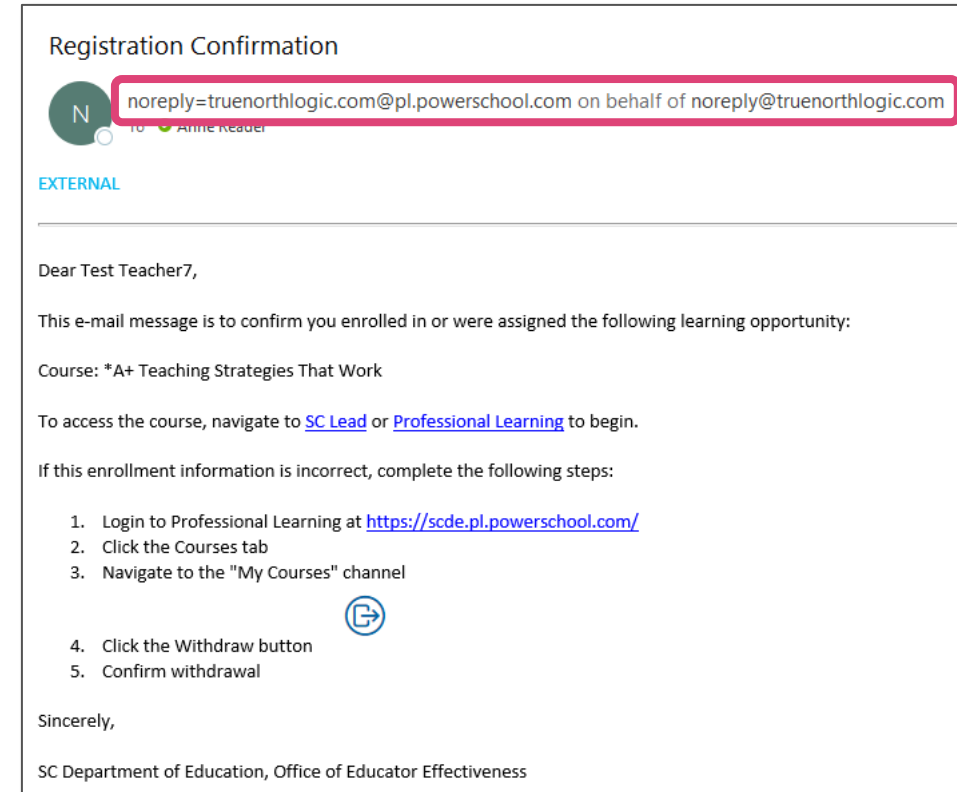
- To reset the user list:
 - **Delete** the search query and click **Search**



The screenshot shows the 'User Administration' interface. On the left is a sidebar with links: 'User Admin', 'User Accounts', 'Merge Accounts', 'Add User', and 'Editable Person Fields'. The main area is titled 'User Accounts' and contains a search section. The search label 'Search:' is followed by a text input field containing the text 'teacher'. To the right of the input field is a blue button with the text 'Search'. A red rectangular box highlights the 'Search' button. Below the input field, the word 'teacher' is displayed in a grey box, indicating the current search results.

Please Whitelist No-Reply Email

- The email notifications within Professional Learning come from noreply=truenorthlogic.com@powerschool.com
- Please ensure this email address is **whitelisted** for your district so that the notifications are not sent to Spam/Junk



Common Troubleshooting

- User cannot access Professional Learning (PL)
 - Verify user exists in User Accounts
 - Confirm PL Username matches expected SCLead Username
 - Reach out to SCLead Contact for Account Creation
 - <https://sclead.org/Account/Register>
- Issues with SCLead Username/Email
 - Update Username or Email under Profile Settings
 - [Video Support](#) Password: sclead
- Issues accessing the PowerSchool Community
 - Email: businessoperations@powerschool.com

Common Troubleshooting cont'd

- **Issues with Educational Impact Content**
 - View [Resources and Troubleshooting Guide](#) in Community
 - Contact support@educationalimpact.com
- **User Transcript Does not Reflect Completion**
 - Verify the user is Registered for the course in Professional Learning
 - The learner has not correctly checked something off as complete
 - The learner has not mastered the assessment – it will be marked complete automatically when 80% mastery is achieved
 - The learner has not watched an “EI Video Clip” all the way to the end

Questions?

