

From: [Jenkins, Becky - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Subject: KSIS Notification: Infinite Campus Issue Alert (Update)
Date: Monday, March 31, 2014 5:27:38 PM

KSIS Contact,

Please see the update below provided by Infinite Campus.



CAMPUS SUPPORT

Please alert those in your district responsible for maintaining Student Locator in Infinite Campus.

Infinite Campus has provided the following update:

ISSUE ALERT: It was reported that the Student Locator was unable to make a connection to State Edition.

FIX: Infinite Campus has restored communication to State Edition for the Student Locator. Districts can resume normal processes utilizing this tool.

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