



Memorandum

To: All Staff, Students and Families

From: Terry Hall, ADM, Education Operations & Superintendent of Schools

Re: PowerSchool Cybersecurity Incident Update

Date: February 21, 2025

This notification is to advise PowerSchool has started rolling out emails to all individuals impacted by the cybersecurity incident regarding access to the two years of complimentary identity protection services.

If you have or do receive a notification from Ps-sis-incident@mail.csid.com, Ps-sis-incident@mail1.csid.com, and Ps-sis-incident@mail2.csid.com titled "PowerSchool Cybersecurity Incident," please be aware that it is an official email from PowerSchool. This email may have been delivered to your Spam/Junk folder and is **not** a phishing scam.

The Department has also released a [Public Advisory](#) addressing the validity of these emails.

As a reminder, [PowerSchool](#) committed to offering two years of complimentary identity protection services for all students and educators whose information was accessed, and two years of complimentary credit monitoring services to all individuals whose information was accessed and have reached the age of majority (19 years of age). We encourage all current and former students and staff impacted to sign up through the PowerSchool website.

Also, the webpage containing public information related to the PowerSchool incident is active on the [Government of Newfoundland and Labrador's website](#). All inquiries can be sent to PowerSchoolinfo@gov.nl.ca.

Thank you for your continued understanding as we continue to work through this unfortunate incident with PowerSchool and continue to ensure the safety of information moving forward.

Regards,

Terry Hall