



From: Alumni & Parent Engagement  
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Date: March 10, 2023  
**(3/10/23) Urgent Network Outage Update**

Dear Parents and Families,

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



Dear LC Community,

This update contains information about just two items related to our ongoing IT outage.

First, we have deployed 30 hotspots and six cradlepoints around campus to improve wifi service. (A hotspot can connect up to ten devices at a time; a cradlepoint can connect up to 100 devices at a time.)

These devices should improve wifi availability while we continue to rely on Pionet-Guest. Two of the cradlepoints are located in the Stephanie Fowler Student Center. Other cradlepoints and hotspots are located in residence halls and academic buildings. These devices have a limited range (generally less than 100 feet), so you will need to be located near a device to use it. We ask that the devices not be used for video games, but used primarily for communication and completion of academic work. Please visit the [FAQ page](#) for more information about the hotspots and cradlepoints.

Second, we are working on plans to reset all user passwords. Please stay tuned for the steps that you will need to take to reset your lclark password. Doing so will be a necessary next step towards getting systems up and running.

Thank you.  
The Executive Council