East Jordan Public Schools

"A Great Place to Learn"

January 31, 2025

Dear district families and staff members,

We are continuing to monitor a recent cybersecurity incident that impacted PowerSchool, a company that provides our districts with student information management software.

As a recap from our previous communication sent in early January, we learned that on December 28, 2024, PowerSchool discovered that an unauthorized person gained access to certain customer data, potentially including some information relating to our local districts.

On or about January 29, 2025, PowerSchool began sending notifications via email directly to certain impacted individuals and families to notify them of the incident. It is anticipated that these incident notification emails from PowerSchool will be sent to affected individuals and families on a rolling basis in the coming days and weeks. **As of January 29, 2025, PowerSchool has informed us that its investigation into the incident has not yet concluded.** As such, our understanding of the scope of the incident is actively evolving and there remains a possibility that those families who have not yet received an email from PowerSchool may receive one in the future, along with further communication from your local district.

While we await the final forensic report from PowerSchool that will identify specific individuals impacted, it is important to remain diligent in reviewing your financial account

statements and credit reports for fraudulent or irregular activity on a regular basis. PowerSchool is offering two years of complimentary identity protection services to students and educators whose information was involved. For adult students and educators, this offer will also include two years of complimentary credit monitoring services. If you are interested in enrolling, please sign up via one of the two following options:

Option 1 from PowerSchool: If the Involved Individual is 18 or Over

- Ensure that you enroll by May 30, 2025 (Your code will not work after this date at 5:59 UTC)
- Visit the Experian IdentityWorks website to enroll: http://www.experianidworks.com/plus
- Provide your activation code: CTYU949PRK
- For over the phone assistance with enrollment or questions about the product, please contact Experian's customer care team at 833-918-9464
- Be prepared to provide engagement number: B138812
- Experian's call center hours are Monday through Friday, 8:00am through 8:00pm Central Time (excluding major US holidays.)

Option 2 from PowerSchool: If the Involved Individual is Under 18

- Ensure that you enroll by May 30, 2025 (Your code will not work after this date at 5:59 UTC)
- Visit the Experian IdentityWorks website to enroll: Enroll Now
- Provide your activation code: CEBP456TRK
- For over the phone assistance with enrollment or questions about the product, please contact Experian's customer care team at 833-918-9464
- Be prepared to provide engagement number: B138813

Further, PowerSchool has set up a dedicated response line for this incident. The response line is available Monday through Friday, 8:00 a.m. to 8:00 p.m. Central Time. You may contact PowerSchool's response line directly at (833) 918-9464. PowerSchool has published additional information on its website, which is available at: https://www.powerschool.com/security/sis-incident/notice-of-united-states-data-breach/

We acknowledge this may be concerning news. As always, our #1 priority is to ensure the safety and security of our students, staff and community. We will share further updates as relevant information becomes available.

If you have any questions or concerns, please contact your district's superintendent directly.

Sincerely,
Char-Em ISD Local District Superintendents

Rachelle Cook, Alanson Public Schools

Wil Cwikiel, Beaver Island Public Schools

Pat Little, Boyne City Public Schools

Cynthia Pineda, Boyne Falls Public Schools

Ryan Cunningham, Central Lake Public Schools

Scott Koziol, Char-Em ISD

Mike Ritter, Charlevoix Public Schools

Enos Bacon, East Jordan Public Schools

Aaron Gaffney, Ellsworth Public Schools

Brad Plackemeier, Harbor Springs Public Schools

Stephen Seelye, Pellston Public Schools

Jeff Leslie, Public Schools of Petoskey