# Working with Mobile Apps

## Connecting Mobile Apps to PowerSchool

After a user downloads the mobile app to their device, the app will need to point to the correct PowerSchool server to authenticate. The Parent and Student apps walk the user through an on-boarding process. Most users will enter a four-character code that is used to locate the PowerSchool server. If a user does not know their District Code, they can search for their district by district name or school name.

They can also manually enter the PowerSchool server URL. In either case, the mobile apps will search for the district code via PowerSource and/or connect via the server if the mobile services are accessible.

## DistrictCode

The district code is a four-character code that can be entered on the sign in screen to point the mobile apps to the PowerSchool mobile services. This code is auto generated when the PowerSchool server is registered with PowerSource.

The district code should never change for your district. If PowerSchool registers with a new domain name, the district code will update to the new domain name.

Anytime the district code is updated, it will be validated with PowerSource. If a red X appears next to the code, the entry is invalid and the user will need to enter the correct district code.
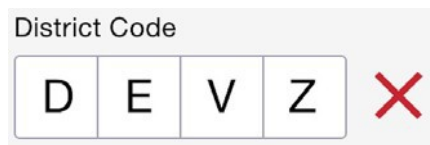
If a green check appears, the district code is registered to a valid PowerSchool server.
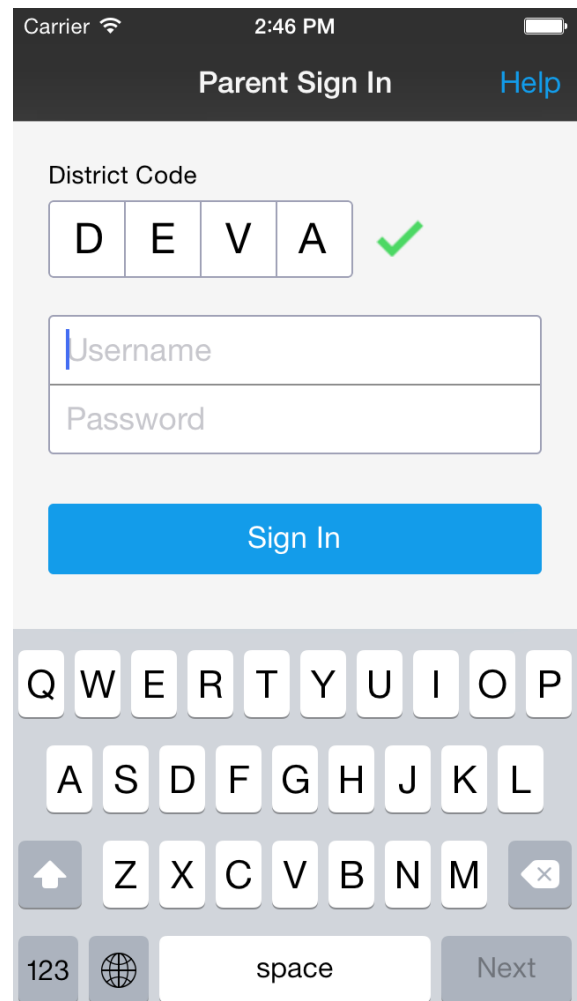
# MobileApps

PowerSchool Mobile apps include:

- PowerTeacher Mobile (tablets for iOS devices)
- PowerSchool Mobile (phones and tablets for iOS and Android devices)

### Device Requirements

Mobile apps require the following operation system version installed on the device:

| Mobile App | OS |
|---|---|
| PowerTeacher Mobile (iOS) | iOS 7.0+ |
| PowerSchool Mobile (iOS) | iOS 7.0+ |
| PowerSchool Mobile (Android) | Android 4.0+ |

### MobileAppDownload

The mobile apps are hosted and downloaded from the Apple App Store or the Google Play Store. You can download the mobile apps from the following URLs:

### iOSApps

- PowerTeacher Mobile - http://itunes.apple.com/app/id390563073
- PowerSchool Mobile - https://itunes.apple.com/app/id973741088

**Note**: You can also open the App Store app on your iOS device and search for "PowerSchool" or "PowerTeacher". PowerSchool apps should be the first results that appear.
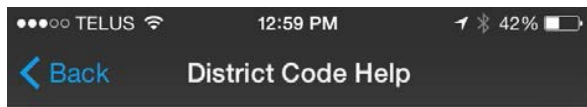
### AndroidApp

- PowerSchool Mobile - http://play.google.com/store/apps/details?id=com.powerschool.portal  **Note**: You can also open the Play Store app on your Android device and search for "PowerSchool". PowerSchool apps should be the first results that appear.

**Parent and Student Guidelines For Connecting PowerSchool Mobile Apps
to Elk Island Public Schools.**



To automatically discover the District Code click on the blue link "Where is my district code?"

The District Code Help window is displayed. Click on the blue bar to "Search for Your District"

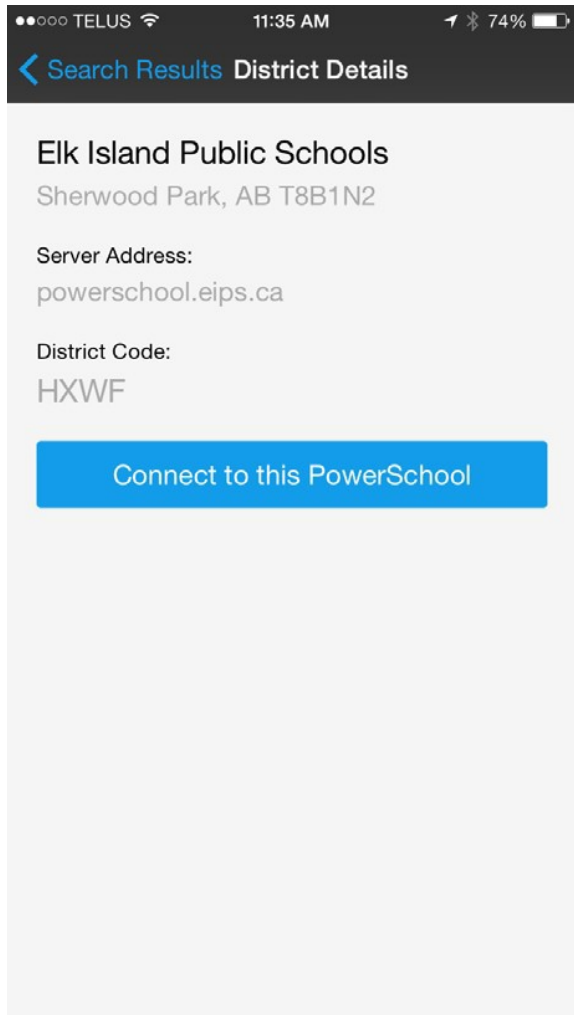The Search for PowerSchool is displayed. Within the "District Name" box type Elk Island Public
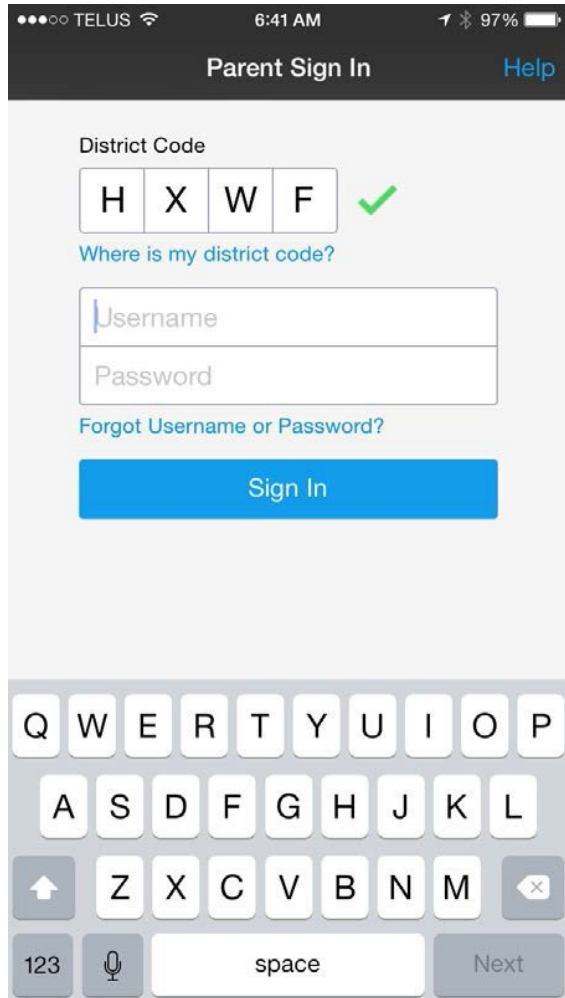


Next click the blue "Search" button.
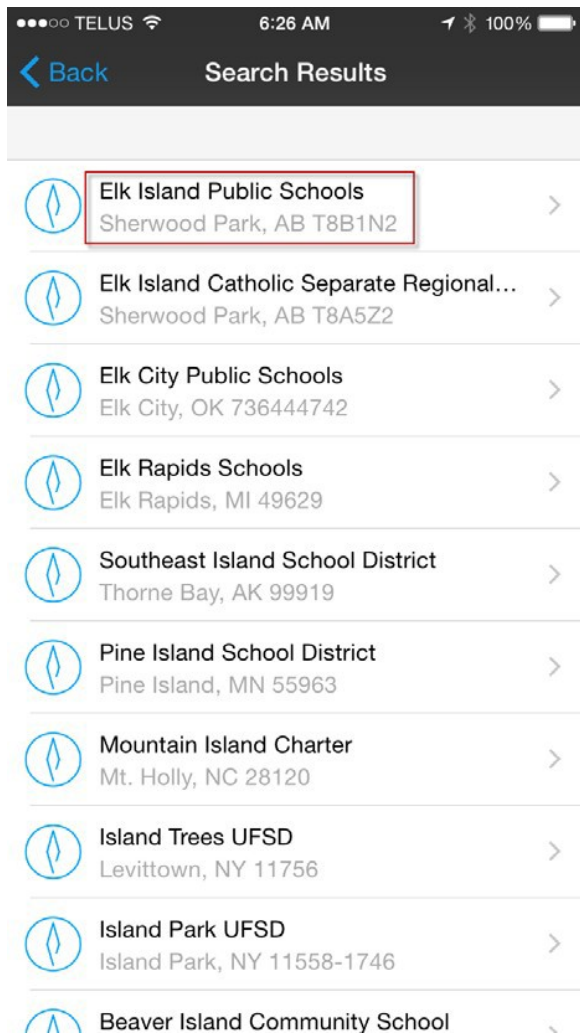
The "Search Results" window will be displayed. Select "Elk Island Public Schools"

The "District Details" window is displayed. Take note of the district code "HXWF". Click on the blue bar to "Connect to this PowerSchool"

The District Code has now been populated and a green check mark indicates you are connected to a valid EIPS PowerSchool server. Proceed to enter parent login credentials identical to those used on the web portal login page.

## PowerSchool Mobile Apps Frequently Asked Questions.

### How do I find my district code?

The district code appears on the PowerSchool Student and Parent portal:

1. Open a browser and sign in to your PowerSchool Student or Parent portal.
2. Make note of the district code value that appears on the bottom left corner of the  navigation menu.
   **Note:** If you do not see a district code, mobile services may not be enabled for PowerSchool. Contact your district administrator for more information.
3. Open the PowerSchool Student or Parent mobile app and enter the district code on the  sign in screen.
4. If you enter a valid district code, a green checkmark appears next to the District Code  field.
5. Enter your username and password and sign in to the PowerSchool mobile app.

### Why is the sync with PowerSchool taking a long time?

The PowerSchool server or the mobile app may be timing-out when syncing data with PowerSchool. The default timeout value is five minutes. Tap on Live Feed on the left menu, and then tap Refresh in the top right corner of the screen. This starts the sync process on the server.  Wait up to five or more minutes. You will know that the sync process has completed when the  spinner in the status bar (iOS) or animation (Android) stops.

The following instructions are for the iOS version of the mobile app:

Look in the System Logs on the mobile app to determine if there are any messages related to the  sync issue.

1. Open the side menu.
2. Scroll down, then tap **Application Settings**.
3. Scroll down, then tap **System Logs**.
4. You should see success and failure logs that happen when you sign in and sync data with  PowerSchool.
5. You should be able to tap on the last failure log to view more information.

Notes: