



March 6, 2023

Dear Campus Family,

Several of our IT systems remain temporarily inaccessible due to a ransomware threat that you have been updated on since receiving the initial notification last Monday. TSU's Office of Technology Services and a rapid response team continue to assess and identify these threats as they conduct a comprehensive sweep of the entire TSU network. The breach is considered only a threat, at this point, and not a ransomware attack.

From Campus

- You can access the following IT operations: eLearn, MyTSU, Email, and Banner Service
- You cannot access external websites
- You cannot access PeopleAdmin and SciQuest

Off Campus

- You can access eLearn
- You cannot access the following IT operations: MyTSU, Banner Services, VPN, and Citrix
- You cannot access PeopleAdmin and SciQuest

We believe we have been successful, thus far, in isolating the threat. However, we must still exercise extreme caution before allowing full internet access again to our network. This means you will still experience limited access if you are not on campus, including the Avon Williams campus as well.

Again, we ask that you please be patient while we work to remove any possible threats and implement enhanced security measures to protect our system. This will take time, as we ascertain how access was gained and get a full understanding of all the information that may possibly be at risk. You will

continue to receive updates by email and through the Tiger Alert notification system.

Thank you,
TSU Office of Technology Services

What is ransomware?

Ransomware is a form of attack in which, after gaining access to a system, the attacker encrypts a victim's files then demands a ransom to restore access to the data and threatens to release the data on the internet if the ransom is not paid. Authorities say higher education is increasingly becoming a target of [ransomware attacks](#). In recent years, other institutions such as Michigan State University and University of California San Francisco were also targeted during the same period.