

From: Conner, Dede - KDE Division Director
Sent: Monday, July 22, 2024 11:07 AM
To: All State KSIS Contacts
Subject: KSIS ALERT: Infinite Campus Records Transfer

Infinite Campus users responsible for processing records transfer request.

ISSUE ALERT:

Infinite Campus has received reports and confirmed an issue with Records Transfer. When attempting to release records district staff receive an error message and are unable to fulfill requests.

FIX:

Infinite Campus has identified the cause of this issue and is working towards a prompt resolution. An update will be required to address this issue. Infinite Campus will work with KDE to schedule the deployment of the fix once available. Records request can continue to be submitted and later released once the fix is deployed.

As always, if you are experiencing an issue with Infinite Campus, please submit a support case. If it needs immediate attention, please follow up your case submission with a phone call to Support at 1-888-461-2004.

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The Infinite Campus Support Team
~Committed to Doing the Right Thing

Infinite Campus, Inc.
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Blaine, MN 55449
Campus Support 1-888-461-2004 (for Authorized Support Contacts)