FAQ for Families,

Provided by PowerSchool

Who is PowerSchool?

PowerSchool provides cloud-based software to K-12 schools. This security incident affected some of the districts using the PowerSchool Student Information System product. We have no evidence that any other PowerSchool products were affected as a result of this incident.

Am I required to reach out to my school or take any steps as a parent or guardian at this time?

We are working to complete our investigation of the incident and are coordinating with districts and schools to provide more information and resources (including credit monitoring or identity protection services if applicable) as they become available. We are working in close coordination with our customers on the process of notifying and supporting impacted individuals.

Was any student or family data involved in this incident?

Across our customer base, we have determined that for a portion of individuals, some personally identifiable information (PII), such as social security numbers (SSN) and medical information, was involved. We are working with urgency to complete our investigation and identify the individuals whose data may have been involved.

Was credit card or banking information involved in this incident?

We have no evidence that credit card or banking information was involved.

Is PowerSchool offering credit monitoring?

We are working to complete our investigation of the incident and are coordinating with districts and schools to provide more information and resources (including credit monitoring or identity protection services if applicable) as they become available.

Would PowerSchool reach out to me directly to discuss this incident, including requesting my personal information?

PowerSchool is committed to keeping our community informed and will be providing further resources as they become available. However, please remain vigilant as PowerSchool will never contact you by phone or email to request your personal or account information.

What happened?

On December 28, 2024, we became aware of a potential cybersecurity incident involving unauthorized access to certain PowerSchool SIS information through one of our community-focused customer portals, PowerSource. PowerSchool is not experiencing, nor does it expect to experience, any operational disruption and continues to provide services as normal to our customers. We have no evidence that other PowerSchool products were affected as a result of this incident or that there is any malware or continued unauthorized activity in the PowerSchool environment.

When will PowerSchool provide next steps to schools, educators and families?

We are working to complete our investigation of the incident and are coordinating with districts and schools to provide more information and resources (including credit monitoring or identity protection services if applicable) as they become available.

What steps are you taking to prevent this from happening again?

PowerSchool is committed to protecting the security and integrity of our applications and regularly reviews and enhances it security policies and practices. We continue to prioritize and invest significantly in our cybersecurity defenses.

What is the timeline for providing notification information to schools, educators and families?

As PowerSchool is working to complete our investigation, we are also taking steps to set up a system – in coordination with our customers – to be able to provide supportive resources (including credit monitoring or identity protection services if applicable) for individuals whose data may have been involved. As we have more definitive information on our timeline, we will share that accordingly.