

From: Conner, Dede - KDE Division Director

Sent: Friday, July 26, 2024 12:40 PM

To: All State KSIS Contacts

Subject: KSIS Notification: Infinite Campus Issue Alert - "Pending" State IDs

Infinite Campus has provided the following:

ISSUE ALERT:

Infinite Campus District Edition communication to State Edition is experiencing service disruption. Due to this, State IDs in a "Pending" status are not updating.

FIX:

This issue is being tracked with Infinite Campus Development as SIS-180921. Our team is working diligently to resolve this issue and will be working with KDE to deploy the fix as it becomes available.

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.

The Infinite Campus Support Team

~Committed to Doing the Right Thing

Infinite Campus, Inc.

4321 109th Ave NE

Blaine, MN 55449

Campus Support 1-888-461-2004 (for Authorized Support Contacts)