



Past and present SchoolDude users,

We at Brightly Software are writing to let you know about a recent security incident affecting an account you have on our SchoolDude application (schooldude.com), an online platform used by educational institutions for placing and tracking maintenance work orders. The incident involved an unauthorized actor obtaining certain account information from the SchoolDude user database. Our investigation has determined that you are a current or former SchoolDude user whose account was among those affected.

The account information believed to have been obtained in the incident includes:

- Name
- Email address
- Account password
- Phone number (if added to the account)
- School district name

We want to assure you that the security of our user information is very important to us. We have reported this incident to law enforcement authorities, and we have engaged industry-leading security experts to help us ensure that we are taking all appropriate steps to investigate and remediate the incident. As part of our remediation efforts, please note that we have reset the passwords for all SchoolDude user accounts. You will therefore need to change your password in order to continue using the application. To do so, please visit login.schooldude.com and click on "Forgot Login Name or Password?" to send a password reset link to your email account.

Because passwords were affected in this incident, we are writing to remind you of the importance of using a strong and unique password for each online account you maintain. (For more information, please see <https://consumer.ftc.gov/articles/password-checklist>.) **If you are currently using your SchoolDude password for any other online account, we recommend that you promptly change your passwords on those other accounts.** And, as always with email and text messages, users should be vigilant against potential phishing and other scams: if you see a suspicious message, don't respond to the sender or click on any link it contains.

We sincerely regret that this incident has occurred, and we are committed to addressing any user concerns. If you have questions about the incident, please call **1-888-220-5278** for further information.

Sincerely,

The Brightly Team



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