

New York City Department of Education  
P.O. Box 1907  
Suwanee, GA 30024

To Enroll, Please Call:  
1-833-599-2782  
Or Visit:  
[https://app.idx.us/account-  
creation/protect](https://app.idx.us/account-creation/protect)  
Enrollment Code: [XXXXXXXXXX]

Parent of:

<<First Name>> <<Last Name>>

<<Address1>> <<Address2>>

<<City>>, <<State>> <<Zip>>

July 30, 2021

Dear Parent of <<Student Name>>,

I am writing to inform you about a data security incident involving your child's NYC Department of Education (DOE) digital account credentials, described below. This letter provides a description of the incident, our response, and resources available to you to help protect your and your child's information from possible misuse, should you believe it is appropriate to do so. Protecting the privacy of students' personal information is of the utmost priority to the DOE, and we are handling this situation with the utmost seriousness.

***What happened, and what information was involved?***

- In March 2021, a DOE student used, without permission, your child's OSIS number (the DOE student identification number) and date of birth.
- Using this information, the student reset your child's nycstudents.net account password. The student may also have logged into your child's DOE student account and used it to access documents with information about other DOE students and/or staff.
- The student who changed your child's password may also have accessed information about your child and other students through your child's account.

The DOE's information technology team first learned about this incident in March 2021, and the incident has since been the subject of several ongoing investigations.

***Was my financial information or the social security number of me or my child involved?*** No family or student social security numbers or financial account information appear to have been involved in the incident.

***What the DOE is doing about it.*** As mentioned above, several investigations into this incident remain ongoing, and the DOE has taken a number of data security measures to help protect your child's account from future unauthorized access, including:

- Your child's account password can no longer be changed unless you directly request the change at your child's school.
- Additionally, the DOE has changed passwords for all student accounts that were accessed in this incident.
- The DOE is developing a new self-service password reset tool which will include additional security measures to reset a password.

The DOE has also reviewed electronic files that the DOE student accessed without permission, in order to determine whether these files contained any personal information about your child. You will receive a separate notification if it is determined that any other personal information about your child was accessed.

***What you can do.*** Out of an abundance of caution, the DOE is offering you an opportunity to enroll your child in credit monitoring/identity theft monitoring services for two years. You can enroll by calling 1-833-599-2782 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. The DOE will cover the cost of this service, but you will need to enroll and activate the service(s) yourself.

The DOE also recommends changing your child's OSIS number as an additional security measure. Please email the DOE at [studentidsecurityrequest@schools.nyc.gov](mailto:studentidsecurityrequest@schools.nyc.gov) if you would like to change your child's OSIS number. Once received, this request can take a few weeks to complete. Please note, however, that the old OSIS number may still appear on copies of your child's education records made prior to the change. Therefore, you should keep a record of the old OSIS number as well.

***For more information...*** If you want to discuss this matter or have any questions, or wish to enroll in the credit monitoring/identity theft monitoring services noted above, please call 1-833-599-2782 or go to <https://app.idx.us/account-creation/protect> and use the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time.

***Will you receive another letter about this?*** If the ongoing investigations yield any new information arising from the incident that impacts you or your child, we will contact you again.

We sincerely regret that your and your child's personal information was involved in this incident. We know this incident may cause stress, and we understand. Please know we are focused on your and your child's privacy, and are taking every possible step to ensure an incident of this nature doesn't happen again.

Sincerely,

**Anuraag Sharma**

Chief Information Officer, Division of Instructional and Information Technology (DIIT)  
NYC Department of Education