

## How to delete a student record

If a duplicate student record has been erroneously entered into PowerSchool, it can be deleted to avoid confusion and incorrect student counts.

**Note:** Prior to deleting this record, refer to the following Knowledgebase [article 6783](#): "Selecting a student will display an incorrect/wrong student's information."

You must be able to restart PowerSchool after deleting the duplicate student record. It may be advisable to wait until after school hours, when most end users have logged out of your server and you will be able to run backups.

### To delete the duplicate student record:

1. Backup your PowerSchool data file. Once a student has been deleted, the student record may only be recovered by restoring a backup or by manually recreating the student record.
2. Log into PowerSchool.
3. Select the student you would like to delete.
4. Navigate to the Teacher Comments student screen.
5. Note the student's internal ID value located at the bottom of the Teacher Comments student screen.
6. Navigate to Direct Database Access (DDA).
7. Search the Students table for all records where ID equals the number noted in step 5 from the student's Teacher Comments screen. Only one record should be returned. If more than one student is returned, please contact Technical Support and do not proceed with the remaining steps.
8. Click Modify Records.
9. Check the "Check here to verify a delete command" check box.
10. Click the "Delete Selected Records" button.
11. Restart PowerSchool.

Also, you can reconcile duplicate or overlapping records by referencing the document "Duplicate Enrollment Records".

### Comments:

Shouldn't this article say something about orphan records? What if the duplicate student's id# has custom fields, schedules, attendance, stored grades? Shouldn't these be tracked down and deleted?

I have found that if there is a schedule for the student you need to delete the courses in the CC table, otherwise those records are not deleted when you delete the student. If you try to delete afterwards you are unable and need to use "Correcting Invalid Data Using Data Validation Reports including "Full Resynchronization."



Thanks Pam - that answered my question about this procedure. If the student is the primary object of the whole database, you would think that the database SHOULD remove related records - UGH!

Could not find Modify record for our student any suggestion of where it is?

Are you in DDE or DDA? The Modify link won't show up in DDE.

Where is DDA and I also do not see a Modify link to show in DDE???

I followed all the steps and there is no "Modify Records" on the DDE.

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## Selecting a student will display an incorrect/wrong student's information

Some districts may experience an issue were after selecting one student, another student's information is displayed. The name of the selected student is displayed at the top of the browser but the wrong student's information is displayed in the selected student screen such as Demographics Modify. This issue usually occurs when a student has been deleted in Direct Database Access (DDA), but PowerSchool has not been restarted.

Upon startup, PowerSchool reads some student information from the database and caches that information in memory. If a student is deleted using DDA, student information in the database is updated but the cached information in memory is not. This results in a misalignment between the cached information in system memory and the information stored in the database.

This issue may be resolved by restarting PowerSchool.

### **Workaround:**

Restart PowerSchool.

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