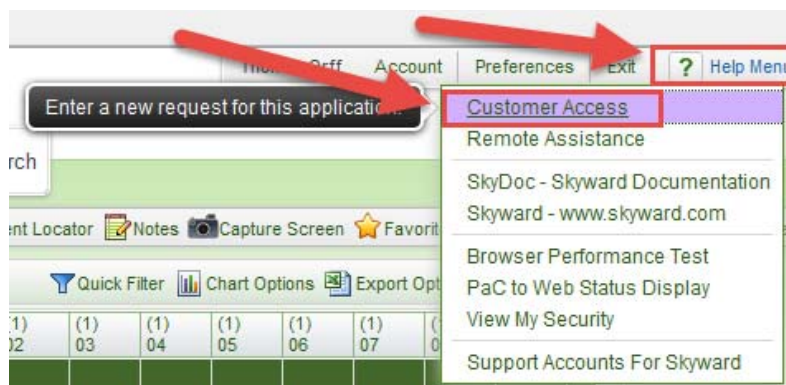


Entering Service Calls (help requests) in Skyward

When requesting help for Skyward, it is important that you do it while IN Skyward. In the past, phone calls and emails were the preferred way of submitting a request for help in PowerSchool, but Skyward has its own help portal and it would be ideal for everyone to use it. Doing so will make supporting you so much more efficient since Skyward will actually tell us where you are in the software so that we don't have to call or email back, asking you what screen you were in (translation: the easier you make it for us to find where you are, the quicker we can get back to you). With that in mind, PLEASE submit requests from the screen you are having issues with/in.

To submit a Service Call, click on the help link at the top right (look for the question mark) and then on Customer Access. See the screen cap below.



You will see a window like the one below. Please look at the annotations to see what info needs to be submitted. Click the Submit to Queue button when finished.

Customer Access - Entity 300 - 05.15.06.00.05 - Mozilla Firefox

https://skyward.iscorp.com/scripts/wsisa.dll/WService=wseuhazletonpa/scscledit002.w?isPopup=true

Customer Access

Student Locator Capture Screen New Window My Print Queue Help Menu

Customer Access

* Menu Path: Student Browse

Current Issues
View current issues dealing with Skyward software and hardware

Frequently Asked Questions
View FAQs and find answers to Skyward questions

Current Release Note Tutorials
View the latest product tutorials. I pace.

Future Release Note Tutorials
View the latest product tutorials. I pace.

Submit a Request to Skyward on the Internal Queue

* Type: ☒ Service Call

Contact Preference: ☐ Email ☒ Phone

☐ Critical Service Call

* Summary:

* Detail:

Maximum characters: 922, Remaining characters: 922

Asterisk (*) denotes a required field

Make sure to submit a ticket while you are on the page where you are having an issue. That will give us the exact location where you are working.

I would select email until we are sure that you have your phone number entered in the system. For now, you can include a phone number at the bottom of the details.

Think of this as an email. The **summary** would be the subject of the email and the **detail** would be your email body. Please give as much detail as possible.

Submit to Queue

Submit to Skyward

Attach (0)

Live Chat

View My Requests

Back

Click Submit to Queue when finished entering details of the service call.