

From: Conner, Dede - KDE Division Director

Sent: Friday, May 8, 2026 12:44 PM

To: All State KSIS Contacts

Subject: KSIS Notification: Security and Password Reminders Following Recent Cybersecurity Incidents with Third-Party Vendors

See the following message from Campus Support for security and password reminders following recent cybersecurity incidents with third-party vendors.

Lisa Keeter

KSIS Service Manager

Kentucky Department of Education

(502) 564-2020 Ext. 2462

[Book time to meet with me](#)

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See information below regarding outstanding issue with publishing assessment scores. KDE will resume publishing assessments once this issue is resolved.

Infinite Campus

We want to remind customers about security considerations when using third-party integrations, such as Instructure, [which recently disclosed a security incident involving its services](#).

- If you have a OneRoster connection with a third-party vendor: Change the password and provide the updated password to that third-party vendor (if necessary).
- If you have an ODBC connection with a third-party vendor: Put in a Support case with Infinite Campus if your district has granted ODBC access to your database. Infinite Campus will rotate your ODBC password upon request.
- If you have a Data Extract Utility extract connection with a third-party vendor: Submit a support case with that third-party (not Infinite Campus), requesting they change the password for your district's account on their SFTP server. Once your district has a new password, update it in Data Extract Utilities > [select relevant extracts] > Update the Password value, then Save.

Infinite Campus [has an article on Knowledge Base](#) detailing these best practices and more.

[You can read more about Instructure's security incident on their status page.](#)

Regards,

Campus Support

Infinite Campus

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