

## PowerSchool Mobile App Sync Error Instructions

If you are attempting to use the PowerSchool Mobile App and are receiving an error that reads “Problem Syncing”, this means that there was a problem syncing your mobile device with your school district’s information system. Here’s the first solution to try to correct this problem:

### Step-By-Step Solution

- Uninstall the app and then restart your phone.
- Reinstall the app by downloading the app from the App Store/Google Play Store.
- Once the app is installed, open the app and it should land on the page which asks for the District Code.
- Do not enter the District Code, rather click on the link “Where is my district code?” below the District Code.
- On the page that comes up tap “Enter Server Address” and then enter the URL in the box on the next page and hit submit. (Note: The URL is the link to the Parent Portal - see below)

<https://rivervalleyisd.powerschool.com/public/home.html>

- In the next step, you will need to enter your login credentials and this should load the data.

If the above steps do not resolve the issue, contact your school office directly to inform them of the issue.