

## FAQ PowerSchool App

**Q1. Why is the PowerSchool App not working on my mobile device?**

A1. PowerSchool recently did an update to the app

**Q2. Will the login and password I have always used work on the app?**

A2. No. To use the PowerSchool app, you will need to have an account for PowerSchool Unified Classroom.

**Q3. How do I create a PowerSchool Unified Classroom account if I previously had access to the app?**

A3. Go to <https://uticak12.org/academics/powerschool> and navigate to the directions for ! *Unified Classroom account for a parent who has an original Parent Portal Account.* Follow these directions to create your Unified Classroom Account. This account needs to be created within a computer browser.

**Q4. After I create my Unified Classroom account, will I be able to use the app on my mobile device?**

A4. Yes, you may need to uninstall and reinstall the app. Once installed, you will enter in the district access code (NKDJ) and use your login credentials for Unified Classroom to access student information on the app.

**Q5. How do I create a PowerSchool Unified Classroom account if I did not have an account previously?**

A5. Go to <https://uticak12.org/academics/powerschool> and navigate to the directions for ! *Unified Classroom account for a new parent.* First, contact the building to obtain your Access ID to create an account for the first time. Then, follow these directions to create your Unified Classroom Account. This account needs to be created within a computer browser. Once created you will need to install the app and enter in the district access code (NKDJ). Use your login credentials for Unified Classroom to access student information on the app.

**Q6. My student could access the app on their mobile device, but now is unable to do so.**

A6. Go to <https://uticak12.org/academics/powerschool> and navigate to the directions for ! *Unified Classroom account for a student.* First, contact the building to obtain your Student Username and Student Password to create an account. Then, follow these directions to create your Unified Classroom Account. This account needs to be created within a computer browser. Once created you will need to install the app and enter in the district access code (NKDJ). Use your login credentials for Unified Classroom to access student information on the app.

**Q7. My student received the message, “This email is already in use.”, when creating their Unified Classroom account.**

A7. Students will need to request a password reset from their media center personnel.

