

## **Additional FAQs for PowerSchool Cybersecurity Incident for North Carolina**

### **1. What is the timeline for providing notification information to schools, educators and families?**

On January 17, 2025, PowerSchool shared next steps with affected customers, outlining next steps regarding individual notifications and identity protection and credit monitoring.

PowerSchool will be offering two years of complimentary identity protection services for all students and educators whose information was exfiltrated from your PowerSchool SIS, which will also include two years of complimentary credit monitoring services for all adult students and educators whose information was involved, regardless of whether an individual's Social Security number was exfiltrated.

Starting in the next few weeks, PowerSchool will be handling notifications to involved students (or their parents / guardians, if the student is under 18) and educators on behalf of our affected customers.

### **2. Is PowerSchool offering identity protection and credit monitoring?**

Yes. PowerSchool has engaged Experian, a trusted credit reporting agency, to offer complimentary identity protection and credit monitoring services to all students and educators whose information from your PowerSchool SIS was involved. This offer is being provided regardless of whether an individual's Social Security number was exfiltrated.

- *Identity Protection:* PowerSchool will be offering **two years of complimentary identity protection services for all students and educators** whose information was involved.
- *Credit Monitoring:* PowerSchool **will also be offering two years of complimentary credit monitoring services for all adult students and educators** whose information was involved.

Credit monitoring agencies do not offer credit monitoring services for individuals under the age of 18. If a parent / guardian enrolls an individual under the age of 18 in the offered identity protection services, the individual, upon turning 18, will have the opportunity to enroll in credit monitoring services for the duration of the two-year coverage period.

### **3. Who are you using for notification and credit monitoring?**

PowerSchool has engaged Experian, a trusted credit reporting agency, who will be helping us to provide these services.

In coordination with Experian, PowerSchool will provide notice on behalf of our customers to students (or their parents / guardians if the student is under 18) and educators, as applicable,

whose information was involved. The notice will include the identity protection and credit monitoring services offer (as applicable).

**4. Will you be notifying all students and educators with information involved and if so, when?**

Starting in the next few weeks, PowerSchool will provide notice on behalf of customers to students (or their parents / guardians if the student is under 18) and educators, as applicable, whose information was involved.

**5. What data was exfiltrated from my SIS?**

For involved students and educators, the types of information exfiltrated in the incident may have included one or more of the following: the individual's name, contact information, date of birth, limited medical alert information, Social Security Number (SSN), and other related information. Due to differences in customer requirements, the information exfiltrated for any given individual varied across our customer base.

**6. Will students and educators receive credit monitoring even if their SSN wasn't involved?**

Yes. PowerSchool will be offering two years of complimentary identity protection services for all students and educators whose information was involved and will also be offering two years of complimentary credit monitoring services for all adult students and educators whose information was involved. We are doing this regardless of whether an individual's Social Security Number was exfiltrated.

**7. How will students and educators be notified if their information was involved?**

PowerSchool will publish the notice on its website, circulate the notice to local media, and send the notice to email addresses, where available, of involved individuals.

The notice received by each individual will include a description of the categories of personal information that were exfiltrated and the identity protection and credit monitoring services offered (as applicable). We will also provide you a link to the notification if you would like to share with your community. Experian will also provide a call center to answer questions from the community.

**8. I last heard from PowerSchool on January 7, what have you been doing since then?**

Since our initial outreach on January 7, we have been focused on collaborating and assessing the scope of data involved with each of the customers and finalizing the contractual engagement with Experian to provide Identity monitoring and identity protection and credit monitoring for students and educators involved and working the details of plan for conducting notification on our customers behalf.

**9. Can you tell me how many and which students and educators in my district/school were involved?**

We are also in the process of providing you a secure self-service tool in your PowerSchool SIS that will allow you to generate a report that will help you understand the scope of the information exfiltrated.

**10. I'm a non-PowerSchool SIS customer, was I impacted?**

No, we do not believe you were impacted.

**11. If PowerSchool does notify students and educators on my behalf, will it cost me anything?**

No, it will not.

**12. Will the notice to students and educators mention my school or district?**

No, it will not.

**13. How will credit monitoring enrollment work?**

Details on how to enroll will be included as part of individual notifications. As the offer is specific to this incident, the details contained in the forthcoming enrollment notification will be required to enroll and cannot be obtained directly from Experian. The individual notifications will also include contact information for a call center to assist individuals with enrollment as needed.

**14. Where can students, families and educators go if they have questions?**

Once notices are distributed, Experian will also provide a call center to answer questions from the community.

**15. Will you be supporting notice to regulators?**

PowerSchool will provide notification on your behalf to relevant state attorney general offices. You may also have notification requirements with your state's Department of Education. Since many customers have already notified and are in close contact with their state's Department of Education, PowerSchool will defer to you on these notifications.

**16. If I am a customer outside of the U.S., when will I be informed of next steps?**

We hope to have next steps for you soon.

**17. If we have received conflicting email notifications (i.e. we were not part of the incident and also a separate email notice that we are part of the incident) – what should we believe and how do we get clarity?**

If a customer's PowerSchool SIS was involved, an initial communication was sent to their PowerSchool SIS Technical Contacts indicating such. We also sent a general contact communication shortly thereafter explaining that we do not believe that PowerSchool products other than PowerSource were affected. If you received both communications, only certain

PowerSchool SIS data was involved. Please contact your CSM at PowerSchool with any questions.

**18. We understand the eSchoolPlus student information system product is not affected, but was DEX (part of the PS Ed-Fi architecture) compromised?**

We have no evidence that either eSchool PLUS or DEX (part of the PS Ed-Fi architecture) were compromised.

**19. How did PowerSchool determine the specific individuals to send email notifications at their customers' organizations?**

We reached out to Technical Contacts for all customers whose PowerSchool SIS data was involved on January 7, 2025. If you would like to update your Technical Contacts, please review your account page in Community.

**20. I need more information about the incident for insurance or regulatory compliance reasons. How do I get this?**

We are taking steps to ensure the appropriate supportive resources (including regulatory filing information and notification letters) are be made available for customers. As we have more definitive information on our timeline, we will share that accordingly.