

RELEASE NOTES

PowerSchool SMS 8.0

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May 25, 2012. © 2012 Pearson Education, Inc. This edition applies to Release 8.0 of the PowerSchool SMS® software product and to all subsequent releases and modifications until otherwise indicated in new editions or updates.

This document outlines the enhancements and fixes in PowerSchool SMS 8.0. All enhancements, updates, and fixes from previous versions and HotFixes are included in this and subsequent releases.

For instructions on upgrading to or installing this release, and for information about system requirements, refer to the *System setup & maintenance* chapter in the [PowerSchool SMS Administration Manual](#).

Who can use this version

Customers running one of the following versions of PowerSchool SMS can install and use PowerSchool SMS version 8.0:

- Chancery SMS 7.7.0, 7.7.1
- Chancery SMS 7.6.0 to 7.6.2
- Chancery SMS 7.5.0 to 7.5.4
- Chancery SMS 7.4.0, 7.4.1
- Chancery SMS 7.3.0, 7.3.1
- Chancery SMS 7.2.0
- Chancery SMS 7.1.0 to 7.1.2
- Chancery SMS 7.0.0
- Chancery SMS 6.7.0 to 6.7.3
- Chancery SMS 6.6.0 to 6.6.8
- Chancery SMS 6.5.0 to 6.5.5
- Chancery SMS 6.4.0
- Chancery SMS 6.3.0
- Chancery SMS 6.2, 6.2.1
- Chancery SMS 6.1.0
- Chancery SMS 6.0, 6.0.1
- Chancery SMS 4.3.0 to 5.0.0

Important notices

This section lists important issues to be aware of in PowerSchool SMS 8.0 or in applications used by PowerSchool SMS 8.0.

Data conversion for contact and enrollment schemas

The data schemas for student contacts and enrollment have been changed to support the enhancements for these features in PowerSchool SMS 8.0. The PowerSchool SMS 8.0 installer will convert affected data to the revised schema.

In addition, during the upgrade PowerSchool SMS 8.0 presents three options for matching and merging duplicate student contact records. Based on your selection, the system combines each student's duplicate contacts into one contact record.

Important: See the [Converting to PowerSchool SMS 8.0 Technical Bulletin](#) for actions districts should take to ensure the conversion has minimal impact on your data.

Family Management

Prior to PowerSchool SMS 8.0, siblings and contacts could be linked to a family through Family Management. With version 8.0, much of that functionality has been removed. Siblings as well as contacts are now managed on the Contact List page.

The data conversion process does not automatically populate the Sibling List on the Contact List page with the information from Family Management; however, a SQL script is available to do this. The script also generates a list of the affected students. [Click here](#) to access the script on PowerSource.

Temporary compatibility views

Through the 2012-2013 school year, PowerSchool SMS 8.0 will provide compatibility views for the new contact and enrollment functionality, for grade level, home room and home school, and for some reports. This will ensure contact and enrollment customizations, custom extracts, and reports remain intact until districts are able to change these items to point to the new schema.

See the [Converting to PowerSchool SMS 8.0 Technical Bulletin](#) for details.

Note: A compatibility view is a SQL Server view that has the same properties – names, data types, etc. – as the original table for which it provides compatibility.

Utility to identify triggers affected by data conversion

Certain tables have been altered in PowerSchool SMS 8.0 to support changes in the contact and registration/enrollment features. Your current SMS system may contain custom triggers that must be disabled or dropped prior to the upgrade to PowerSchool SMS 8.0. Pearson provides the [PowerSchool SMS 8.0 Prep Validator utility](#) on PowerSource and run prior to the upgrade, to help you identify potential issues with these custom triggers. This utility also identifies other issues, such as with customizations and calendar overlaps.

Enrollment tables:

- CSL_STD_DEMO_SCHOOL
- CSL_SMS_STD_DEMO_SCHOOL_CHG
- CSL_SMS_STD_HOME_SCHOOL_CHG
- CSL_STD_DEMO_DISTRICT
- CSL_STD_STATUS
- CSL_SMS_STD_ENROLLMENT
- CSL_STD_STATUS_TN
- CSL_STD_STATUS_CDM

Contact tables:

- CSL_CNT_CONTACT
- CSL_CNT_PHONE_NUMBER
- CSL_CNT_SPECIAL_DOCUMENT
- CSL_CNT_STUDENT_CONTACT
- CSL_CNT_STUDENT_SIS_MAP
- CSL_STD_COMM_NUMBER_CSIS

PowerSchool SMS Web address and task manager

With the product name change to PowerSchool SMS, the Web address (URL) to access PowerSchool SMS was changed to include PowerSchoolSMS rather than ChancerySMS. For example, <http://.../PowerSchoolSMS/User/Login.aspx>. In addition, the task manager name was changed to PowerSchool SMS Task Manager.

Supporting HTTPS for Online Course Requests

By default, the web.config file for the PowerSchool SMS Online Course Request Web service is configured to support only HTTP. Districts that want to use HTTPS must edit the web.config file as described in the *PowerSchool SMS Online Course Request Support for HTTPS* technical bulletin.

Back up the SQLDataprovider.config file

A full Web server uninstallation and reinstallation is required to upgrade to PowerSchool SMS 8.0, which deletes the SQLDataprovider.config file. Ensure that you back up this file and restore it to the 8.0 environment. The ptServer* segments are required for proper operation with PowerTeacher gradebook.

Browser support

As of PowerSchool 8.0, Internet Explorer 8 or 9 and FireFox 10 or 11 are supported. Internet Explorer 7 is not supported. Safari 5 is supported for Macs.

SQL Server 2005 support

PowerSchool SMS 8.0 is the last release to support SQL Server 2005.

PowerSchool SMS Resource Kit

The [PowerSchool SMS Resource Kit](#) is available for download on PowerSource.

ParentCONNECTxp 4.1

Because of the contact schema changes, districts upgrading to PowerSchool SMS 8.0 that use ParentCONNECTxp must also upgrade to ParentCONNECTxp 4.1.

Districts must update the URL for PowerSchool SMS in the ParentCONNECTxp Admin Application. Districts must also change the PowerSchool SMS database server in the Admin Application to a server running PowerSchool SMS version 8.0 or later where the contact conversion has been successfully completed. See the [ParentCONNECTxp 4.1 Release Notes](#) for more information.

PowerTeacher 2.2.3

PowerTeacher gradebook version 2.2.3 for PowerSchool SMS will be released before the start of the 2012-2013 school year. Districts using PowerTeacher with PowerSchool SMS must upgrade to PowerTeacher 2.2.3 prior to running the first stage 1 PowerSchool SMS export and stage 2 PowerTeacher import. All districts running PowerSchool SMS version 7.6.0 or higher must upgrade to this version.

What's new in PowerSchool SMS 8.0

This section describes the enhancements made in PowerSchool SMS 8.0. (The SMSMAINT numbers are tracking numbers for changes in PowerSchool SMS.)

General changes

Product name change

(SMSMAINT-15504)

With version 8.0, Chancery SMS has been renamed PowerSchool SMS to align with Pearson School System's branding. The new branding:

- Consolidates Pearson's SIS brands under the PowerSchool brand umbrella
- Leverages the strong brand identity that PowerSchool has in the marketplace
- Enables Pearson to share newly built functionality across SIS solutions

User interface redesign

(SMSMAINT-10467)

The PowerSchool SMS user interface has been redesigned to simplify navigation, improve usability, and provide a consistent look and feel using standard Web controls. Navigation to key areas is now done through a horizontal menu bar, while the left control bar for a student record is used to navigate through student-specific information, such as Contacts and Enrollments.

FIGURE 1. New user interface

The screenshot displays the PowerSchool SMS user interface. At the top right, there is a user greeting: "Welcome, Admin Administrator | Help | Support | About | Sign out". Below this is a search bar with the placeholder text "Student name or number" and a "Quick Search" button. A navigation bar contains tabs for "Search", "School", "Admin", "Programs", "My Reports", and a help icon. The main content area shows the breadcrumb "Student Search > Edit Student Demographics" and the student's name "Wilcox, Amy" with ID "10462208, Gr-12, Female, Jun 3, 1989". A left-hand navigation menu lists various options: Demographics, Contacts, Family, Academic Plan, Tests..., Registration, Enrollments, Historical, Program Profile, Health Tracking, and Test Results. The "Demographics" section is active, showing a "Student Summary" with fields for *Student number (10462208), Social Security # (1104622089), State number (SN10462208), *Last name (Wilcox), and *First name (Amy). A message box indicates "No thumbnail photo is available. To upload photo, click here."

Release of PowerTeacher Mobile iPad app for PowerSchool SMS

The PowerTeacher Mobile app for PowerSchool SMS is now available on iTunes. PowerTeacher Mobile enables teachers to use some of the most common features of the PowerTeacher gradebook on the iPad.

For the mobile app to work, districts must install the latest version of PowerTeacher gradebook on PowerSource, version 2.2.2.0.s2.0101. The app will then work with PowerSchool SMS 7.6.0 or later.

For more information, see the [PowerTeacher Mobile FAQ](#) on PowerSource.

Data conversion for contact and enrollment/registration changes

(SMSMAINT-14492/13469/14493/14495)

To support the changes for contact and enrollment information, the PowerSchool SMS 8.0 installer will convert affected data to the revised schema. This includes the conversion of 2-line addresses to 5-field addresses for contact addresses, cTools contact data to a new cTools extension schema, and Customization Data Management (CDM) status codes to cTools fields.

See the [Converting to PowerSchool SMS 8.0 Technical Bulletin](#) for details.

Note: Custom triggers that depend on certain tables will be affected by the data conversion. See *Utility to identify triggers affected by data conversion* (p. 3) for details.

Support for Windows Server 2008 64-bit

(SMSMAINT-9000)

The Web and Database servers for PowerSchool SMS 8.0 support operation with the following versions of Windows Server. Windows Server 2003 is no longer supported.

- Windows Server 2008 R1 32-bit and 64-bit
- Windows Server 2008 R2 64-bit

The 64-bit version of Crystal Reports is also supported on 64-bit servers.

Switching roles

(SMSMAINT-11003)

You can now quickly switch roles on any page in PowerSchool SMS using the Role link. The currently active role is displayed next to the Role link.

FIGURE 2. Role link

Administrator Role	
Switch Role	
Administrator (Current)	Bloomfield Middle School Admins - 1021
Administrator - SB Permission Regression	Cockrill ES SAdmin - 1603
Anderson Elementary School Admins - 1002	Copper Grove School Admins - 1041
Arlington High School Admins - 1004	Crieve Hall ES SAdmin - 1608
Ashford Elementary Admins - 1006	Croft Middle SAdmin - 1613
Atlantic Elementary School Admins - 1007	Crystal High School Admins - 1046
Baker Elementary School Admins - 1008	Crystal High School Admins - 1046 - SB Permission Regression
Bass Lake Admins - 1010	Douglas Elementary School Admins - 1055

Switching calendars

(SMSMAINT-11001)

Administrators can now quickly switch between the active and planning calendars using the Active and Planning buttons.

FIGURE 3. Active and Planning buttons



Audit log

Audit log updated to support contact and enrollment changes

(SMSMAINT-15162)

The audit log has been updated to support the schema changes for student contacts and registration/enrollment.

Calenders

New themes for active and planning calendar

(SMSMAINT-14323/14324)

When working in the Active calendar the color scheme is now blue/gray/white, and when working in the Planning calendar the color scheme is now green/gray/white. This provides a clear visual indication of which calendar is currently active.

For this release, the color theme cannot be modified, but a future release will provide a way for districts to customize their color theme.

Course requests

New Course Request Approval indicator

(SMSMAINT-15248/14615)

For those districts using the Online Course Request system, a new Course Request Approval indicator is available with this release so that approval can be required for individual student contacts. This indicator replaces the use of the Lives with student and Has custody of student indicators for online course request approval.

By default, the Course Request Approval option for each student contact is set to No (0). A SQL script (Set_IsCourseRequestApproval_Flag.sql) is available to set the IsCourseRequestApproval field to Yes (1) for contacts where the Lives with student and/or Has custody of student indicator is set to Yes. This script is available from Support upon request.

District Setup

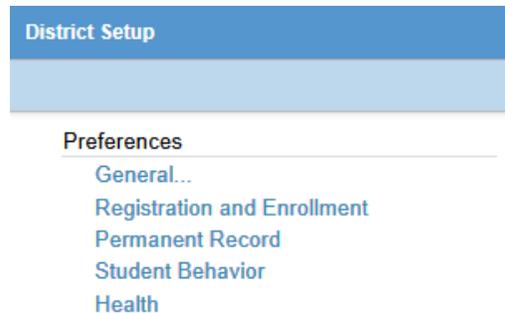
New Preferences area

(SMSMAINT-13734/15035)

District administrators can use the new Preferences area in District Setup to manage registration and enrollment, permanent record, student behavior, and health preferences in one location.

The Student Enrollment, Year-End Processing Enrollment and Withdrawal Options, and Required Enrollment Fields areas are now located within the Registration and Enrollment area.

FIGURE 4. New District Setup > Preferences area



Enrollment

Current grade level shown when re-enrolling in a school

(SMSMAINT-6861)

When a student is projected into a school in which the student was previously enrolled, the student's current grade level in the district is shown as the active grade. Previously, the lowest grade level achieved at the previous school was displayed.

Student grade level is now a district property

(SMSMAINT-13743/14120)

The student grade level is now a district-level property rather than a school-level property.

For a school that is not the home school, the grade level is read-only.

Grade levels can be mass assigned only from the home school (for other students, the grade level will not be assigned).

Registration and enrollment enhancements

(SMSMAINT-10358)

The registration and enrollment process has been streamlined and enhanced. A registrar can now register a student, enroll the student, and add contact information during a single process. In addition, the management of enrollment history and the management of district enrollment preferences has been enhanced.

Important: To support the changes for contact and enrollment information, the PowerSchool SMS 8.0 installer will convert affected data to the revised schema. See the [Converting to PowerSchool SMS 8.0 Technical Bulletin](#) for details.

Note: The mid-year student transfer functionality (the ability to select “Transfer Students” from the Actions menu from student search results) is no longer available. To end a student's enrollment at one school and add a new enrollment at another school, you will need to go to the Enroll Student or Edit School Enrollment page for each student.

The following pages are used in the registration and enrollment process. To begin the process, click Register/Enroll Student on the Actions menu.

- **Registration/Enrollment Search page** - Used to search for an existing enrollment record, copy existing enrollment data to a new student record, or create a new blank record. This page now uses a search interface similar to the Advanced Student Search page. The search results are displayed using the new global district views DistrictRegEnrollSearchView or SchoolRegEnrollSearchView. The search grid views now include Student Name (LFM) and Student Name (FML) as selectable columns.
- **Register Student page** - Used to register students in the district. When adding a new student, possible matches are indicated via a hyperlink at the top of the page after the last name, first name, and birth date have been entered; clicking the link opens a window showing the possible matches. After a student has been registered, the registration data can be viewed or edited later by clicking Registration in the control bar of the student record.
- **Contact Information page** - From the Register Student page, click the Enter Address & Contact Data button to enter student contact information. See *Student contact enhancements* (p. 11).
- **Enroll Student page** - From the Contact Information page, click the Enroll button to enroll a student in a school, view enrollment history, and enter additional student information, including program management for districts using controlled enrollment.

The following pages have also been added or enhanced to support enrollment management:

- **Enrollments page in Student Demographics** - Used to view and manage school enrollment history records and status codes.
- **Schedule Change History page in Student Demographics** - Used to view and manage grade, homeroom, and class change history. The single grid for grades and homeroom changes has been split into two grids: one for grade history changes and one for homeroom history changes. Clicking the Undo Last button will provide the option to undo the last grade and homeroom changes at once.
- **Registration/Enrollment Preferences page** - District administrators use this page to manage registration and enrollment preferences. This includes defining which data entry fields are available to registrars and whether they are required or recommended.

Additional enhancements include:

- When enrolling a student, a warning is provided and enrollment may be prevented (based on district preferences) if the student has behavior enrollment restrictions.
- The minimum age for enrollment is validated during the enrollment process.
- The Enrollment Status link to the old enrollments system on the Student Demographics > Personal Info page has been removed.
- The changes made to registration and enrollment support existing state cTools localizations. In the cTools area of District Setup, the following schemas have been added: Student School Enrollment, Enrollment Status, and Withdrawal Status; existing fields will be converted to use the new fields.
- Both ParentCONNECTxp and PowerTeacher gradebook support operation with the revised enrollment schema.

New Permissions:

- **Manage Student Enrollments** - Controls the user's access to the Register/Enroll Student option on the Actions menu, the Enrollments hyperlink in the student control bar, the add/edit/delete icons on the Enrollments page, and the Enroll button on the Contact Information page. (To add, edit, or delete students, users must also have the appropriate existing permissions.)
- **Withdraw Student** - Controls the user's ability to withdraw a student from a school.
- **Registration and Enrollment Preferences** - Controls the user's access to the Registration and Enrollment preferences page.
- **Edit Enrollment For Other Schools** - Controls the user's ability to edit a student enrollment record for another school.

Changes to existing permissions:

- The existing Add Students, Delete Students, Delete School Enrollment, and Registration Information permissions have been retained. The Enroll Student in School and Student Status Code permissions have been removed.
- The Delete Student permission has been renamed to Delete Student From District.
- The existing permission Delete Student Enrollment has been renamed to Delete Student From School. This permission allows the user to access the Delete School Enrollment item on the Actions menu on the Advanced Student Search page.
- The Multiple School Status Access permission has been renamed to Add Enrollment for Other Schools.

Import

ASCII Import updated to support contact and enrollment enhancements

(SMSMAINT-14526/14527)

The templates for the ASCII Import utility have been updated to support the revised contact and enrollment schemas.

Scheduling

Tracking users who made scheduling changes

(SMSMAINT-12420)

On a student's Schedule Change History page, administrators can now see which users made scheduling changes.

Student Demographics

Generation field is now a dropdown

(SMSMAINT-14607/14942)

The Generation field on the Student Demographics Overview page and the new Register Student and Contact List pages is now a dropdown list that refers to the Person Generation setup list.

Student contact enhancements

(SMSMAINT-13785)

Important: To support the changes for contact and enrollment information, the PowerSchool SMS 8.0 installer will convert affected data to the revised schema. See the [Converting to PowerSchool SMS 8.0 Technical Bulletin](#) for details.

The management of student contacts has been enhanced as follows:

- The Contact List page displays additional details for all student contacts. This includes the communication methods, the type of communication (such as home phone, work phone, and email), and icons to indicate that the contact is an emergency contact, has custody, can pick up a student, and so on. See [Figure 5].
- You can quickly link to siblings to use their existing contact information so that contact information does not need to be reentered for each sibling. The selected siblings appear in the Sibling List on the Contact List page. Note that any edits made to a contact are reflected for linked siblings, but additions and deletions to contacts are not carried over to linked siblings. Linked siblings can be removed from the Sibling List.
- You can also link to any existing contact using the Link Other Person button. This opens a contact search similar to a student search, and allows you to easily define the relationship with the student. The search results also display all other students associated with the contact.
- Up to 20 communication methods can be added, including e-mail, Facebook, Twitter, and other contact information. Contacts are displayed in the order in which they are entered on the Add/Edit Contact page, and the rows can be dragged and dropped to change their order.
- When adding a new contact, duplicates and near matches are identified by a hyperlink at the top of the Add Contact page. This hyperlink appears only after entering the last name, first name, and communication method. The hyperlink opens a window with possible matches to select from.
- The Contact panel on the Student Demographics Overview and School Info tabs now displays additional contact information.
- The two-line address fields for contacts have been converted to five fields: Number, Street, Type, Direction, and Apt.
- Both ParentCONNECTxp and PowerTeacher gradebook support operation with the revised contact schema.
- On the Add/Edit Contact page, you can quickly clear the contact address fields by clicking the Clear button.
- A password or phrase can be entered for a contact to pick up a student.
- The Homeroom Roster Emergency Contact and Student Directory reports have been rewritten to support the new contact system.
- The ability to add, edit, delete or view contacts and contact relationships has been removed from Family Management. Family Management is still available, but to work with contacts, you will need to use the new Contact List page.
- Clicking an e-mail address opens an e-mail composition window.

FIGURE 5. Contact List page

The screenshot shows the 'Contact List' page for student Amy, Mona (ID: 10042881, Gr-12, Female, Aug 10, 1990). The page includes a navigation menu on the left with options like Demographics, Contacts, Family, Academic Plan, Tests..., Registration, Enrollments, Historical, Program Profile, Health Tracking, Test Results, District Schema, Background Data, DistExtCJ, Basic CDM, Repeating CDM, and Chronological C. The main content area has a header with 'Student Search > Contact List' and '2011 - 2012 Active Planning'. Below the header, there are buttons for 'Link Sibling & Sibling Contacts' and 'Link Other Person'. The 'Contact List' table shows two contacts: Jennifer (Mother) and June (Aunt). The 'Sibling List' table shows one sibling: Maria Monaco.

Contact Name	Relationship	Communication Methods	Type	Indicators
Mona, Jennifer	Mother	480-123-4569 jmona3@hotmail.com	Cellular phone Email	📞 🛡️ 🧑 📧
Mona, June	Aunt	480-321-6547 @mona	Home phone Twitter	🧑

Student Name (LFM)	Number	Gender	Gr(A)	Birth Date	Today's Home School
Monaco, Maria	10810191	M	7	Oct 02, 1998	Middle School 1

What's fixed in PowerSchool SMS 8.0

This section describes fixes made in PowerSchool SMS 8.0. (The SMSMAINT numbers are tracking numbers for changes in PowerSchool SMS.)

Grading

When backfilling grades, the elementary Student Grades page does not display subjects in non-homeroom grade levels

(SMSMAINT-10188)

The Student Grades page did not display the subject (and grades could not be backfilled) when Backfill Grades is enabled for a subject in a grade level other than the homeroom grade level. For example, 6th grade subjects were not visible and grades could not be backfilled for a student in a 5th grade homeroom.

Precondition: An elementary student has a subject in a grade level other than the homeroom grade level.

Fix verification steps:

- 1 Sign in to PowerSchool SMS as an elementary school administrator with permission to backfill grades.
- 2 Search for a student who meets the precondition.
- 3 In the control bar, click **Schedule**.
- 4 Select the **Backfill Grades** checkbox for a subject in a grade level other than the homeroom grade level.
- 5 Click **Save**.
- 6 In the control bar, click **Grades**.
- 7 Verify that tabs are available for each appropriate grade level, and that all subjects are visible and grades can be backfilled.

Performance

Schema changes, new and enhanced functionality, and the new SQL Server views introduced to provide backwards compatibility impacted the performance in some areas of PowerSchool SMS 8.0. Pearson has put significant effort into maintaining the high performance standards expected by our customers; as a result, PowerSchool SMS now performs in a range approximately +/- 10% from the last major release, which is Chancery SMS 7.7.0. We will continue to optimize performance by capitalizing on the new possibilities now available to us from the 8.0 schema design.

While some features in PowerSchool SMS 8.0 show improved performance, there are others that perform more slowly. To help ensure your system performs optimally, we ask that you report your findings to Technical Support, which may be able to provide you with assistance to ensure your system's performance is acceptable in these areas. For example, in the area of student search where specific searches may perform more slowly than in Chancery SMS 7.7.0, Technical Support can likely offer you information to improve the performance of these searches.

Regarding page loading, the time it takes to load new graphical controls in PowerSchool SMS 8.0 has been reduced significantly. Consequently, these controls often appear on a page before the data does. This can give end users the impression that the page is loading slowly when in fact it is loading as quickly, or more quickly, than it did in previous releases.

In addition, Pearson has optimized the performance of a number of reports to work well with the new SQL Server views. Please ensure you upload the PowerSchool SMS 8.0 Report Package when it is available for download on PowerSource in June. Uploading this report package will mean your district has access to all the benefits of the performance updates made to the following reports:

- Failing Grades Report (Secondary)
- Teacher Schedule Matrix
- UnsubmittedAttendanceByPeriod
- UnsubmittedAttendanceByTeacher
- Class Roster
- Student Cumulative Attendance Report
- Student Schedule Matrix
- Missing Grades Report (Secondary)
- Missing Grades Report (Elementary)
- Course Request Tally by Grade
- Discipline Profile Report
- Class Add/Drop Report
- Student Contacts Roster
- Course Request Verification
- Immunization Delinquency Letter
- Immunization Next Due Report
- Immunization Non Compliance Report
- Student Academic Plan Progress Report
- Student Transcript Report by Subject Area
- Student Transcript Report by Year
- Student Transcript Report by Subject Area PR
- Student Transcript Report by Year PR
- Student Test History Report
- Student Health Condition Report

- Student Immunization History
- Period Attendance Report

Note that if your district has customized versions of any of the above reports, then please revisit them as they may perform slower than expected without the tweaks made to address performance and the use of the new SQL Server views.

Finally, it is important that you review all of your custom reports and your customizations after upgrading to PowerSchool SMS 8.0. The new SQL Server compatibility views provided may cause some custom reports and customizations to perform more slowly than you expect. These compatibility views will be supported in the application for the 2012/2013 school year; please ensure you update your customizations and custom reports to work with the updated schema beyond the 2012/2013 school year. For further information, please see the [Converting to PowerSchool SMS 8.0 Technical Bulletin](#).

Known issues

This section describes known issues in PowerSchool SMS 8.0 or in applications used by PowerSchool SMS 8.0.

Browser support

The following issues with browsers are occurring with PowerSchool SMS 8.0:

- **Important:** Do not use Compatibility View in Internet Explorer 8 or 9 with PowerSchool SMS. Buttons and other interface items may not appear or function. Please perform the following steps to ensure you are not displaying in IE 7 compatibility view:
 1. In IE 8 or 9, in the **Tools** menu, click **Compatibility View Settings**.
 2. Deselect **Display intranet sites in Compatibility view**.
 3. Deselect **Display all websites in Compatibility view**.
 4. Click **Close**.
- When using Internet Explorer 8 on a server running Windows Server 2008, the PowerSchool SMS user interface is missing the banner menu items, and most buttons and links do not work.

Quick links to the Enrollments and Contacts pages no longer work

(SMSMAINT-19644)

Previously created quick links to the Enrollments and Contacts page no longer work because the Web addresses to the pages have changed. In addition, the pages are no longer available to be added as a quick links.

To remove an existing quick link to the Enrollments or Contacts page, go to **Actions > Customize Home Page**.

Server logon prompt appears when Add Contact page times out

A Windows server logon prompt may appear when the Add Contact page times out. Canceling the logon dialog will return users to the PowerSchool SMS sign in page.

Workaround: Set the browser logon authentication to Anonymous Logon. For Internet Explorer, go to **Tools > Internet Options > Security > Select Zone > Custom Level**, scroll to **User Authentication > Logon**, and then select **Anonymous Logon**.

Using the customer support web site

Log in to *Pearson PowerSource* (<https://powersource.pearsonschoolsandcolleges.com>) to search a KnowledgeBase with frequently asked questions, tips, and troubleshooting, and the latest information about PowerSchool SMS. You'll find helpful instructions about how to use PowerSchool SMS, along with the latest known issues and workarounds.

PowerSource is also a unifying portal, connecting K-12 Technology Administrative Systems customers together within the same environment. So, no matter what Administrative Systems products your district is using, you'll be able to find the resources you need.

How to report an issue

Please report any issues to Pearson Technical Support:

- By web: *Pearson PowerSource* (<https://Powersource.pearsonschoolsandcolleges.com>).
- By email: psstechsupp@pearson.com
- By telephone: 800-688-9939 (Monday to Friday, 5 am to 5 pm Pacific Standard Time.)