

From: Jenkins, Becky - Division of Enterprise Data
Sent: Monday, July 20, 2015 12:30 PM
To: All State KSIS Contacts <ksiscontacts@education.ky.gov>
Subject: FW: UPDATE - KY Alert Message - eTranscript

KSIS Contact:

Please see the Campus update below regarding the eTranscript issue that was reported last week.



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.

UPDATE:

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, in partnership with Parchment, has repaired the secure communication between the organizations.

It is recommended that users re-process eTranscripts that were processed between 7/11/2015 and 7/19/2015.

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

Last Name

First Name

SSN

Grade

Birth Date

Gender

StateID

Person ID

Request Information

Status

Include Archived Records

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>.

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Campus Support 1-888-461-2004 (for Authorized Support Contacts)

campus/gm

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