



White, Richard <rwhite@pittsfield.net>

[EXTERNAL] Canvas Cybersecurity Incident

1 message

Pittsfield Public Schools via ParentSquare <donotreply+66b2a906-4d39-5230-bcdc-32186876aa0e@parentsquare.com>
To: rwhite@pittsfield.net

Sun, May 10, 2026 at
2:15 PM



Pittsfield Public Schools

Pittsfield Public Schools posted in Pittsfield Public Schools

Canvas Cybersecurity Incident

Dear Parents and Guardians,

We are writing to inform you about a recently reported cybersecurity incident involving the Canvas learning management system, which is used by school districts and educational institutions nationwide. Based on a communication the district received yesterday evening, Instructure, the company which owns Canvas, reported that they will give clear guidance if any actions are required by our institution and that the district will receive another update within the next 48 hours.

At this time, Instructure has indicated that the information potentially accessed during the data breach may include names, email addresses, student ID numbers and messages exchanged within Canvas.

Importantly, Instructure has stated that there is currently no evidence that passwords, dates of birth, Social Security numbers, financial information, or other government identifiers were accessed. Their investigation remains ongoing.

We ask families to remain cautious and aware of potential phishing attempts or suspicious emails that may reference this incident. We recommend:

- Avoid clicking on unexpected or suspicious links in emails or messages
- Be cautious of requests for passwords or personal information
- Report suspicious communications to the district immediately

Canvas services are currently back online and operational. Instructure has stated that they have:

- Revoked compromised credentials and access tokens
- Added enhanced monitoring and security protections
- Rotated internal security keys
- Restricted certain account creation pathways
- Temporarily disabled Free-For-Teacher accounts associated with the vulnerability

We will continue to monitor updates from Instructure and will provide additional information as new details become available that specifically affect our district.

For official updates from Instructure regarding this incident, families may visit:

[Instructure Incident Updates](#)

Additional security and service status information is available at:

[Instructure Status Page](#)

We will continue to monitor this situation closely and provide timely updates as additional verified information becomes available from Instructure.

If you have questions or concerns, please contact the Pittsfield Public Schools Technology Department:

Phone: (413) 499-9568

Email: contact-tech@pittsfield.net

[View in ParentSquare](#)

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