

## Canvas Security Incident

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**From** Chaffey Joint Union High School District via ParentSquare <donotreply+8b6fd211 21a9 5aed 9777 8a46351f7a41@parentsquare.com>

**Date** Fri 5/8/2026 1:14 PM



## Chaffey Joint Union High School District

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Chaffey Joint Union High School District

### **NOTICE OF DATA BREACH**

Dear Students, Staff, Parents, Guardians, and Caregivers,

We want to let you know about a data security incident involving Canvas (Instructure), the learning platform our students and teachers use every day. We know news like this can feel unsettling, and we want to be straightforward with you about what we know, what we're doing, and what you can do.

Based on what Instructure has shared with us so far, the incident appears to have been contained within Canvas's systems, and did not begin within any District network or platform. As Instructure continues its investigation, we will keep you informed if anything changes.

### **What Happened**

Instructure first shared news of this incident publicly on or around May 1 but did not have any specific information related to our district. Subsequently, a related service outage affecting Canvas began on May 7, 2026. Instructure has not yet confirmed exactly when the underlying breach occurred.

We were notified of the incident through Instructure's communications to its customers. Instructure has published a frequently asked questions page with additional information about the scope of the incident: [Instructure Incident FAQs](#).

### **What Information Was Involved**

Based on information provided to the Chaffey District by Instructure, the data involved in the incident includes users' names, email addresses, district identification numbers

(where applicable), and messages sent within Canvas. Because Canvas messages can contain any content users entered into the platform, the nature of message content involved may vary by individual.

This reflects the information Instructure has shared with the Chaffey District as of the date of this notice. We will provide updates if Instructure's disclosures expand.

## **What We Are Doing**

We have taken the following steps:

- Temporarily disabled ongoing data sharing between Canvas and our student information system.
- Initiated active monitoring of local Canvas activity and of further communications from Instructure.

## **What You Can Do**

As a precaution, parents and guardians should reset the password for their Canvas parent/guardian accounts. To do this, log out of the Canvas app and select "Forgot Password," or follow the password reset instructions on Canvas's website if accessing from a computer.

Student Canvas passwords are not stored in the same manner as parent/guardian passwords. Students do not need to take password reset action at this time.

In addition, we recommend:

- Remaining alert to unusual activity on Canvas accounts or related email accounts.
- Reviewing official communications from Instructure directly, and being cautious of any messages that appear to be related to this incident but come from unverified sources.

## **For More Information**

If you have questions about this notice or the incident, please contact Chaffey District Information Technology Services at [privacy@cjuhsd.net](mailto:privacy@cjuhsd.net)

We will share further updates through ParentSquare and post information on the District website at [www.cjuhsd.net](http://www.cjuhsd.net)

Sincerely,

Kurt Schlatter  
Chief Technology Officer  
Chaffey Joint Union High School District

For Incident updates, [please click here.](#)

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