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Important information for property owners with City of Campbell River online accounts

The City of Campbell River wishes to advise that no personal or banking information was available through the City of Campbell River's online accounting system when a computer hacking scheme tried to get into the MyCity software used by municipalities across BC in July.

"The hacking effort targeted the pre-payments for taxes module of MyCity, and the City of Campbell River does not use that module, so property owners' online information was not at risk," confirms Laura Ciarniello, the City's general manager of corporate services.

Ciarniello adds that the City's web service computer systems DO NOT contain highly sensitive information such as Social Insurance Numbers, Driver's License, Credit Card/Debit Card numbers or personal banking information.

After the hacking attempt occurred, MyCity software owners notified the City of a possible security vulnerability on July 23.

"Even though the particular web service isn't offered through Campbell River's MyCity, we acted immediately to apply the security patches required," Ciarniello says. *"In addition to installing the security patch, City staff reviewed the City's computer systems and confirmed personal information remains secure. We're sending out this notice in case people would like to take extra measures and change their passwords associated with Campbell River MyCity accounts."*

In other communities, the threat could have resulted in theft of customers' login and password information, potentially providing unauthorized access to personal banking information.

"The City of Campbell River recognizes that attacks on high profile websites and services do happen, and we continuously monitor and improve our technology to ensure effective security is maintained at www.campbellriver.ca," Ciarniello confirms. *"This problem was the result of a vulnerability in the manufacturer's software and not due to a weakness in the City's security."*

The City recommends people change their *MyCity Online* password often. Here's how:

1. Go to <https://payment.campbellriver.ca/tempestprod/mycity/secure/login.cfm>
2. Login to the service
3. Select the Profile menu on the left side
4. Change your security question and then select **Update Your Profile**
5. After updating your question, select **Change Password** and change your password

Email questions to info@campbellriver.ca.

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