



Mount Sinai Union Free School District

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Mount Sinai Technology Update October 31, 2019

The District is extremely appreciative of the community's patience and understanding during this challenging time, as we carefully and securely restore all of our network systems and equipment. We are at 90% restored and hope to be at 100% next week, once all Wi-Fi returns.

Please know the following:

- As we began to restore our system, we immediately put additional layers of security in place. We have been working side by side with our own cybersecurity vendor, as well as additional companies who are providing guidance and assistance.
- No data has been lost or stolen.
- There was no ransom paid.
- If parents continue to have difficulty contacting a teacher through email, they should call the main office of the appropriate building and report the name of the teacher that they cannot reach. Then we can direct our tech department to that teacher's email service.
- Currently, the Powerschool App is not operational. The malfunction is not the fault of the District, it is on the Powerschool side of the operation and they are sending support. Powerschool is available from your desktop computer. To view your student's grades you can view them between the hours of 3:00 p.m. - 7:30 a.m.
- Due to the virus attack on our computers, students and staff are not able to login to our Class Pages website from home. This means that no one will be able to access the Class Pages outside of the district until this is fixed.
- If a parent or student wishes to email a teacher, they should go to the District website, click on "Parents" and scroll down to "Staff Directory." Click on "Staff Directory" and the emails for all teachers in the District will appear. This can also be accomplished by visiting the individual building sites.
- Please be aware that this login issue does not affect Google Classroom. Students can log into Google and access the Classroom page without a problem.
- When in school, students can access teacher websites without logging in by using the www. Mssd.com portal page and selecting "class pages" for their specific building.
- Naviance has been up and running for weeks and all senior transcripts and letters of recommendation were sent on time to meet college deadlines.
- The District will be conducting cybersecurity training for all teachers and support staff on November 5, 2019.
- The guidance department is standing by to assist any parent who is having problems "seeing" their student's grade.

As we near the end of the restoration process, I want to thank the community again for its understanding and patience.

Gordon Brosdal
Superintendent