



NEWS

OFFICE OF PUBLIC INFORMATION

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For Immediate Release

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District Alerts Families to Vendor Mailer Error

Pittsburgh, PA, September 4, 2021 – Families of Pittsburgh Public Schools have been made aware of an error with a recent mailer containing student and parent information. Several families received information in a mailer that does not match the addressee's information. The District's printing and mailing vendor continues to investigate the situation and takes full responsibility for the error. At this time, it is unclear how many mailers were impacted. As a security measure, our Information Technology team has disabled access to student email, Office 365, signing into PPS-owned student devices, and the Clever system. New student and Home Access center password information will be generated and resent to families and school leaders. The message below was sent via the District's parent information system to families this afternoon.

Good afternoon PPS families,

We are calling to alert you to an error made with a recent mailer containing student and parent information. It has been brought to our attention that several families received information in a mailer that does not match the addressee's information. The District's printing and mailing vendor continues to investigate the situation and takes full responsibility for the error. At this time, it is unclear how many mailers were impacted. As a security measure, our Information Technology team has disabled access to student email, Office 365, signing into PPS-owned student devices, and the Clever system. New student and Home Access center password information will be generated and resent to families and school leaders.

Please discard the mailer. New information will be generated and sent to families.

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