

## MGM Resorts shuts down IT systems after cyberattack

By Ionut Ilascu

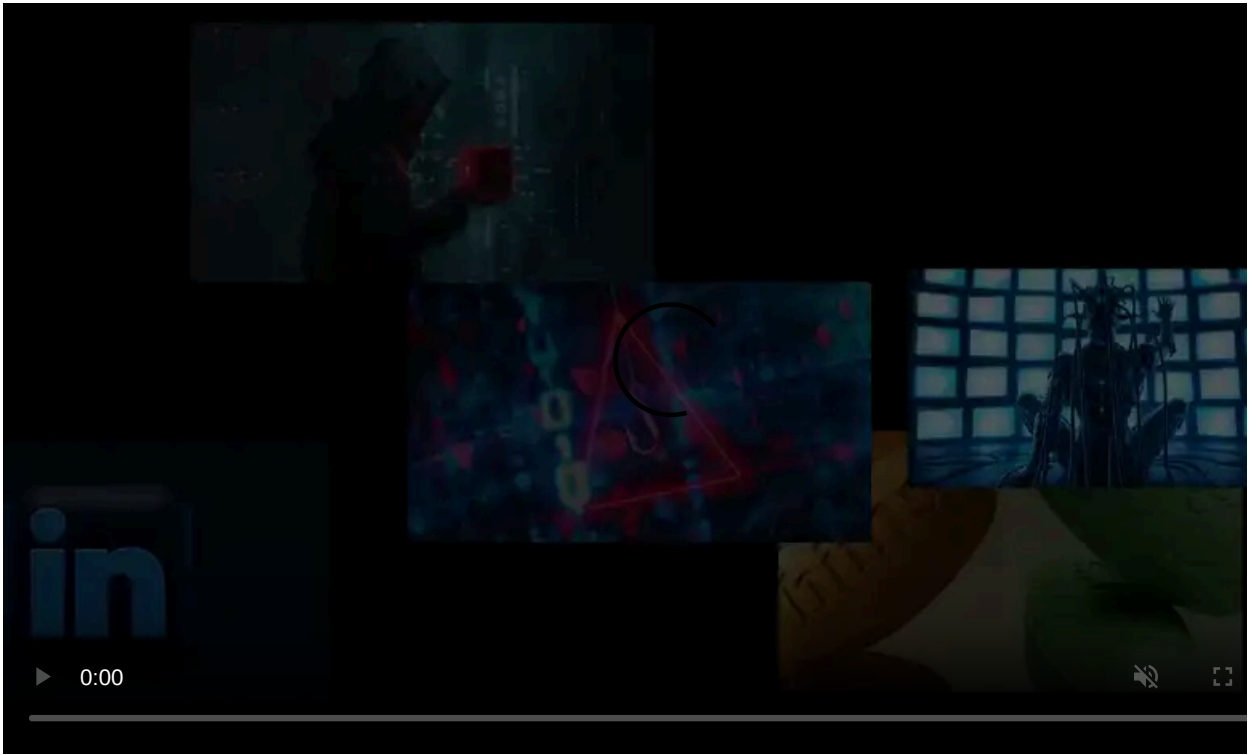
Published: 2023-09-11 · Archived: 2026-04-05 18:48:47 UTC



MGM Resorts International disclosed today that it is dealing with a cybersecurity issue that impacted some of its systems, including its main website, online reservations, and in-casino services, like ATMs, slot machines, and credit card machines.

“MGM Resorts recently identified a cybersecurity issue affecting some of the Company’s systems,” the company announced on its profile page on X (formerly known as Twitter).

The company [says](#) it started an investigation immediately after detecting the issue “and took prompt action to protect our systems and data, including shutting down certain systems.”



Visit Advertiser website [GO TO PAGE](#)



**MGM Resorts discloses cybersecurity issue**

*source: MGM Resorts International*

It appears that the outage started on Sunday night and computer systems in the resorts are currently down.

Reports online note that the company switched to manual operations, with the ATMs and credit card machines on properties having been affected.

The MGM Resorts main website is also down, currently informing that customers can make hotel reservations “at any of our destinations” over the phone.

MGM Rewards customers are also affected, and they’ve been instructed to call a Member Services number between 6 AM and 11 PM, Pacific time.



**The MGM Resorts website is currently unavailable.**

We apologize for the inconvenience.

**To make a hotel reservation at any of our destinations, please call 855-788-6775.**

**MGM Rewards members may call Member Services from 6 AM to 11 PM Pacific time at 866.761.7111.**

**To contact a concierge, please call:**

Aria	702.590.9520
Beau Rivage	228.386.7111
Bellagio	702.693.7075
Borgata	609.317.1000
The Cosmopolitan of Las Vegas	877.893.2003
Delano Las Vegas	702.632.4760
Empire City Casino	866.745.7111
Excalibur	877.660.0660
Luxor	702.632.4760
Mandalay Bay	702.632.4760
MGM Grand Detroit	877.888.2121
MGM Grand Las Vegas	877.660.0660
MGM National Harbor	844-646-6847
MGM Northfield Park	330.908.7625
MGM Springfield	413.273.5000
New York-New York	702.740.3311
NoMad Las Vegas	702.730.7010
Park MGM	702.730.7010
Vdara	702.590.9520

Thank you for your patience.

#### **MGM Resorts takes main website offline**

*source: BleepingComputer*


All MGM websites using the same domain name as the main one - i.e. mgmresorts.com - have been offline for hours.

BleepingComputer checked several of them, and they all showed the same message, instructing visitors to call a phone number, including MGM National Harbor, Empire City Casino, MGM Springfield, MGM Grand Detroit, Beau Rivage, and The Borgata.


If you have any information on this *attack* or other *attacks*, you can *contact* us confidentially via *Signal* at 646-961-3731.

According to FOX5, some guests reported that their room keys were not working.

Local Las Vegas media outlet Vital Vegas also reports that the slot machines are not functional, instead displaying a temporarily unavailable message.

**Vital Vegas**   
@VitalVegas · Follow

It's affecting everything. MGM is scrod.



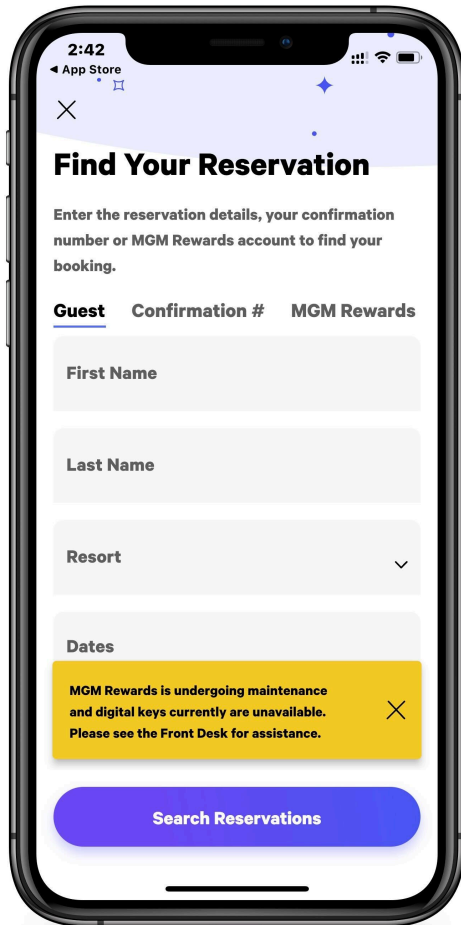
**Mike** @doctorcrank  
Replying to @VitalVegas  
Any idea if this is affecting the systems that accrue points from gaming?

1:31 PM · Sep 11, 2023

166 Reply Share

[Read 25 replies](#)

BleepingComputer has confirmed that the MGM Rewards app is no longer working, advising members to see the front desk for assistance. However, the cyberattack does not impact other MGM apps, such as MGM+ and the MGM sportsbook..



### MGM Rewards app offline

source: *BleepingComputer*

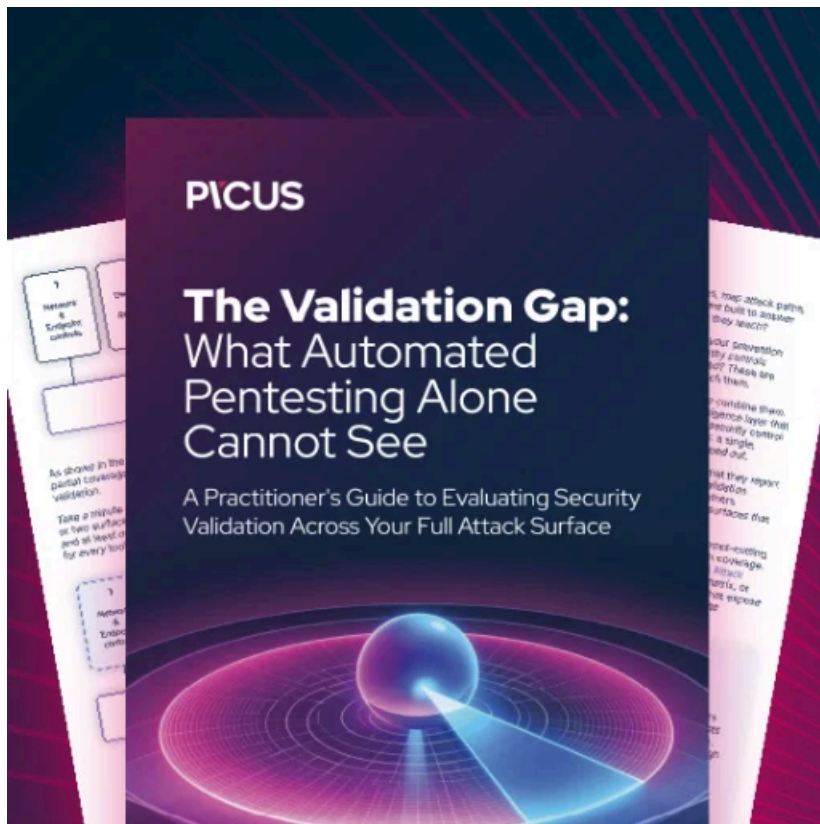
The nature of the cybersecurity incident has not been disclosed publicly, and the attacker's purpose remains unknown.

This is the second time MGM Resorts had confirmed a cybersecurity incident since 2019 when one of the company's cloud services was breached, and [hackers stole more than 10 million customer records](#).

The company confirmed the breach in 2020 after an archive with stolen data - including guests' names, dates of birth, email addresses, phone numbers, and physical addresses, was shared freely on a hacker forum.

*This is a developing story*

*Update 9/11/23: Added further information about disrupted services.*



### [Automated Pentesting Covers Only 1 of 6 Surfaces.](#)

Automated pentesting proves the path exists. BAS proves whether your controls stop it. Most teams run one without the other.

This whitepaper maps six validation surfaces, shows where coverage ends, and provides practitioners with three diagnostic questions for any tool evaluation.

---

Source: <https://www.bleepingcomputer.com/news/security/mgm-resorts-shuts-down-it-systems-after-cyberattack/>