From: Parents - Lewis & Clark College <parents@lclark.edu>
Date: March 4, 2023
(3/4/23) Urgent Network Outage Update

Dear Parents,

The following message was shared with students and we would like to share it with you as well.

Dear LC Community,

We have determined that the current network outage is the result of an external cyberattack on Lewis & Clark's IT systems.

Our IT team is working around the clock alongside a team of external experts to restore services and advise the college about next steps. At this point, we do not know the full scope of the incident, or whether any data has been compromised. That is a primary focus of our investigation. In the meantime, we want to communicate what we do know, and to assure you that we will share more information once we are able to do so.

At this point in time, there is nothing you need to do. Please **do not** try to change your lclark.edu password—the system that manages network sign-on is not available, so any effort to change your password will be unsuccessful. We will tell you when it is appropriate to change lclark.edu passwords.

We do not yet have a time estimate for the restoration of services. Our top priority is restoring on-campus wi-fi and the Voice Over Internet Protocol (VoIP) phone system. Until systems are restored, please remember the following points:

In an emergency, call 9-1-1 from your cell phone.
Campus Safety's temporary phone number is **503-593-5457**. If you need to reach Campus Safety, call this number from your cell phone.
The blue light phone towers on campus **are not** working.
Lewis & Clark websites are still functioning. Non-emergency reports or concerns (such as bias incident reports, misconduct referrals, Title IX concerns, etc.) may be submitted via Maxient.
Elevators are not impacted, although emergency phones in elevators may not work. In the event of an issue in an elevator, use your cell phone to contact Campus Safety. If that does not work, press the alarm button.
The online system to submit a work order to Facilities **is not** working. Please report any urgent Facilities issue to Campus Safety at **503-593-5457**.
All dining services will continue to be available in Fields Dining Hall.

We recognize the many inconveniences caused by this incident. Unfortunately, cyberattacks on institutions of all types, particularly educational institutions, have become more and more common across the country and the world, and we are now the latest institution to fall victim to this criminal activity.

We are working with some of the best experts in the field to restore services and respond appropriately, and will keep you informed of developments.

We share your concerns and appreciate your patience,

The Executive Council