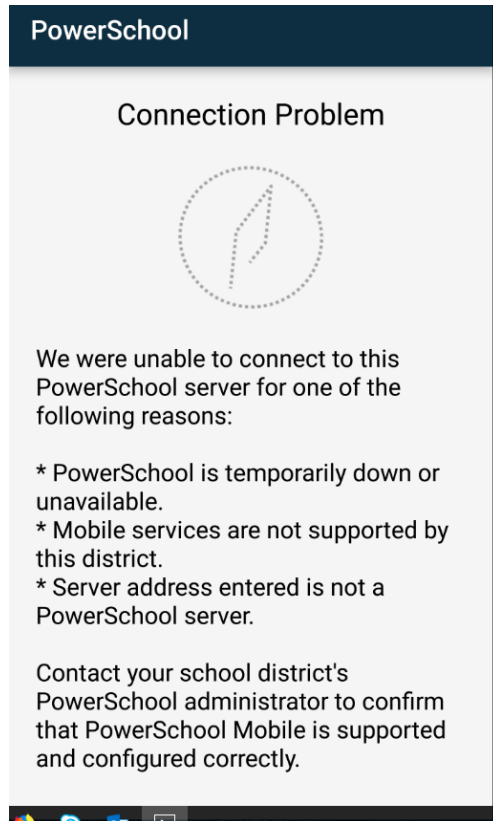


RE: PowerSchool APP unable to connect to PS server when signing in to the Parent Portal

This error message is displayed:



This error can come up even after using and verifying "KWMW" district code.

This has come up from time to time and we can't pinpoint exactly why, but we have a solution from PowerSchool. What it comes down to is that the district code somehow gets broken and won't find our server. You will need to force it to find the server. This is how you fix it:

This error normally means that the device lost its connection with the server. From the login screen, try forcing the mobile app to re-pull the district information by:

1. Tapping on the link right below the District Code that says "Where is my district code?"
2. On the page that comes up tap "Search for Your District"
3. Then enter the URL in the last box on the next page and hit submit.
 - a. Our URL is <http://powerschool.spokaneschools.org/public>