



From: Parents - Lewis & Clark College

<parents@lclark.edu>

Date: March 5, 2023

## (3/5/23) Urgent Network Outage Update Message 2

Dear Parents,

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

Dear LC Community,

We are pleased to report that the IT team has restored on-campus phone service. You can now reach Campus Safety at 503-768-7777. If there is no answer, please call 503-593-5457.

In addition, as shared earlier today, we have also restored access to the Pionet-Guest wifi network. To access wifi, select Pionet-Guest from your available wifi networks and then click OK. There is no login required.

The restoration of phone and wifi service were our top priority.

Progress on restoring other services will take longer. It is unlikely that students, faculty, or staff will be able to access any systems that require sign-on through the Lewis & Clark single sign-on system on Monday. That means that Colleague, WebAdvisor, Moodle, Workday, and similar systems will continue to be unavailable. We will let you know as soon as we have more information about restoration of these critical systems.

The following points remain applicable:

- Lewis & Clark websites are functioning. Non-emergency reports or concerns (such as bias incident reports, misconduct referrals, Title IX concerns, etc.) may be submitted via [Maxient](#).
- The online system to submit a work order to Facilities **is not** working. Please report any urgent Facilities issue to Campus Safety at 503-768-7777.
- All dining services will continue to be available in Fields Dining Hall. Food service at the Law and Grad Schools is also expected to be open on Monday, but will likely only accept cash and credit cards.
- Classes and events will continue as scheduled on Monday. Most classroom technology, such as audio/video equipment, is functioning. GMail and the Google Suite are also available. On-campus network printers continue to not be available.
- Employees should report to work on Monday as scheduled.

Restoring normal operations and protecting data integrity are our top priority. Our IT team, with the assistance of outside experts, has been working nonstop since Friday. All of IT's attention is currently focused on restoring operations, so please do not contact IT with questions. Reach out to your dean's office or supervisor with questions.

Our deepest thanks to the IT team and to all others on campus who are helping us to manage this crisis. We appreciate your efforts and continue to support you as you help us through this incident.

We will let you know whenever there is new information to share. Your continued patience is appreciated.

The Executive Council