

From: Glendale Community College <pio@student.glendale.edu>
Sent: Thursday, November 16, 2023 6:27 PM
Subject: Cyber Security Incident Update

UPDATE FROM GCC ADMINISTRATION

Information Technology Services has made considerable progress in our effort to restore full service during the ongoing cybersecurity incident. However, because there are several security steps that need to be taken before we are fully operational, the following services will remain unavailable through the weekend:

- My GCC
- Online Class Schedule
- On-campus internet

All instructors have been directed to work with students to ensure that the current cyber security incident does not affect their grades or ability to complete a class they are currently enrolled in. If you have concerns, please work with your instructor to ensure that all necessary assignments and assessments are complete. Division chairs are also available to you as a resource.

On Monday (11/20), we expect to provide a more concrete timeline for the return of services pending no unforeseen circumstances. We appreciate your patience and support as we work to restore operations as quickly and safely as possible.

Password Reset Coming Soon

When we are ready to go fully operational, all student passwords will need to be reset. Assistance will be available to you through this transition. Expect more information in the next two days regarding this significant event that will likely occur next week.

Other updates:

Applications to GCC: We are continuing to accept applications for course enrollment; however, ID numbers will be emailed to prospective students as soon as normal operations resume.

Counseling offices are currently offering some drop-in services. Be aware that counselors do not have access to electronic records or technology related services, so there will be some limitations.

The Library on the Verdugo Campus remains open for its regular hours.

- [Research appointments via Zoom](#) are available in lieu of instruction sessions/workshops. Appointments can be made using the former link. Appointments are available during the [library's open hours](#)
- Many library links ARE NOT working, but there are workarounds for OneSearch, CampusGuides or Databases A-Z (Contact the library for help.)

[A Cyber Security Incident Informational Webpage](#) is now available for the latest updates and status of services. Please use it as an informational resource.