

UPDATE FROM GCC ADMINISTRATION

Information Technology Services has made significant progress in our effort to restore full service during the ongoing cyber security incident. However, because there are several security steps that need to be taken before we are fully operational, the following services will remain unavailable through the weekend:

- My GCC
- Online Class Schedule (PeopleSoft)
- On-campus internet

Please lead with patience and understanding when working with students as they complete necessary assignments and assessments that were delayed due to the current cyber security incident. No student should be penalized for the difficulties incurred as a result of this incident.

On Monday (11/20), we expect to provide a more concrete timeline for the return of services pending no unforeseen circumstances. We appreciate your patience and support as we work to restore operations as quickly and safely as possible.

Password Reset: Coming Tonight!

We need to reset all employee passwords as one of the security steps before we're fully operational. The reset is scheduled for 10pm tonight (11/16) after which time you will be instructed to update your password the next time you attempt to log in to your GCC email, work computer, or Canvas. The password update process will be the same as in the past, except that you will be required to increase the minimum number of characters from eight (8) to twelve (12) characters. If you are not sure how to change your password, contact helpdesk@glendale.edu. All student passwords will be reset next week.

Installation of Security Software on Affected Devices

Informational Technology Services is currently engaged in efforts to ensure any impacted workstations are updated with appropriate security software, a critical and necessary step for our campus' recovery from the incident.

Other updates

Applications to GCC: We are continuing to accept applications for course enrollment; however, ID numbers will be emailed to prospective students as soon as normal operations resume.

Counseling offices are currently offering some drop-in services. Be aware that counselors do not have access to electronic records or technology related services, so there will be some limitations.

The Library remains open for its regular hours.

1. [Research appointments via Zoom](#) are available in lieu of instruction sessions/workshops. Appointments can be made using the former link. Appointments are available during the [library's open hours](#)
2. Many library links ARE NOT working, but there are workarounds for OneSearch, CampusGuides or Databases A-Z (Contact the library for help.)

[Cybersecurity Incident Informational Webpage](#) is now available for the latest updates and status of services. Please use it as an informational resource.