

From: [Burton, Linda - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Subject: KSIS Notification: FW: Infinite Campus Issue Alert
Date: Thursday, January 09, 2014 9:42:27 AM
Attachments: [image003.png](#)

KSIS Contact,

Please see information below provided by Infinite Campus.

From: Michael Mock [mailto:Michael.Mock@infinitecampus.com]
Sent: Thursday, January 09, 2014 9:04 AM
To: Burton, Linda - Division of Enterprise Data; Jenkins, Becky - Division of Enterprise Data; Conner, Dede - Director, Division of Enterprise Data; Rhoton, Lisa - Infinite Campus
Cc: Gina Montague; Christian Peterson
Subject: Infinite Campus Issue Alert



CAMPUS SUPPORT

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

Infinite Campus has provided the following:

ISSUE ALERT: After the .1402 update, users are reporting not being able to see all of their tools and tabs within the Infinite Campus application.

FIX: This issue is caused by the browser settings not being set to clear the browser history upon exit. Users should clear their cache and cookies, which will resolve this issue. Instructions on clearing the browser history and the recommended browser settings can be found here:

<https://community.infinitecampus.com/kb/display/DOC/Recommended+Browser+Settings>

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

