



From: Alumni & Parent Engagement parents@lclark.edu
Date: March 21, 2023
(3/21/23) 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,

We have several updates to share regarding our response to the cyberattack earlier this month and the restoration of IT services. For a full list of restored services, see the [webpage](#).

1. Moodle

We expect to restore full functionality in Moodle by the end of the week. Currently, access to Moodle is “read-only.” We’ve been unable to provide full access sooner because of the delayed delivery of a needed piece of hardware. We have a high level of confidence that this will be resolved within the week.

2. LC network drives

Full employee access to LC network drives (also known as LC Files, H: drive, J: drive, etc.) is also currently “read-only” and expected to be restored by the end of the week. Its full usage is dependent on the same piece of new hardware.

3. WebAdvisor

WebAdvisor should be available to students and employees by the end of the week. Once WebAdvisor is up, we will share information about new timelines for the advising and registration periods in CAS.

4. Password resets

Over 4,000 members of the LC community have connected with IT to reset their password. Thank you!

Student and employee access to LC systems (other than GMail and the Google Workspace), including the ability to login to any LC computer, is now limited to those who have successfully changed their LC password.

Even those who only need access to GMail and the Google Workspace will need to change their LC password in a direct one-on-one session with IT staff. Although we have not yet established a deadline, we will eventually disable access to GMail and the Google Workspace for anybody who has not changed their password. We ask that you please do so as soon as possible if you have not done so already.

If you still need to change your password, students and employees at the CAS and Graduate School campuses will need to visit the IT Service Desk in Watzek Library, Monday through Friday, between 9 a.m. and 5 p.m., to reset their password. Law School students and employees should visit the Law School Help Desk between 7:30 a.m. and 5 p.m., Monday through Friday. If you are unable to visit in person, contact itservice@lclark.edu for help resetting your password.

Remember to bring an LC or state ID and have a new password ready. The requirements for the new password are as follows:

- Must be different from your current password
- Between 9 to 19 characters in length
- Contain at least 4 letters
- Contain at least 1 uppercase and 1 lowercase letter
- Contain at least 1 number

5. Network printing

The ability to print from computers on the LC network remains very limited. This system was significantly damaged in the cyberattack. We are working on short-term solutions while also undertaking the necessary work to fully restore the system. At this point, we do not have a time estimate for restoration, and will share information about short-term solutions soon.

—

We are so appreciative of your ongoing efforts to support the community in meeting these challenges.

We will keep you posted about new developments.

Thank you,
The Executive Council