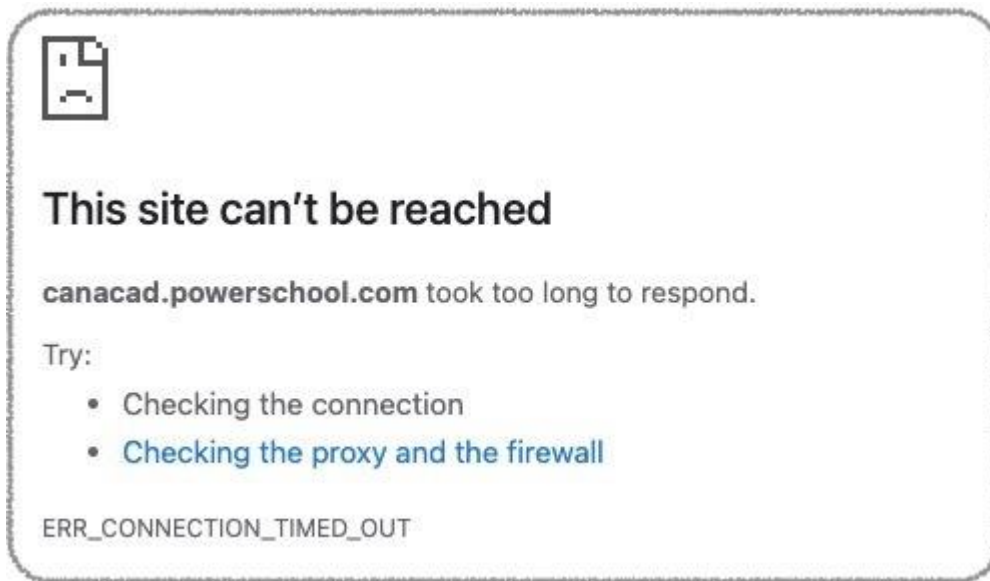## How to access PowerSchool when it is blocked
2024-01-30
CA Tech Support

Trouble accessing PowerSchool?

Due to some known issues at PowerSchool, some families are experiencing difficulty connecting to PowerSchool (canacad.powerschool.com) from their home or office networks. As of this writing we are still working with PowerSchool to remedy the situation, but it may take some time.

If you have this problem, here are some workarounds that will help you access PowerSchool.

Easiest: Use mobile phone and turn off Wi-Fi

If you cannot connect to PowerSchool on your home or office Wi-Fi, use your mobile phone and turn off Wi-Fi (or disconnect from your home Wi-Fi) to use mobile data.

If you don't have the PowerSchool mobile app, it is free from the Apple Store for iPhones, or Google Play for Android. When using the PowerSchool mobile app, the school district code for Canadian Academy is **L H T D**.

Easy: Use personal hotspot on your mobile phone

If you prefer to work on your computer, to connect to the Internet without using your home or office Wi-Fi, you need to use your personal hotspot on your mobile phone.

Advanced: Use free Proton VPN

For a more permanent and guaranteed solution on your computer, it is best to masquerade your IP address with a VPN (virtual private network) service.

Proton VPN is a popular and trusted VPN service, and offers a free version with servers in Japan and other countries. We have found out that using Proton VPN is a good workaround when your IP address is blocked by PowerSchool.
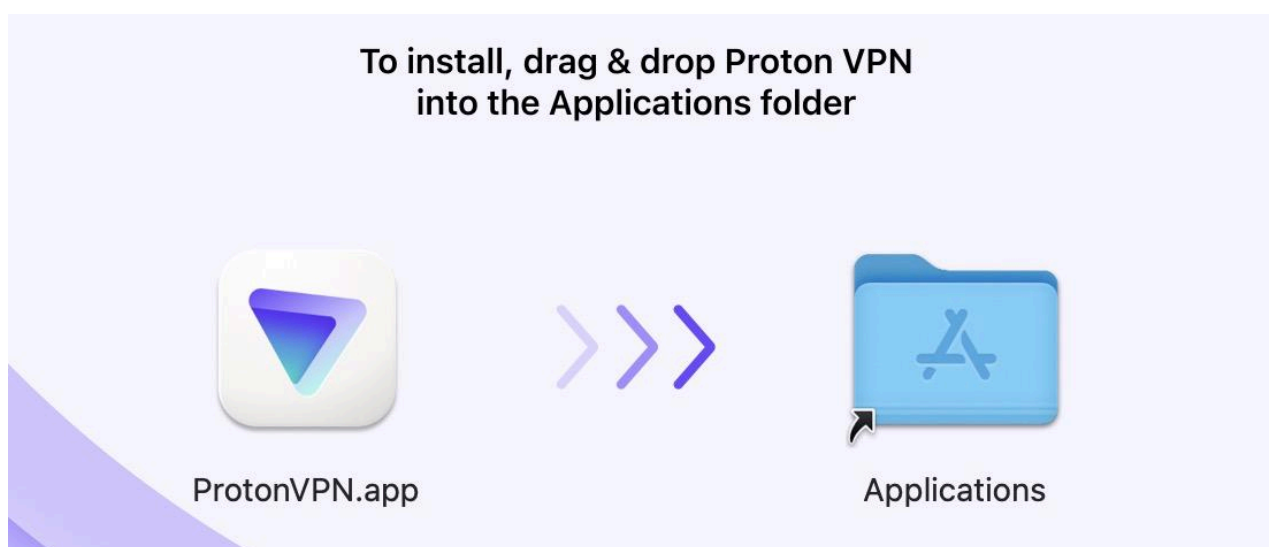
Get Proton VPN

Go to https://protonvpn.com/ and click the **Ger Proton Free** button.

In the next page, click **Continue with free** and proceed.

You will be prompted to create an account. Enter your email address, and your password will he automatically assigned. Keep this password in a safe place.
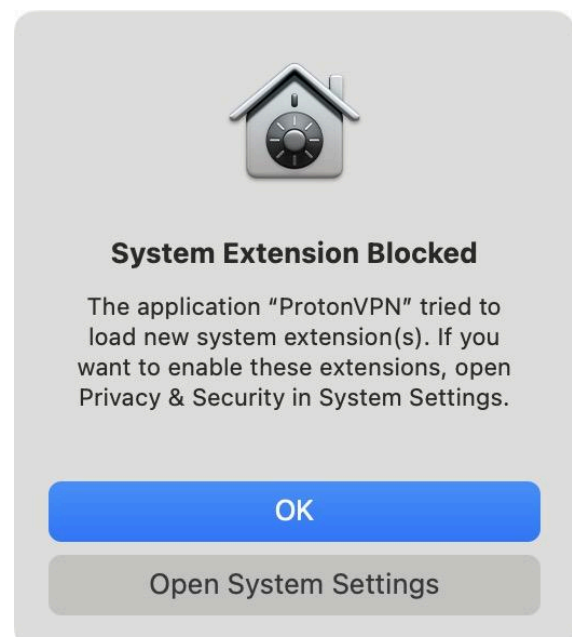
Download the Proton VPN app for your platform. The Mac version looks like this. Drag and drop the app into the Applications folder.
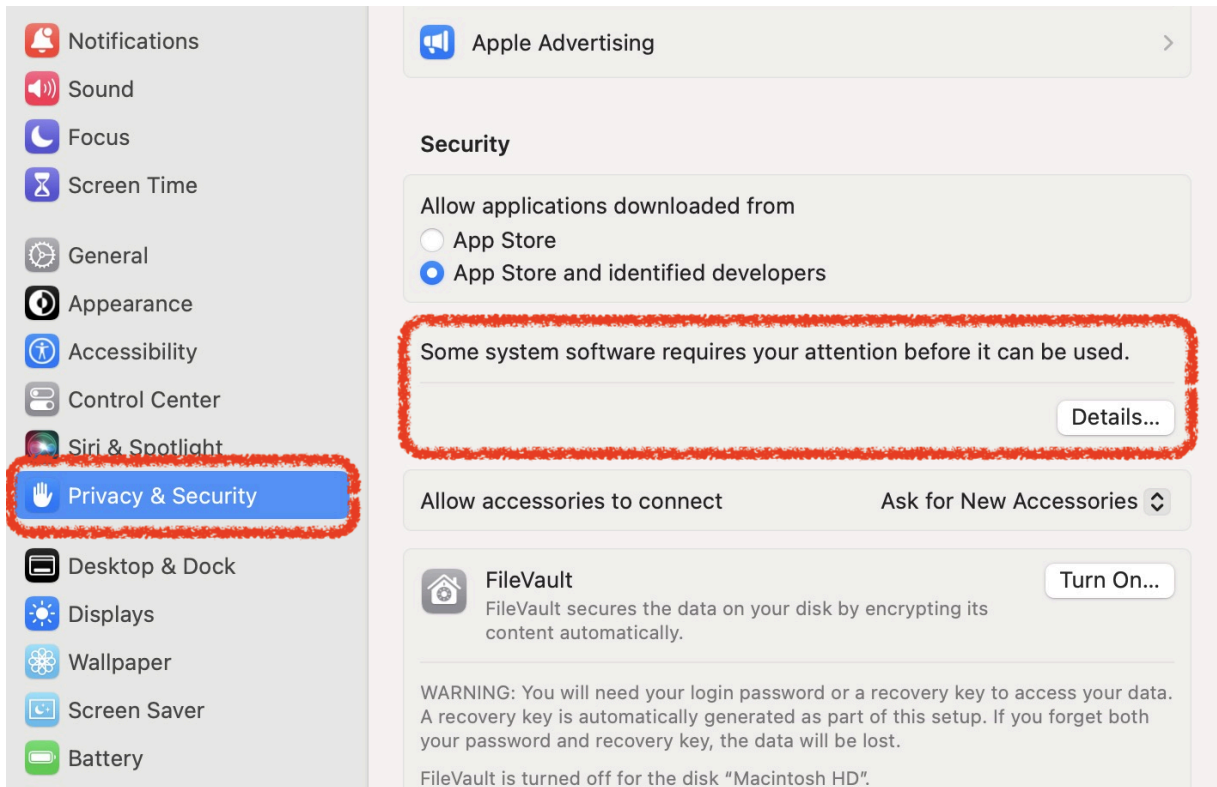

Open the Applications folder, find **ProtonVPN.app** and open it.

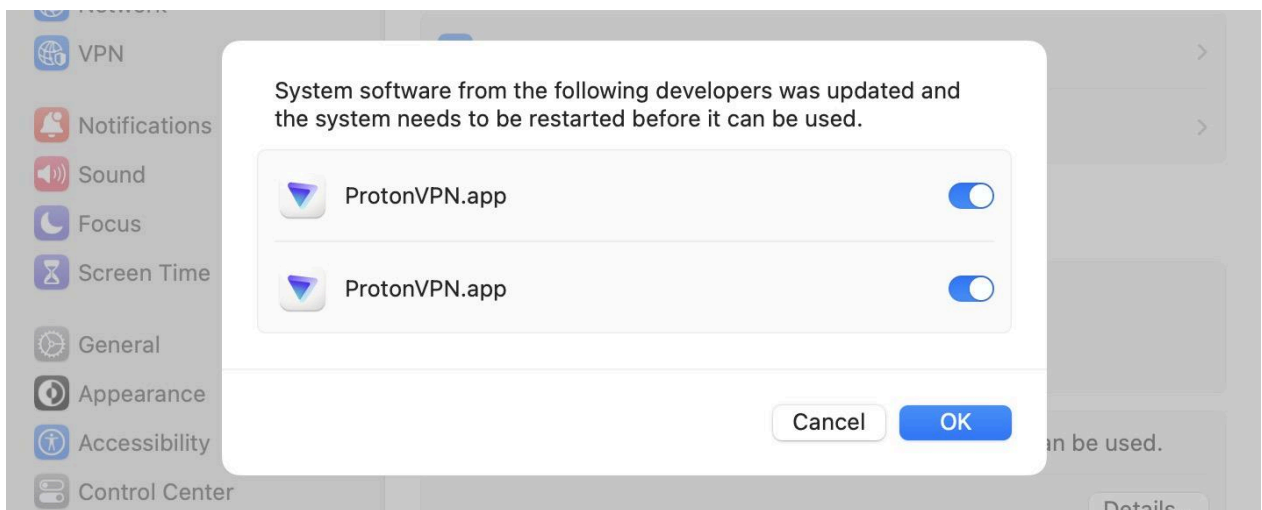The first time you open it, you will see "System Extension Blocked."

Click the **Open System Settings** button to finish setting up your VPN.

System Extension Blocked

The application "ProtonVPN" tried to load new system extension(s). If you want to enable these extensions, open Privacy & Security in System Settings.

OK

Open System Settings

In **System Settings**, navigate to **Privacy & Security**, and find "**Some system software requires your attention before it can be used**." Click the **Details** button.

In the next window, click on both switches to allow Proton VPN to work on your computer.

Done!

You can access PowerSchool now!

Once your Proton VPN is set up, simply click the **Connect** button and it will automatically pick a server that is best for your area, usually one i Japan, but sometimes in another country.

Try accessing PowerSchool (canacad.powerschool.com) with VPN connected, and you should be able to access it now.

Be sure to disconnect and quit the VPN app once you are done with PowerSchool.