Frequently Asked Questions (FAQs)

Q. What is PowerSchool?
A. PowerSchool is our student information system. It allows us to manage information such as grades, attendance, demographics, courses, etc. Since PowerSchool is web-based, some of this information can easily, but safely be shared with parents and students. The Parent Portal allows parents and guardians to access their student's information through the Internet.

Q. What is the web address for PowerSchool?
A. The Broken Bow Public School District's PowerSchool portal's address is: https://bbisd.powerschool.com/public/home.html

Q. Is there a PowerSchool APP?
A. Yes! Through the Apple APP Store or Google Play.

To get the PowerSchool APP on your mobile device you must follow these steps:
1. Create an account (create your own username and password at the top of the page) in PowerSchool online. When you add each child at the bottom of the 'create account' screen, you will enter the Parent ID and Parent Password provided through your child's school office (see next question below). **You will not be using either the student ID or student password for this initial set-up process.**
2. Within the Broken Bow School app, tap on the PowerSchool icon
3. Install the PowerSchool app from the APP Store or Google Play
4. Code BGST
5. Enter your Power School login information that you previously created online.

Q. Do I need a separate login for each of my children?
A. No. The new single sign-on program allows you to set up your family account and have access to each student's records by using only one login and password. **You'll need to use the Parent ID number and Parent password to set up your family account for the first time, and then may add each of your students by entering their full name and the Parent password given to you for that student. **You will not be using either the student ID or student password for this initial set-up process.**
Q. What can I see on the PowerSchool site?
A. Parents can access the following information: grades for current classes, attendance for the past two weeks or the current quarter, teacher comments, email links to teachers, various reports, and MORE.

Q. Is this system secure?
A. Absolutely. In fact, your child’s safety and privacy are our greatest priorities. Authorized school officials and those with whom you share your password can only access your child’s records.

Q. Who do I contact for PowerSchool access?
A. Your account was setup automatically by the software. Letters are sent home to parent/guardians of our new students with username and password information. If you no longer have that information, please contact your student's school office.

Q. Can I change my password?
A. When you first set up your family account, you will be using the parent ID and password issued to you by the school. Once your new account is established, you can then set up your own login ID and password. Please record it and keep it somewhere safe and private so you have it when you need it (wallet, purse, day planner).

Q. I have multiple children in the district. Can I have access to all their accounts under just one username and password?
A. Yes. Each child’s account information is housed under its own account, but they may be grouped together under a family account set up by the parent.

Q. My husband/wife and I are separated/divorced. Can we get another parent username and password for our child’s account?
A. Yes. The new single sign-on program allows you to set up separate family accounts with a separate login and password. The original ID and password will be needed in order to set up a separate account.

Q. Can other people see my child’s grades and information?
A. As long as you protect your password, others will not be able to see your child’s information. Each child/parent is issued a unique identification login and password. Authorized school officials and those with whom you share your password can only access your child’s records.
Q. What if I want others to have access to my child’s grades (Grandparents, Aunts/Uncles)?
A. If you want others to have access to your child’s grades via the Internet/PowerSchool, you will need to provide them with the login & password you’ve been issued or have set up. It will be the responsibility of each parent/guardian to distribute (or not distribute) this login/password as they see fit. We recommend that you keep this information confidential and use caution when sharing it.

Q. I can’t login. I put in my username and password and click submit. After clicking submit, the page reloads to a blank username and password line and does not login. Help?
A. PowerSchool uses "cookies" and this means your internet security is set too high, probably to the highest level of security, which blocks cookies. Depending on your browser, you will need to find the Internet Security area and turn it down a level or two so cookies are accepted. You can find out more information about this by going to your web browser’s help menu and doing a search on "cookies" or "internet security."

Q. Do students and parents see the same screens/comments?
A. When students and parents access the PowerSchool server, they see the same information with one exception; parents have the ability to group all of the students in their family and are able to enter their email address to be used for parent/teacher contact.

Q. I have questions about the information found regarding my child’s grades or attendance. Who should I contact?
A. We encourage you to talk with your child about your concerns, if appropriate, and then contact your child’s teacher by email, or call your child’s school to set up a time to meet with their teacher during the teacher’s conference time if needed.