

From: Jenkins, Becky - Division of Enterprise Data
Sent: Thursday, July 16, 2015 2:56 PM
To: All State KSIS Contacts
Subject: KSIS Notification: KY Alert Message - eTranscript
Importance: High

KSIS Contact:

Infinite Campus has provided the following information regarding an issue with eTranscripts. Please share with appropriate personnel in your district.



CAMPUS SUPPORT

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

ISSUE ALERT:

Infinite Campus Support has received reports that eTranscripts have not been received by Parchment since 7/10/2015.

FIX:

Infinite Campus has finished investigating the source of the issue. The certificate on the Parchment service was updated on 7/11/2015 causing the secure connection between the organizations to become broken for the Infinite Campus application.

Infinite Campus apologizes for the inconvenience caused by this issue.

Infinite Campus has begun repairing the unique certificate issue on each district's site, and expects this to be completed on the evening of 7/22/2015. A communication will be sent once the work has been completed.

It is recommended that users not release any e-transcripts until the fix has been implemented. Once the fix has been deployed users will want to release eTranscripts that were already processed between 7/11/2015 and 7/22/2015.

To find the list of students who will need their records re-sent please use the following directions:

Navigate to [Index>Transcripts>eTranscript>Include Archived Records>Search](#)

eTranscript Student Search

Please enter search criteria to find and display students with eTranscript records. The search results:

Student Information

Student Number	<input type="text"/>
Last Name	<input type="text"/>
First Name	<input type="text"/>
SSN	<input type="text"/>
Grade	<input type="text" value="▼"/>
Birth Date	<input type="text"/>
Gender	<input type="text" value="▼"/>
StateID	<input type="text"/>
Person ID	<input type="text"/>

Request Information

Status	<input type="text" value="▼"/>
Include Archived Records	<input checked="" type="checkbox"/>

Sort results screen by status date.

The eTranscript Requests tool is used to process student eTranscript Requests. Processes include the ability to add, release, and remove requests, as well as archive release.

eTranscript Requests									
	Student	Grade	Student Number	Request Date	Requested By	Origin	Status	Status Date ▼	Status By
<input type="checkbox"/>		11		07/16/2015	support, campus	Staff	Released: Electronic	07/16/2015	support, campus
<input type="checkbox"/>		11		07/16/2015	support, campus	Staff	Released: Electronic	07/16/2015	support, campus
<input type="checkbox"/>		11		07/15/2015	support, campus	Staff	Archive	07/15/2015	support, campus

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 Campus Support.

Please note: DO NOT REPLY TO THIS MESSAGE. The Infinite Campus Support mailbox is unattended. If you have a question or response specific to a case, please logon to the Infinite Campus Support portal at: <https://community.infinitecampus.com>.

Infinite Campus, Inc. | 4321 109th Ave NE | Blaine, MN 55449
Campus Support 1-888-461-2004 (for Authorized Support Contacts)

campus/gm

©2014 Infinite Campus. All Rights Reserved.