

**From:** [Jenkins, Becky - Division of Enterprise Data](#)  
**To:** [All State KSIS Contacts](#)  
**Subject:** KSIS Alert: Infinite Campus Outage Update  
**Date:** Thursday, June 05, 2014 10:06:52 AM  
**Attachments:** [image003.png](#)

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Infinite Campus has provided the information below regarding the outage.



# CAMPUS SUPPORT

**Please alert all users in your district responsible for maintaining Infinite Campus.**

**Infinite Campus has provided the following:**

**ISSUE ALERT:** Currently all Infinite Campus services hosted at COT are offline. Due to this outage Student Locator, Records Transfer, and some state reports are unable to make a connection to State Edition.

**FIX:** Infinite Campus is investigating the source of the issue and is working towards a resolution. A follow-up communication will be sent to update you as more information develops.

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.

*Note: please do not reply to this e-mail. If you have a question specific to a case or your account, please contact your Channel Partner/Infinite Campus Support or log on to the Infinite Campus customer portal at <https://community.infinitecampus.com>.*

4321 109th Ave NE | Blaine, MN 55449  
**Support 1-888-461-2004**