

April 3, 2020

Subject: Message from IT re: Security Information

Dear Pacifica Students,

As you may have read in recent news, there have been concerns with security and privacy with Zoom conferencing software. As we temporarily transition to online courses for spring due to COVID-19, we have been utilizing Zoom for live classroom instruction and dissertation defenses. We take these security issues very seriously and have implemented additional security measures effective immediately, including the use of passwords to join Zoom classes (to be provided by your program). If you have further Zoom security concerns, please direct them to ITSupport@pacifica.edu.

We also recommend the following to help secure your systems and privacy during this time of extensive online work:

- Maintain a valid, regularly updated anti-virus program (i.e. Norton Anti-Virus, Symantec Anti-Virus, McAfee Anti-Virus)
- Maintain an updated version of all Operating Systems and Applications provided by software vendors.
- Connect only through a secure network

Complete guide to IT policies and information can be found here:
<https://www.pacifica.edu/student-services/information-technology/>

For anyone who may experience difficulties or interruptions to your internet access that may affect your online coursework, please communicate with your program directly.

For issues related to your Pacifica online systems and accounts, please email ITsupport@pacifica.edu

Sincerely,
Pacifica I.T. Department