

From: Conner, Dede - KDE Division Director
Sent: Wednesday, July 17, 2024 3:10 PM
To: All State KSIS Contacts
Subject: KSIS Notification: Transcript issue

Infinite Campus - CAMPUS SUPPORT

ISSUE ALERT:

In the Campus.2423 release, users are not able access Transcript reports despite having the necessary tool rights. (Student Information > General > Transcript).

WORKAROUND: Transcripts are available to print within the Transcript Batch tool. (Grading and Standards > Reports > Transcript Batch).

FIX: This issue is resolved in the Campus.2427 release by Infinite Campus Development as SIS-177596. Our team will be working with KDE to schedule deployment for KY districts.

We apologize for any inconvenience this has caused your district.

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)