Canvas Cybersecurity Incident – Questions and Answers

What has happened?
City of Glasgow College is aware of a global cybersecurity incident affecting Canvas, the online platform we use for coursework, learning materials and communication between students and lecturers.

Canvas is provided by Instructure, which supports universities and colleges worldwide. The incident involves unauthorised access to data held within Canvas systems.

Is City of Glasgow College affected?
We are working closely with Instructure to determine whether any College data has been affected.

At this stage, investigations are ongoing and we will provide updates as more information becomes available.

What information may have been involved?
Based on information provided by Instructure, the data potentially affected may include:

- Names.
- Email addresses.
- Student ID numbers.
- Canvas messages (such as Inbox and discussion posts).

What information has NOT been affected?
At this stage, there is no evidence to suggest that the following have been compromised:

- Passwords or login credentials.
- Financial information.
- Dates of birth or government identification numbers.
- Student assessment data.

Is it safe to continue using Canvas?
Yes. Canvas remains available and teaching and learning activities are continuing as normal.

We are continuing to monitor the situation closely with the platform provider.

What is the main risk to students and staff?
The most likely risk is phishing.

This is where cyber attackers use information (such as your name or course details) to send convincing emails or messages designed to trick you into sharing personal information or clicking malicious links.

What should I do to stay safe?
We recommend that all students and staff:

- Be cautious of unexpected emails or messages, especially those asking for personal information or urgent action.
- Avoid clicking on unfamiliar links or opening unexpected attachments.
- Never share your login details.

If something doesn't feel right, it's best to treat it with caution.

How do I report a suspicious email or message?

- Staff should report via the IT Service Portal.
- Students should contact the IT Helpdesk via CityLife.

You can also report suspicious emails to the National Cyber Security Centre.

Do I need to change my password?
At this stage, there is no requirement to change your password. If this advice changes, we will contact you directly.

Has any data been published online?
At this time, we have not been advised that any data relating to City of Glasgow College has been released publicly.

We continue to monitor the situation closely.

Who is responsible for the incident?
The incident relates to systems operated by Instructure, the provider of the Canvas platform.

This is a global issue affecting educational institutions worldwide.

Where can I get further information?
We will continue to update this page as more information becomes available.
You can also find general advice on staying safe online from the National Cyber Security Centre.

We understand that incidents like this can be concerning. Protecting the data and privacy of our students and staff is a priority for City of Glasgow College.