Direct User Notice

SUBJECT LINE: [Security Update] Your Slack Account

Hello,

We were recently notified that your sign-in credentials (email address and password) for your <username> account on <team-domain>.slack.com were in the possession of an unauthorized individual. This may be the result of malware installed on a computer you've used to sign in to Slack or your credentials being reused from a previous breach of a third party, such as those listed on sites like haveibeenpwned.com. You'll need to reset your password the next time you log into Slack. You should have a password reset email from us in your inbox to get started. If you can't find it, you can also click the "Forgot password?" link on the login screen. We realize this may be disruptive, but maintaining the security and privacy of your workspace is of paramount importance to us.

Additional recommendations:

• For an added layer of security, you should consider turning on 2FA for your Slack account: https://get.slack.help/hc/en-us/articles/204509068-Set-up-two-factor-authentication

• Ensure that your computer software and anti-virus software is up to date.

• Review your access logs for unauthorized access at https://<team-domain>.slack.com.

• You should create new, unique passwords for every service you use as they may also have been compromised. You may want to use a password manager to help create and save unique passwords.

If you have additional questions, you can reply directly to this email — our support team is standing by and ready to help.

Update to Primary Account Owners

Subject: Slack password reset

We were contacted through our bug bounty program by someone with information about potentially compromised Slack credentials, the email addresses and passwords people use to access the service. We investigated the source of the compromised credentials and recently determined they matched accounts that logged in to Slack during the 2015 security incident.

As the Primary Owner of a workspace with user accounts included in this report, we're contacting you to let you know that we reset the passwords for the impacted members of your workspace. These accounts are:

Workspace: <domain>.slack.com

Email addresses:

<email1>
<email2>
...
<emailN>

For more information: You'll find our original 2015 blog post about this incident at https://slackhq.com/march-2015-security-incident-and-the-launch-of-two-factor-authentication. We just posted an update to outline our new findings, which you'll find at <new blog post URL>.

We've sent an email similar to this one to each of your affected active team members. It contains information about setting up a new password, instructions for how to review account access, a recommendation to use two-factor authentication, and additional security tips. You'll find that information at the bottom of this email for your own reference.

Contacting us:

We're standing by and ready to help: you can just reply to this email, or you can reach us at security@slack.com. We'll get back to everyone as quickly as possible, but please be patient with us if it takes longer than usual to get back to you.

We know you've placed your trust in us. We regret this inconvenience, but we believe this is ultimately the right path forward to ensure the security of your account and your team's data.

-The team at Slack