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Hayward restores access to official website amid recovery from ongoing cybersecurity event

HAYWARD, Calif., July 11, 2023— The City of Hayward restored public access to its official website today as it continues to assess and recover from a cybersecurity event in which intruders attempted to disrupt and hold hostage aspects and components of its computer systems and networks.

As access to and functionality of the website www.hayward-ca.gov and related portals for doing business with the City are gradually restored, we invite users to notify us of non-functioning links or telephone numbers by email at info@hayward-ca.gov and by telephone call to (510) 583-4300.

City 9-1-1 emergency dispatch and police, firefighter and emergency-medical response services remain operational, as they have remained since the cyber intrusion was detected early Sunday morning. The same is true of City water and sewer operations and other essential municipal services.

As a precaution, email communication into the City was turned off Sunday morning but also has been restored as of today. As a consequence, however, email sent to City addresses Sunday through late morning today may not have been received and consequently the sender may not receive a reply.

To date, we have no evidence of a breach or theft of private personal or confidential information related to any current or former City employee, community member or other member of the public. If that were to change, the City will contact the affected individual or individuals directly.