



Subject: Update on SIMON Service – SIMONEverywhere and Parent Access Module (PAM) Offline

Dear Parents and Carers,

On Friday 24 October, the SIMON service, including access to the Parent Access Module (PAM) and SIMONEverywhere mobile application were taken offline after some unusual login attempts were detected. This involved the unauthorised use of student and staff user credentials to create fake accounts.

Monivae College and SIMONSchools take cyber security very seriously. External experts have been engaged to help ensure we take all appropriate action in response to this activity.

From our investigation to date, we do **not** have any evidence to suggest that any user information held on the platform has been affected, or that any other systems are involved. Should this position change, we will notify relevant parties as required.

Students will be able to access SIMON whilst logged in on-campus, however we will be keeping SIMONEverywhere and the Parent Access Module (PAM) offline until further notice. This precaution is being taken to ensure the safety and security of all users while we work to further understand this unusual activity and resolve the situation.

If you need to log a student absence during this period, update important medical information or provide consent for an excursion, please contact your school directly via reception@monivae.vic.edu.au or 03 55511200

We understand this may cause some inconvenience and appreciate your patience and support as we work to restore full service.

We will be in touch with a further update regarding access to PAM and SIMONEverywhere as soon as we can. Thank you for your understanding and cooperation.

Kind regards,

Jonathan Rowe
Principal