



PowerSchool Parent App

The PowerSchool Mobile app is the fastest growing student data system, and it helps increase parent involvement by providing real-time information on assignments, attendance, grades, and other aspects of student accountability.

Since you're already here, we'll assume that you're also having problems with the PowerSchool app, including issues with the app not opening correctly, app crashing, login problems, or perhaps sync errors. To find out about PowerSchool app issues and fixes, keep reading this article and understand how to eliminate them.

This app allows you to monitor changes in attendance and grades, examine assignment information, analyze instructor feedback and comments, track meal and fee balances, check the school's daily bulletin board, and do everything else you need to know about how your child is doing in school.

Why is PowerSchool App Not Working?

There is no specific reason why the PowerSchool app is not loading or working correctly, we can say that it's due to the following reasons:

- Internet connection issues
- Temporary service outages for system maintenance/upgrades
- Need to clear the app's cache
- VPN on your device is enabled
- Non compatible PowerSchool App

Check your Internet Connection

- The main problem is with the internet connection because a poor internet connection will cause app issues many times.
- Confirm whether you have a stable internet connection or try to change your network settings. For instance, if you are currently connected to Wi-Fi, try the PowerSchool app using your mobile data and see if this fixes the issue.
- You can also try to restart your router or modem by turning them off and, after a few minutes, turning it on again to see if internet connection issue resolves on your mobile devices.

Temporary service outages for system maintenance/upgrades

- PowerSchool Applications do experience outage for system maintenance/upgrades. The majority of upgrades/maintenance occur during weekends however sometimes systems may go thru critical updates during weekdays. It is best to wait for few hours and try to log in after the maintenance is complete.



Close and Reopen PowerSchool App

If the PowerSchool app stopped working midway, then you can close the app and reopen it after sometimes to see if issue resolves.

Log out & Login Again

If you are experiencing any issues while using the PowerSchool app or if the app is crashing, you can log out and log in again after some time to stabilize the overloaded user data of the app.

Clear PowerSchool App's Cache on your mobile devices

Sometimes, App cache gets corrupted, preventing the app from working correctly. Therefore, you'll need to delete your cache to fix the errors with the app. Clearing the app's cache can often solve a problem with the PowerSchool app.

In order to clear cache and cookies, follow these steps;

For Android device:

1. Open **Settings** and navigate to **Apps Menu**
2. Select **Installed Applications** and search for the PowerSchool app
3. At the bottom of your screen, select **Clear Cache**

For iOS Device:

1. Open the **Settings** app and choose **General** from the side menu
2. Tap on **iPhone Storage** and then select the PowerSchool app

Now, select **uninstall App** and then **Reinstall** it from the App Store

Disable VPN

If you have enabled a VPN on your device, it can prevent the PowerSchool app or any other app from working correctly. We recommend you disable vpn to access the PowerSchool app.

For Android:

- Open your phone's **Settings** and tap on **Network & Internet**
- Now, select **Advanced** and click **VPN** or search for VPN from the search bar
- Next to the VPN, tap on **Disconnect** to turn off the VPN or tap **Forget** to forget the network

For iOS:

- Navigate to **Settings** and select **General**



- Now, tap **VPN & Device Management** and tap VPN
- Disable the VPN option to turn off the VPN

Update the PowerSchool App

Even after clearing cache, if you are getting the PowerSchool loading issues, your app might be outdated.

If the PowerSchool app is not up to date, a few of the features might stop working properly or the app will completely slow down which prevents it from working properly.

You can update PowerSchool app on your device and see if this fixes the issue.

Follow the steps mentioned below to know how you can update the PowerSchool app on your device.

For Android:

1. Open the **Google Play Store** and tap on the **Profile** icon at the top right corner
2. Tap **Manage Apps & Device**
3. Now, search for the PowerSchool app and tap on **Update**

For iOS:

1. Open the **App Store** and tap on your **Profile** icon at the top of the screen
2. Scroll down and search for the PowerSchool app
3. Now, tap **Update** next to the PowerSchool app to update it to its latest version

You can enable the automatic update option if you don't want to update the app manually.

Check your Device Compatibility

Your device might not be compatible with the PowerSchool app, which is why it is causing issues. Thus, check your device's compatibility or check if your device's operating system requires any updates. Please refer to PowerSchool System requirements on PowerSchool log in page.

Wait for a While

If PowerSchool is not loading, there is a chance of some glitches or bugs in the PowerSchool app, or the service might be down. So, if the above solutions didn't help, wait until the issue is fixed on PowerSchool's side.

Uninstall/Re Install

You can uninstall PowerSchool App on your device and install it again.