

Dear Rivier University Community,

As most of you are aware by now our learning management system, Canvas has had a security incident. This had impacted Rivier and thousands of other schools. This issue originates from Canvas's parent company (Instructure) and is not the result of a breach of Rivier's internal systems.

What happened

Canvas experienced a cyberattack that temporarily disrupted service and may have involved access to certain user information. Based on information provided so far, the data potentially exposed may include:

- Names and email addresses
- Student ID numbers
- Course-related communications (messages within Canvas)

At this time, there is no indication that passwords, social security numbers, or financial data were compromised.

What this means for you

- Canvas service has been restored, but you may experience intermittent access issues. Faculty will provide guidance if alternate arrangements are needed for assignments or exams.
- More importantly, incidents like this can increase the risk of phishing and scam emails.

What you should do

Please take the following precautions:

- Be cautious with email:
- Do not click links or download attachments from unexpected messages, especially those referencing Canvas, grades, or account issues.
- Ignore extortion or scam messages:

Some users nationwide are receiving fraudulent emails claiming their data was compromised and demanding payment. These are scams. Do not respond.

- Use strong login practices:

Follow faculty guidance:

- Instructors will communicate any temporary changes related to coursework, submissions, or exams.

What we are doing

Our IT team is:

- Actively monitoring updates from Canvas/Instructure
- Reviewing our systems and integrations for any impact
- Implementing additional safeguards where appropriate
- Coordinating with peer institutions and cybersecurity partners

Stay informed

We will continue to share updates as more information becomes available. For the latest status, please refer to official university communications.

If you receive suspicious messages or have concerns, please contact the IT Help Desk at itsupport@rivier.edu or call 603-897-8469.

We understand this is occurring at a critical time in the semester and appreciate your patience and vigilance. Our priority is to support you while protecting the security of our community.

Faculty

Faculty members should be on the lookout for an email from Chris Parent, Director of Educational Technology with more important details.

Sincerely,

Heidi