



FOURTH COMMUNICATION

February 6, 2025

Dear Western School Division Community,

We are writing to provide a further update about the cybersecurity incident that PowerSchool, our student information system (SIS) provider, recently experienced.

In our previous update, we mentioned that PowerSchool would be providing notice to students, parents/guardians, and educators whose information was involved and that the notice would include information about identity protection and/or credit monitoring services offered. PowerSchool has now advised us that it has initiated the process of notifying those individuals.

PowerSchool will be notifying individuals by email and we understand the email will be sent from ps-sis-incident@mail.csid.com. We understand these emails will be sent by PowerSchool in the coming weeks.

Whether or not you receive an email, you may also visit [PowerSchool's website](#) to learn how to activate the identity protection and/or credit monitoring services. For those able to utilize credit monitoring services (individuals over 18), you will be prompted to validate before activating by entering your first name, last name, and date of birth. Anyone, including those under 18, can utilize the identity protection services. You may not be able to access the credit monitoring services immediately, as PowerSchool is still updating its list of eligible individuals. PowerSchool indicated that its updates should be completed by the end of February. PowerSchool has advised that you can call 833-918-7884 if you have any questions.

We continue to work diligently to request more details from PowerSchool. We also continue to investigate this incident ourselves, with assistance from experts. We may be in touch again with further updates.

There continue to be no operational impacts on Western School Division as a result of this incident. PowerSchool has assured us that the incident has been contained.

In Western School Division we take cybersecurity and protecting information seriously. We will post updates about the PowerSchool cybersecurity incident on our website and social media accounts. We have provided on our website (www.westernsd.mb.ca) some answers to questions you may have. If you have any additional questions, they can be directed to divoff@westernsd.mb.ca.

Thank you for your continued understanding and patience as we navigate this situation.

Stephen Ross

Superintendent of Schools