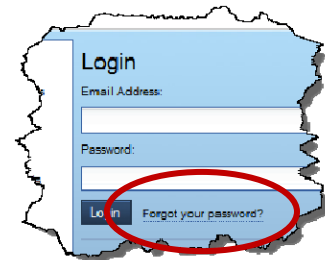# PowerSchool: PowerSource Account Activation

Overview

- PowerSource is a customer support portal for all Pearson School Systems products which includes more than 150 interactive tutorials as well as discussion forums and a knowledgebase containing over 33,000 articles.
- All current WCPSS NC WISE users were sent an email containing step-by-step instructions for PowerSource account activation.
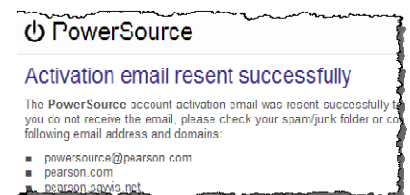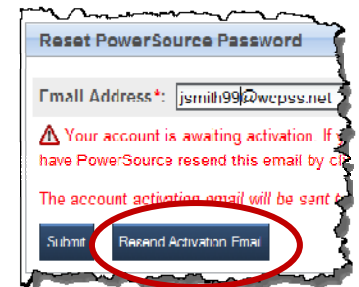
Re-Send the PowerSource Account Activation Email

1. Visit https://powersource.pearsonschoolsystems.com/

2. Click **Forgot your password?**

3. Enter your **@wcpss.net** email address and click **Submit**.
   - One of two possible messages will be displayed.
     1. Account is awaiting activation **or**
     2. The username you entered is not associated with a valid PowerSource account.

Account is Awaiting Activation

1. Click **Resend Activation Email**.

2. Check your **WCPSS email account** for the activation email.

3. Follow the **step-by-step instructions** contained in the email message to activate your PowerSource account.

Username Not Associated

- School-based personnel
  - Report to your Data Manager or Tech Contact for submission to the WCPSS Help Desk
- Central Services-based personnel
  - Contact the WCPSS Help Desk.