



Cyber Security Update

Identity Theft Protection Service

January 24, 2017



MICHIGAN STATE UNIVERSITY

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Information on Data Security Incident

Message from the president

“At Michigan State University, we are committed to data and privacy protection. Regrettably, we were recently the target of a criminal act in which unauthorized users gained access to our computer and data systems. Information security is a top priority of our university, and we know the frustration this is causing members of our community.

We have a deep sense of obligation to our MSU family, and we are taking aggressive action to protect any personal information that may have been compromised. Only 449 records were confirmed to be accessed within the larger database to which unauthorized individuals gained access. However, as a precaution, we will provide credit monitoring and ID theft services for any member of our community who may have been impacted by this criminal act. We also will continue to work diligently in our efforts to protect the integrity of our data systems and improve the security of information that is entrusted to us.”



President Lou Anna K. Simon

Background

Michigan State University has confirmed that on Nov. 13, 2016, an unauthorized party gained access to a university server containing certain sensitive data.



Registration Steps

- Register by phone (contact information on msu.edu/datasecurity)
- Register online (contact information on msu.edu/datasecurity)
 - Sign-up by entering name and email address
 - AllClearID will send a follow-up email within 72 hours
 - Follow directions in email to complete enrollment
 - AllClearID will call the phone number you registered and record a passphrase



Registration – Step 1 Sign-up Online

Sign-up by entering name and email address

https://msu.allclearid.com

MICHIGAN STATE
UNIVERSITY

AllClear ID

HOW MICHIGAN STATE UNIVERSITY IS PROTECTING YOU

Michigan State University is truly sorry for any inconvenience caused by this incident and we are committed to taking steps to protect your personal information.

If you need identity repair assistance the team at AllClear ID is ready and standing by to assist you. There is no action required on your part at this time. If a problem arises, simply call 1-855-231-9331 and a dedicated investigator will work with you to recover financial losses, restore your credit, and make sure your identity is returned to its proper condition.

For additional protection, you may enroll in the AllClear Triple Bureau Opt-in Credit Monitoring service at no cost to you. These services are available through November 30, 2018, and include credit monitoring and a \$1 million identity theft insurance policy.

For additional details or questions regarding this incident, please visit: www.msu.edu/datasecurity

Important Reminders

- Your identity protection is completely free. You will never be charged.
- Review your payment card statements carefully and call your bank or card issuer if you see any suspicious transactions.
- Be aware of phone calls or emails that appear to offer you identity theft protection but are truly phishing schemes designed to steal your information. Always go directly to the Michigan State University website or to the AllClear ID website for information about the services we are offering.
- The information captured in the sign-up process will not be used for any other purpose than to provide you with the services described here.

How to Request Additional Protection

1. Verify that you are eligible to receive these services.
2. Enter your name and email address.
3. Click Submit.
4. Watch for a confirmation email within 72 hours.

Enter Full Name:

Provide Valid Email Address:

By submitting this form, I verify I am eligible to receive these services.



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Step 2 – Receive Email from AllClearID

Reply Reply All Forward

Mon 11/28/2016 9:16 AM



msu@allclearid.com

Identity Protection Request

To

[Redacted]

AllClear ID

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Protected by AllClear ID

Dear [Redacted]

Michigan State University is truly sorry for any inconvenience caused by this incident and we are committed to taking steps to protect your personal information.

You have automatic access to AllClear Identity Repair for the next 24 months through November 30, 2018; **there is no further action required on your part to receive this service**. If a problem arises, simply call 1-855-231-9331 and a dedicated investigator will assist you in restoring your identity to its accurate state.

You have requested AllClear Triple Bureau Opt-in Credit Monitoring service which includes credit monitoring and a \$1 million identity theft insurance policy. You may activate this service online at enroll.allclearid.com using the following redemption code(s):

[Redacted]

Please note that certain features may require that you disclose other personal information to AllClear ID or take additional steps in order to activate your phone alerts.

For additional details or concerns about this incident, please visit:

www.msu.edu/datasecurity

We are truly sorry for any inconvenience this issue may have caused.

Sincerely,
Michigan State University



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Step 3 – Enroll with Redemption Code

Enroll using redemption code provided in email

Need Help? Call us at (855) 434-8077. [Sign In](#)

AllClear ID

Welcome
We help great companies keep their customers safe.

If you're covered by AllClear ID and have any problems with identity theft, you're in the best hands. Freeing you from the hassles of identity theft is what we do best. Our team of experts is standing by to assist you.

To take advantage of the protection services provided to you, enter your redemption code below.

Redemption code

Need help finding your redemption code?
Most customers will receive their code by mail or in an email.

Don't have a redemption code?
You can still enroll without a redemption code, but you will not receive any discounts.

[ENROLL WITHOUT A CODE](#)



Step 4 – Provide Contact Information

Tree of charge!

You are eligible to enroll in the following identity protection services to help safeguard your personal information.

Name

Email address

This will be your username for sign in

I am registering

CONTINUE TO STEP 2



Step 4 – Provide Contact Information (Contin.)

Add your contact information.

We'll use your phone to securely sign you in and to alert you if any suspicious activity is detected. Your address helps us verify your identity.

Primary Phone

Used for alerts and sign in

Alternate Phone

Optional backup

Address



I have been living here for at least 2 years.

FINISH

By clicking below I agree to the [terms and conditions](#).



Step 5 – Configure Passphrase

Set up secure sign in

To sign in to your online account and receive alerts you must set up your secure sign in using your phone. Please have your phone ready to receive a call from AllClear ID. We'll call your primary phone number.



[Use a different phone](#)

CALL ME NOW

Please remain on this page, it will automatically update.



Online Registration Complete

[Contact](#) [Sign In](#)

AllClear ID

You're done!

You have successfully enrolled.

Check for the welcome email we sent to [REDACTED]. You can sign in now and start exploring your online account. Remember, you'll need your phone whenever you sign in.

You are enrolled in Single Bureau Credit Monitoring. You may activate Triple Bureau Credit Monitoring by logging into your account and selecting the My AllClear ID Profile menu option.

What can I do in my account?

- Review alerts
- Add family members to your account
- Activate Triple Bureau Credit Monitoring (you're currently enrolled in Single)
- View or change personal settings

[SIGN IN NOW](#)





Questions?

