

March 1, 2023

Dear Campus Family,

Several of our IT systems remain temporarily inaccessible due to a ransomware threat that the campus was notified about on Monday. TSU's Office of Technology Services and a rapid response team continue to assess and identify these threats to the TSU network. This includes a comprehensive sweep of the entire network.

### *From Campus*

- You can access the following IT operations: eLearn, MyTSU, Email, and Banner Services'
- You cannot access external websites such as google and Bing.

### *Off Campus*

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

You can access the TSU website from both on and off-campus.

While several computers were compromised, the University has maintained control of the network. We believe we have been successful, so far, in isolating the threat. Out of an abundance of caution, the University shut down all internet access Monday night and engaged a rapid response team immediately to begin evaluating the TSU network. Over the past two years, several State colleges and universities have suffered a ransomware attack.

Again, we ask that you please be patient as we work to protect the integrity of our data. For any data security incident there must be a full understanding of all information that may possibly be at risk as well as how access was gained. Time is needed to identify and neutralize any possible threats. **Again, we ask that you please be patient as we work to protect the integrity of our data.**

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.