

Better Password Reset Plugin for PowerSchool

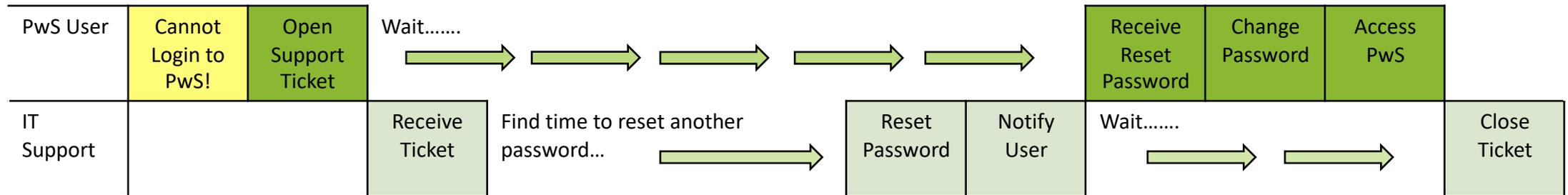
Case Study Overview

The BASIS Charter School Network teamed with The Better Education Company to replace their highly manual and inefficient workflow associated with password resets for the PowerSchool Student Information System (PwS).

The Better Education Company developed a simple, integrated, low-cost solution which automates the process and eliminates the need for intervention by IT Support personnel.

"By enabling the SIS user to reset their own password from the login page, the Better Password Reset function provides immediate assistance to the end user and has reduced my help tickets by as much as 50%! I love that I can focus my efforts on critical issues while teachers and staff can access their accounts without having to submit a ticket and wait for a reply."

- Lori Frye, Systems Specialist



Original Password Reset Process

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The Problem

PowerSchool users were experiencing frustration and extended periods of unproductivity when their passwords needed to be reset. After discovering that they could not log into the PowerSchool application, they were required to open a service ticket and wait for a new password to be provided. Meanwhile, their work waited...

IT Support Resources were allocating a significant amount of their time and energy facilitating and supporting PowerSchool users in the reset of their passwords. This typically occurred during peak teacher hiring and transitional periods, in addition to, immediately before and after summer and winter break periods when Support Resource availability was at a premium.

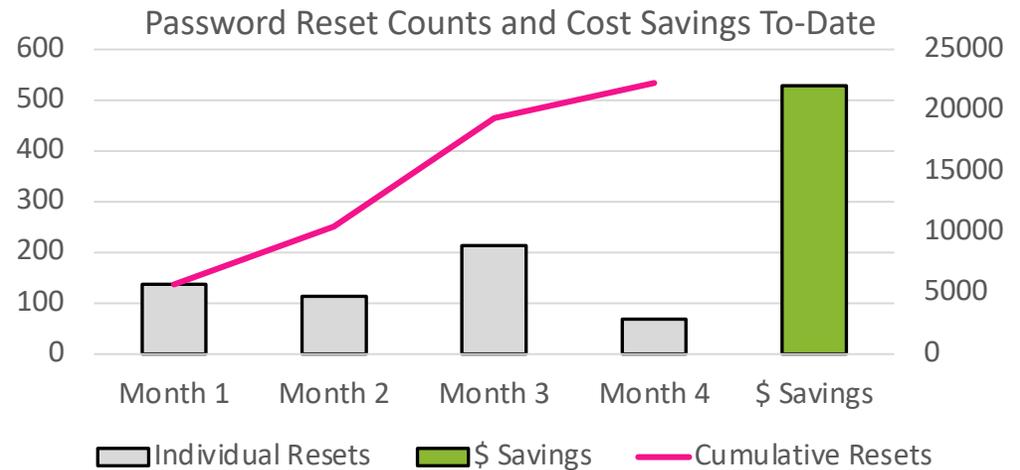
We set these simple goals:

- *Shorten the overall lead time to reset passwords.*
- *Remove the dependency on manual ticket submissions.*
- *Remove the dependency on IT Support Resources.*
- *Ensuring password policy compliance.*

The Solution

Our Plugin for Better Password Resets is a fully integrated solution that delivers on every goal by enabling users to dynamically reset their passwords without additional support. By removing dependencies on a ticketing system and IT support resources, the time to productivity has been reduced from hours to minutes. We also built a usage dashboard so that schools can track their savings!

Adopted by BASIS Charters schools a little over (4) months ago, results have exceeded expectations in ease of use, reclaiming lost productivity, and saving more than \$20,000 to date.



Annual savings are expected to exceed \$70,000!

Better Password Reset Plugin for PowerSchool

Visit our Website to learn more about the Better Password Reset Plugin for PowerSchool, schedule a demonstration or receive a quotation!

- [Better Password Reset Plugin for PowerSchool](#)

All of our custom plugins and alerts were developed to extend capabilities, improve operational efficiencies, add value, and enhance the user experience of PowerSchool's Student Information System.

- [Complete listing of our Better Alerts and Plugins for PowerSchool](#)

Visit our YouTube to view a short video of how our Plugin works!



Better Password Reset Plugin for PowerSchool

- ⇒ Empowers Teachers and Staff!
- ⇒ Removes dependencies on IT Support!
- ⇒ Automates and reduces operational costs!

Together we'll make education better.

www.bettereducationcompany.com

The Better Education Company

<https://www.youtube.com/watch?v=bpAzRjSc2aY>

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About The Better Education Company

The education technology sector can be difficult to navigate. Schools are often faced with the option of paying hefty fees for a fully integrated suite of educational services or implementing a smattering of individual solutions that do not easily integrate.

We understand your challenges and constraints. We have a long history of empowering educators and achieving superior educational and operational outcomes while improving efficiencies in all aspects of running an educational enterprise.

 <h3>Assessments</h3> <p>We are dedicated to helping schools, networks, and districts capture, analyze, and actuate assessment data. Assessment results, along with our unique quantitative analysis, are used to identify patterns, trends, and correlations needed to improve student outcomes.</p> <p>Learn More</p>	 <h3>Software Development</h3> <p>We develop the middleware, APIs, plugins, and integrations that bridge and connect systems used in the education sector. Our teams continuously deliver high quality solutions following the agile software development model.</p> <p>Learn More</p>	 <h3>Alerts and Plugins for PowerSchool</h3> <p>Our custom alerts and plugins were developed to extend capabilities, improve operational efficiencies, add value, and enhance the user experience of PowerSchool's Student Information System.</p> <p>Learn More</p>
 <h3>Data Analytics</h3> <p>Our team of data analysts and psychometricians are experts in statistical and quantitative analysis which identify the patterns, trends, and correlations that provide valuable insights into your data.</p> <p>Learn More</p>	 <h3>Survey Services</h3> <p>We create custom surveys tailored to meet the needs of educators. Survey results, combined with our proprietary machine learning algorithms and analytics capabilities reveal the valuable insights to guide the decision making process.</p> <p>Learn More</p>	 <h3>Consulting Services</h3> <p>Our expertise lies in assisting networks, districts, and schools in improving student outcomes and achieving operational objectives. We focus on your most critical issues, and enable action plans to realize your goals.</p> <p>Learn More</p>

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Together we'll make
education better.