



WAUSAU SCHOOL DISTRICT

Longfellow Administration Center

415 Seymour Street • P.O. Box 359 • Wausau, Wisconsin 54402-0359 • 715-261-0500 • www.wausauschools.org
Dr. Keith W. Hiltz, Superintendent of Schools

September 16, 2022

Dear Wausau School District Parents/Guardians:

We are writing to update you on an incident that occurred related to Seesaw, the actions that were taken, and how seriously both our Wausau School District and the entire Seesaw team takes this incident.

What happened:

The Wausau School District learned of inappropriate use of SeeSaw messaging in a Texas school district. As the morning progressed, we learned that other school districts across the nation were also affected. We are aware of one incident within our District.

We've since learned that the SeeSaw platform itself was not compromised, however specific individual accounts were. The incident was led by an outside actor (meaning that the inappropriate message was not created by the sender of the message or by the school). It occurred as a result of a coordinated external attempt to guess user account passwords.

What actions were taken:

The Seesaw team has taken several actions to contain and address this issue. Messages was turned OFF for all users while the issue was investigated. It will be enabled again only after taking the necessary actions to ensure the security of accounts.

Here in the Wausau School District, we pulled the SeeSaw app from student/staff iPads, we blocked messaging, and blocked SeeSaw on our Internet filter. SeeSaw remains unavailable until SeeSaw completes thorough investigation and a resolution is reached to ensure the safety and security of the program.

Important information for you:

- If your account was compromised, your password was reset and you have already received an email notifying you of this.
- It is essential that you always use best practices to ensure your password is **secure**.
- Seesaw takes protecting your security and privacy seriously and there are a number of measures in place to protect the integrity of your information. You can learn more **here**.
- We recommend that you refresh your web browser and if using Seesaw on a mobile device, you can update your device to the latest app version (version 8.1.2, released today) and re-launch Seesaw **or** close and re-open the Seesaw app (Here are instructions to close **iOS** and **Android** devices).

The safety and privacy of our teachers, students, and families is our number one priority and we are all taking this incident extremely seriously. We will begin reintroducing the use of SeeSaw throughout all elementary schools on Monday, September 19th. This also means messaging will once again be available.

Sincerely,
Wausau School District Administration

It is the mission of the Wausau School District to advance student learning, achievement, and success.