How to get SIS Integration Technical Support for PowerSchool Teachers

Questions related to the Curriculum programs contact Technical Support at 800-234-5832

Select Option 1, then Option 3 for SIS Integration

For Realize use 888-247-2099

Details

If you need assistance with an item in the following lists, contact the indicated resource for help. These guidelines also are in the *Teacher Implementation Guide*.

Contact your PowerSchool Administrator for help if:

- Teachers or students forget their PowerSchool username and password
- You teach in more than one school in the district
- A teacher does not have access to the Applications panel, or the Applications panel does not have the Pearson Courses link on PowerSchool
- A teacher is unable to access CAT from PowerSchool
- A student is unable to access CAT from PowerSchool and the teacher has already associated classes and products in CAT
- Your classes do not appear in CAT (Classes will appear after the class start date set in PowerSchool.)
- A student is missing on your class roster
- A student who is not in your class appears on your class roster

Contact Instructional Resources Technical Support for help if:

- A teacher or student SSOs from CAT to the wrong learning platform (Teachers can check to make sure the correct product is associated with the class in CAT and the correct Quick Link is used.)
- You don't see your classes on the Pearson Digital Learning Platforms (Teachers can check to make sure that products are associated with the class in CAT.)
- You do not see your product listed in CAT when associating products and classes (Products must be purchased and have active licenses to appear in CAT.)
- You want to check frequently asked questions (FAQs)

Information from the Pearson Instructional Resources team can be found on the SIS Integration site at:http://support.pearsonschool.com/sis-integration