



HERTFORD COUNTY PUBLIC SCHOOLS

HCPS, serving as a cornerstone of our community, will prepare graduates who are ready to meet the global challenges of education, career, and life.

701 North Martin Street • P.O. Box 158 • Winton, North Carolina 27986 • Phone (252)358-1761 • FAX (252) 358-4745

2/3/2025

Subject: Update to PowerSchool Cybersecurity Incident

Dear Parents and Staff,

Hertford County Public Schools (HCPS) recently received an update from the North Carolina Department of Public Instruction (NCDPI) regarding the PowerSchool data breach. We strive to keep you as up-to-date as possible about PowerSchool's actions.

On Wednesday, January 29, 2025, PowerSchool initiated notifying individuals whose information was determined to be involved.

As mentioned, PowerSchool has engaged Experian, a trusted credit reporting agency, to provide complimentary identity protection and credit monitoring services to current and former students and educators with information exfiltrated from PowerSchool SIS. PowerSchool is doing this regardless of whether an individual's Social Security Number was exfiltrated. In the coming weeks, Experian (on behalf of PowerSchool) will distribute direct email notifications to involved individuals (or their parent/guardian, as applicable) for whom PowerSchool has sufficient contact information.

Additionally, PowerSchool has worked with Experian to set up a dedicated, toll-free call center to answer any questions associated with these offerings and the incident. The email from Experian sent directly to you will include all the information regarding activating and accessing these services.

Protecting our students and teachers remains our top priority. Thank you again for your support and understanding during this difficult time.

Below, we have provided the details for activating this offering for your convenience.

Updates and further information can be found at <http://www.powerschool.com/security/sis-incident/notice-of-united-states-data-breach/>



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Individuals 18 and Over may self-enroll
in the offering from Experian **by NOON on**
May 30, 2025, linked here:

<http://www.experianidworks.com/plus>

Activation code: **CTYU949PRK**

Engagement Number: **B138812**

Individuals Under 18 may self-enroll in
the offering from Experian **by NOON on May**
30, 2025, linked here:

<http://www.experianidworks.com/plus>

Activation code: **CEBP456TRK**

Engagement Number: **B138813**

For over-the-phone assistance with enrollment or questions about the product, please contact Experian's customer care team at **833-918-9464**. Experian's call center hours are Monday through Friday, 8:00 am through 8:00 pm Central Time (excluding major US holidays.)

Protecting our students and teachers remains our top priority. Thank you again for your support and understanding during this difficult time.