



New Lenox School District 122  
102 South Cedar Road, New Lenox, Illinois 60451  
Phone 815-485-2169 Fax 815-485-2236

---

February 4, 2025

To: Parents and Guardians  
From: NLSD122 Technology  
Subject: PowerSchool Cybersecurity Update

Dear NLSD Families,

We are writing to update you regarding the recent cybersecurity incident involving PowerSchool, the software vendor that provides our Student Information System (SIS).

On January 29, 2025, PowerSchool initiated the process of notifying individuals whose information was determined to be involved through PowerSchool's investigation.

As previously mentioned, PowerSchool has engaged Experian, a trusted credit reporting agency, to provide complimentary identity protection and credit monitoring services to current and former students and educators that had information exfiltrated from PowerSchool SIS. PowerSchool is doing this regardless of whether an individual's Social Security Number was exfiltrated. As a reminder, NLSD122 does not collect or store student social security numbers. In the coming weeks, Experian (on behalf of PowerSchool) will be distributing direct email notifications to involved individuals (or their parent/guardian, as applicable) for whom PowerSchool has sufficient contact information.

Additionally, PowerSchool has worked with Experian to set up a dedicated, toll-free call center to answer any questions associated with these offerings and the incident. The call center can be reached at 833-918-9464, Monday through Friday, 8:00am through 8:00pm Central Time (excluding major US holidays). All the information regarding the activation of and access to these services will be included in the email sent to you by Experian. Whether or not you receive an email, you may also visit PowerSchool's website to learn how to activate the offering from Experian, linked here: <http://www.powerschool.com/security/sis-incident/notice-of-united-states-data-breach/>. We are also including a copy of the notice on PowerSchool's website below for your convenience.

Protecting our students and teachers remains our top priority. Thank you again for all of your support and understanding during this time.

Sincerely,

Andy White  
Director of Technology  
New Lenox School District 122

## **PowerSchool Notice of Data Event**

### **What Happened?**

On December 28, 2024, PowerSchool became aware of a cybersecurity incident involving unauthorized exfiltration of certain personal information from PowerSchool Student Information System (SIS) environments through one of our community-focused customer support portals, PowerSource.

### **What Information Was Involved?**

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

### **What Are We Doing?**

PowerSchool is offering two years of complimentary identity protection services to students and educators whose information was involved. For adult students and educators, this offer will also include two years of complimentary credit monitoring services.

If your personal information was involved in this incident and you are interested in enrolling in credit monitoring or identity protection, please follow the steps for either Option 1 or Option 2 below:

#### **Option 1: If the Involved Individual is 18 or Over**

##### **Enrollment Instructions**

- 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: [Enroll Now](#)
- Provide your **activation code: CTYU949PRK**
- For over the phone assistance with enrollment or questions about the product, please contact Experian's customer care team at 833-918-9464
- Be prepared to provide **engagement number: B138812**
- Experian's call center hours are Monday through Friday, 8:00am through 8:00pm Central Time (excluding major US holidays.)

##### **Details Regarding Your Experian Identityworks Credit Plus 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:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **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.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.

- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

## Option 2: If the Involved Individual is Under 18

### Enrollment Instructions

- 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: [Enroll Now](#)
- Provide your **activation code: CEBP456TRK**
- For over the phone assistance with enrollment or questions about the product, please contact Experian's customer care team at 833-918-9464
- Be prepared to provide **engagement number: B138813**

### Details Regarding Your Experian Identityworks Minor Plus 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:

- **Social Security Number Trace:** Monitoring to determine whether enrolled minors in your household have an Experian credit report. Alerts of all names, aliases and addresses that become associated with your minor's Social Security Number (SSN) on the Experian credit report.
- **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.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

As soon as PowerSchool learned of the incident, we engaged cybersecurity response protocols and mobilized senior leadership and third-party cybersecurity experts to conduct a forensic investigation of the scope of the incident and to monitor for signs of information misuse. We are not aware at this time of any identity theft attributable to this incident.

### What Can You Do?

You are encouraged to remain vigilant against incidents of identity theft and fraud by reviewing account statements for suspicious activity. PowerSchool will never contact you by phone or email to request your personal or account information. The enclosed "General Information About Identity Theft Protection" provides further information about what steps you can take.

## Other Important Information

If you have any questions or concerns about this notice, please call 833-918-9464, Monday through Friday, 8:00am through 8:00pm Central Time (excluding major US holidays). Please be prepared to provide the engagement number listed in the applicable enrollment instructions above (B138812 or B138813.)

\* Offline members will be eligible to call for additional reports quarterly after enrolling.

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

## General Information About Identity Theft Protection

It is always advisable to regularly review statements from your accounts and periodically obtain your credit report from one or more of the national credit reporting companies. You may obtain a free copy of your credit report online at [www.annualcreditreport.com](http://www.annualcreditreport.com) by calling toll free 1.877.322.8228, or by mailing an Annual Credit Report Request Form (available at [www.annualcreditreport.com](http://www.annualcreditreport.com)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA, 30348-5281. You may also purchase a copy of your credit report by contacting one or more of the three national credit reporting agencies listed below:

- **Equifax**, P.O. Box 740241, Atlanta, GA 30374-0241. 800.685.1111. [www.equifax.com](http://www.equifax.com)
- **Experian**, P.O. Box 9532, Allen, TX 75013. 1.888.397.3742. [experian.com](http://experian.com)
- **TransUnion**, Consumer Disclosure Center, P.O. Box 1000, Chester, PA 19016. 1.800.888.4213. [transunion.com](http://transunion.com)

## Fraud Alert

You may contact the fraud department of the three major credit bureaus to request that a “fraud alert” be placed on your file. A fraud alert notifies potential lenders to verify your identification before extending credit in your name.

Equifax:	Report Fraud:	1.888.378.4329
Experian:	Report Fraud:	1.888.397.3742
TransUnion:	Report Fraud:	1.800.680.7289

## Security Freeze for Credit Reporting Agencies

You may request a security freeze on your credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. It is free to place, lift or remove a security freeze. You must separately place a security freeze on your credit report at each credit bureau. To do so, you must contact the credit bureaus by phone, mail, or secure electronic means:

- **Equifax**: P.O. Box 105788, Atlanta, GA 30348, 1.888.298.0045, [www.Equifax.com](http://www.Equifax.com)

- **Experian:** P.O. Box 9554, Allen, TX 75013, 1.888.397.3742, [www.Experian.com](http://www.Experian.com)
- **TransUnion:** P.O. Box 160, Woodlyn, PA 19094, 1.800.916.8800, [www.TransUnion.com](http://www.TransUnion.com)

To request a security freeze, you will need to provide the following:

- Your full name (including middle initial, Jr., Sr., Roman numerals, etc.),
- Social Security number
- Date of birth
- Address(es) where you have lived over the prior five years
- Proof of current address such as a current utility bill
- A photocopy of a government-issued ID card
- If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft

If you request a freeze online or by phone, the agency must place the freeze within one business day. The credit bureaus have three business days after receiving a request by mail to place a security freeze on your credit report, and they must also send confirmation to you within five business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze. To lift the freeze to allow a specific entity or individual access to your credit report, you must contact the credit reporting agencies and include (1) proper identification; (2) the PIN number or password provided to you when you placed the security freeze; and (3) the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available.

You also have rights under the federal Fair Credit Reporting Act (FCRA). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please

visit [http://files.consumerfinance.gov/f/documents/bcfp\\_consumer-rights-summary\\_2018-09.pdf](http://files.consumerfinance.gov/f/documents/bcfp_consumer-rights-summary_2018-09.pdf) or <http://www.ftc.gov>.

### **Steps You Can Take if You Are a Victim of Identity Theft**

- File a police report. Get a copy of the report to submit to your creditors and others that may require proof of a crime.
- Contact the U.S. Federal Trade Commission (FTC). The FTC provides useful information to identity theft victims and maintains a database of identity theft cases for use by law enforcement agencies. File a report with the FTC by calling the FTC's Identity Theft Hotline: 1-877-IDTHEFT (438-4338); online at <http://www.ftc.gov/idtheft>; or by mail at Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580.
- Keep a record of your contacts. Start a file with copies of your credit reports, the police reports, any correspondence, and copies of disputed bills. It is helpful to log conversations with creditors, law enforcement officials, and other relevant parties.

## **Additional Steps to Avoid Identity Theft**

The FTC has further information about steps to take to avoid identity theft at: <http://www.ftc.gov/idtheft>; calling 1-877-IDTHEFT (438-4338); or write to Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Ave., N.W., Washington, D.C. 20580.

### **State Specific Information**

**District of Columbia residents** can obtain information from the District of Columbia's Attorney General's Office regarding steps to take to avoid identity theft. This office can be reached by visiting the website at <https://oag.dc.gov/>, calling (202) 727-3400, or visiting 400 6th Street NW Washington, D.C. 20001.

**Iowa residents** may contact law enforcement or the Iowa Attorney General's Office to report suspected incidents of identity theft. This office can be reached by visiting the website at [www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov), calling (515) 281-5164 or requesting more information from the Office of the Attorney General, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319.

**Massachusetts residents** are reminded that you have the right to obtain a police report and request a security freeze as described above. There is no charge to place a security freeze on your account; however, you may be required to provide the credit reporting agency with certain personal information (such as your name, Social Security Number, date of birth and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to its honoring your request.

**Maryland residents** can learn more about preventing identity theft from the Maryland Office of the Attorney General, by visiting their web site at [www.marylandattorneygeneral.gov](http://www.marylandattorneygeneral.gov), calling the Identity Theft Unit at 1.410.576.6491, or requesting more information at the Identity Theft Unit, 200 St. Paul Place, 16<sup>th</sup> Floor, Baltimore, MD 21202.

**New Mexico residents** are reminded that you have the right to obtain a police report and request a security freeze as described above and you have rights under the Fair Credit Reporting Act as described above.

**New York residents** can learn more about preventing identity theft from the North York Office of the Attorney General, by visiting their web site at <https://ag.ny.gov/resources/individuals/credit-lending/identity-theft>, calling 1.800.771.77755 or requesting more information from the New York Attorney General's Office, 28 Liberty St, New York, NY 10005.

**North Carolina residents** can learn more about preventing identity theft from the North Carolina Office of the Attorney General, by visiting their web site at <https://ncdoj.gov/protecting-consumers/identity-theft/>, calling 1.877.566.7226 or requesting more information from the North Carolina Attorney General's Office, 9001 Mail Service Center Raleigh, NC 27699-9001.

**Oregon residents** may obtain information about preventing identity theft from the Oregon Attorney General's Office. This office can be reached by visiting the website at [www.doj.state.or.us](http://www.doj.state.or.us), calling (503) 378-4400 or requesting more information from the Oregon Department of Justice, 1162 Court Street NE, Salem, OR 97301-4096.

**Rhode Island residents** are reminded that you have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security Number, date of birth and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request. Residents can learn more by contacting the Rhode Island Office of the Attorney General by phone at 1.401.274.4400 or by mail at 150 South Main Street, Providence, Rhode Island 02903.

**South Carolina residents** may access educational resources and the availability of consumer assistance from the South Carolina Department of Consumer Affairs. This office can be reached by visiting the website at <https://consumer.sc.gov/>, calling (803) 734-4200, or visiting 293 Greystone Boulevard, Ste. 400 Columbia, SC 29210.

**Vermont residents** may learn helpful information about fighting identity theft, placing a security freeze, and obtaining a free copy of your credit report on the Vermont Attorney General's website at <http://www.atg.state.vt.us>.