Updated Monday, January 10, 2022 at 3:10 PM EST

Letter template for communications to parents

Dear parents,

At this time, the website outage we experienced last week has been resolved. You may visit <mark>[SCHOOL URL]</mark> again for the latest updates and information about our school moving forward. <mark>[Additionally, our email system has been restored and our regular cadence of communication with you will resume.]</mark>

Thank you for your continued patience and understanding as our website host, Finalsite, worked through the disruption.

Finalsite has been forthcoming with frequent updates over the last several days. The company has repeatedly shared that there is no evidence that any school data has been viewed, compromised, or extracted as a result of this incident. Finalsite is continuing with a thorough investigation with a third-party forensic specialist and will keep us informed if this changes in the course of the investigation.

To reiterate what we shared with you last week, data housed within the Finalsite platform is mainly publicly-viewable website content. Our school also collects <mark>[insert your data fields here, i.e., parent names, email address, etc]. Through the use of Finalsite's Directory/Messages/eNotify tools.</mark> Again, there is no evidence that any data has been viewed, compromised or extracted.

You can read more about Finalsite's investigation, response to the incident and [by viewing this memorandum.](#)

Sincerely,
<mark>[NAME]</mark>

Dear parents,

Our website host and provider, Finalsite, is currently experiencing a disruption of certain computer systems on its network which has impacted thousands of schools worldwide. At this time, [our website is back online with admin access being restored shortly OR our website is not back online yet, but we anticipate it being restored soon.]

We understand the importance of our website for sharing critical information and appreciate your patience and understanding.

We've been in communication with Finalsite regarding the issue and they have shared **there is no evidence that any data has been compromised as a result of this incident.** They are continuing with a thorough investigation with a third-party forensic specialist and will keep us informed as it progresses.

Our [school or district] stores the following demographic information within the Finalsite platform.: [insert your data fields here, i.e., parent names, email address, etc]. Again, there is no evidence that any data has been compromised as a result of this incident. Please note Finalsite data does NOT store payment, health, academic or social security-related data or documents.

Finalsite has assured us that integrity, safety, and security of its network and the information held in its care is its top priority, and they are taking immediate steps to ensure this type of incident does not occur again.

In the meantime, should you need time-sensitive information, please contact {front desk, individual person, etc.} by calling {phone number} or emailing {email address}. Additionally, student-specific information is available to you by logging into the student information system {insert SIS name and login info}.

Thank you for your patience and understanding.

Sincerely,

[NAME]

Media Talking Points for Schools/Districts

Q: How has this ransomware incident impacted your school?
A: Finalsite proactively shut down our website in order to protect our data from being compromised immediately upon learning of the incident. The disruption was difficult for us as we rely heavily on our website tools for communicating with parents and staff. Sites are now being restored and we expect to be fully back online soon.

Q: Was your school data compromised?
A: We have been in touch with Finalsite regarding the issue and they have shared **there is no evidence that any data has been compromised as a result of this incident.**

Q: What type of data is stored within Finalsite's network that could have potentially been compromised?
A: The Finalsite platform can store demographic information. Our [school or district] stores [insert your data fields here, i.e., parent names, email address, etc] with Finalsite. Again, there is no evidence that any data has been compromised as a result of this incident. Please note Finalsite data does NOT store payment, health, academic or social security-related data or documents.

If a reporter asks questions about the incident or restoration, please let them know to contact Finalsite for comment (morgan.delack@finalsite.com).