

From: Conner, Dede - KDE Division Director

Sent: Thursday, September 12, 2024 11:34 AM

To: All State KSIS Contacts

Subject: KSIS Alert: Infinite Campus Student Indexing Issue UPDATE 2

ISSUE: Kentucky Intermittent Student Indexing Errors

We are aware some districts are still experiencing issues accessing Classroom Monitor, and some users are receiving error messages when attempting to take attendance.

We are continuing our investigation into the matter and will provide another update shortly.

If your district is experiencing this problem, please create an outage case or update your existing one.

We greatly appreciate your patience and understanding as we continue to work to resolve this issue

Infinite Campus, Inc.

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