

COMMUNITY INFORMATION BULLETIN

PowerSchool Cybersecurity Incident: Credit Monitoring Offer

February 6, 2025

We are writing to update our previous communications regarding the cyber incident involving PowerSchool's Student Information System, the application used by DPCDSB and many school boards across North America to store certain student and staff information.

For DPCDSB, we have determined that staff are not impacted. Only those who were students at DPCDSB between September 2, 2003 and December 28, 2024 were impacted. In this regard, please note that we will also be posting this notice on our website to notify current and former DPCDSB students who may be affected.

➤ **POWERSCHOOL OFFER**

PowerSchool is offering two years of complimentary identity protection services, provided by Experian, to students whose information was involved. For involved students who have reached the age of majority, in addition to Experian's identity protection services, PowerSchool is also offering two years of complimentary credit monitoring services provided by TransUnion.

To be clear, all students, past and present, can sign up for Experian's services. Only adults can sign up for TransUnion's services. PowerSchool is not offering these services to parents, guardians or emergency contacts.

Since the incident, PowerSchool has monitored for signs of information misuse. They have reported that they are not aware at this time of any identity theft attributable to this incident. That said, we encourage all to sign up for these complimentary services.

PowerSchool has provided instructions for signing up for these services through the following link: [Click Here](#).

For your convenience, we have posted the same information from the PowerSchool site below. Note that for DPCDSB, Social Insurance Numbers (SIN) were not impacted.

➤ **EXPERIAN IDENTITY PROTECTION SERVICES: Available to All Involved Students**

Enrollment Instructions for Experian IdentityWorks

- Ensure that you **enroll by May 30, 2025** (Your code will not work after this date at 5:59 UTC)
- **Visit** the Experian IdentityWorks website to enroll: <https://www.globalidworks.com/identity1>
- Provide your **activation code: MPRT987RFK**

- For questions about the product or help with enrollment, please email globalidworks@experian.com

Details Regarding Your Experian IdentityWorks Membership

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Internet Surveillance:** Technology searches the web, chat rooms & bulletin boards 24/7 to identify trading or selling of your personal information on the Dark Web.
- **Fraud Remediation Tips:** Self-help tips are available on your member center.

➤ **TRANSUNION CREDIT MONITORING SERVICES:**
Available to Involved Students Who have Reached the Age of Majority in their Applicable Province or Territory

Enrollment Instructions for TransUnion *myTrueIdentity*

- Please visit <http://www.powerschool.com/security/canada-credit-monitoring/>. There you will find a link to the validation website, <https://CaCreditMonitoringValidationPage-PowerSchool.com/>, where you will be prompted to validate your information by entering your first name, last name, and year of birth.
- If your identity is validated, a pop up will appear that provides an activation code and provides you a link to TransUnion's **myTrueIdentity** site to enroll.

Details Regarding your *myTrueIdentity* Membership

Upon completion of the online enrollment process, you will have access to the following TransUnion *myTrueIdentity* features:

- Unlimited online access to your TransUnion Canada credit report, updated daily. A credit report is a snapshot of your financial history and one of the primary tools leveraged for determining credit-related identity theft or fraud.
- Unlimited online access to your CreditVision® Risk credit score, updated daily. A credit score is a three-digit number calculated based on the information contained in your TransUnion Canada credit report at a particular point in time.
- Credit monitoring, which provides you with email notifications to key changes on your TransUnion Canada credit report. In today's virtual world, credit alerts are a powerful tool to help protect you against identity theft, enable quick action against potentially fraudulent activity and provide you with additional reassurance.
- Access to online educational resources concerning credit management, fraud victim assistance and identity theft prevention.
- Access to Identity Restoration agents who are available to assist you with questions about identity theft. In the unlikely event that you become a victim of fraud; a personal restoration

specialist will help to resolve any identity theft. This service includes up to \$1,000,000 of reimbursement insurance.

- Dark Web Monitoring, which monitors surface, social, deep, and dark websites for potentially exposed personal, identity and financial information and helps protect you against identity theft. PowerSchool has provided a call centre to address questions regarding these services. If you have any questions or concerns about this notice, please call 833-918-7884, Monday through Friday, 8:00am through 8:00pm Central Time (excluding major US holidays). Please be prepared to provide engagement number **B138905**.

Should you have any questions for DPCDSB about this notice, please email us at cyberincident@dpcdsb.org.

Thank you for your attention to this important information.