

From: Conner, Dede - KDE Division Director

Sent: Thursday, September 12, 2024 12:30 PM

To: All State KSIS Contacts

Subject: KSIS Alert: Infinite Campus Student Indexing Issue UPDATE - Resolved

ISSUE: Kentucky Intermittent Student Indexing Errors

We have resolved the issue some districts were still experiencing when accessing Classroom Monitor and taking attendance.

We are continuing to investigate the root cause of this issue and are determining if further updates or fixes will be necessary. Once more information is available, we will let you know and coordinate that effort.

If your district experiences any further issues, please don't hesitate to update your existing case or create a new one. We appreciate your patience as we worked to resolve this issue.

Infinite Campus, Inc.

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