

From: [Jenkins, Becky - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Subject: KSIS Notification: Kentucky State Edition of Infinite Campus is Currently Down
Date: Wednesday, July 27, 2016 8:35:18 AM
Attachments: [image001.emz](#)
[image003.emz](#)
[image004.png](#)
[image006.png](#)

Infinite Campus has provided the following information regarding the outage of Kentucky State Edition and the Kentucky Tech System (KTS) district.



ATTENTION: Please inform affected staff that the Kentucky State Edition is currently down

Infinite Campus is aware of this issue and Campus Hosting is working to bring the State Edition back online.

Until the Kentucky State Edition is back online, districts will not be able to access:

- Student Locator
- Student Records Transfer
- SSID

During this time district data will not sync to the State Edition. Districts will also not be able to connect to the KTS District for attendance, grades, and syncing enrollments.

When the State Edition is back online, we will send out an updated message. We appreciate your patience as we resolve this issue.

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.

Infinite Campus Support Team
~Committed to Doing the Right Thing

Please note: The Infinite Campus Notifications 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/np