

## GCC Cyber Incident Statements

**Email Cybersecurity Incident Update** *Sent Wednesday 11/15/23 7:55am*

### **UPDATE FROM GCC ADMINISTRATION**

Thank you for your patience and support as we work on the network recovery process connected to the recent cybersecurity incident. The following services remain temporarily unavailable:

- My GCC
- Online Class Schedule (PeopleSoft)
- On-campus internet

**Canvas** is working. If you experience any issues with the [Canvas login](#), try clearing your internet cache. If that does not resolve the issue, please contact [infosec@glendale.edu](mailto:infosec@glendale.edu). We appreciate your patience and support.

**Priority Registration** for Spring 2023 is postponed until a later date. Students with priority status will remain the same but at a date still to be determined. If you have an urgent question regarding Admissions and Records, please contact [ARDocs@glendale.edu](mailto:ARDocs@glendale.edu).

**The Withdrawal Deadline** with a (W) notation will be extended for Fall 2023 class sessions that are affected by the outage. This does not include any deadline that occurred before Friday, November 10, 2023.

**Financial Aid** (FA) processes, including the disbursement of funds to students' accounts, have been interrupted until further notice. FA contact hours remain unchanged. Questions can be directed to the [FA call back queue](#), through [email](#) and at the FA front counter (Sierra Vista 3<sup>rd</sup> Floor).

**Counseling** appointments and drop-in services (in-person and online) are temporarily unavailable due to the cybersecurity incident. We recognize this comes at a critical time for many students. As the technology situation improves, we will work to ensure that affected students receive priority service. Details will be released later as information technology services come back online.

We will send more updates as information becomes available.