

**From:** [Conner, Dede - Director, Division of Enterprise Data](#)  
**To:** [All State KSIS Contacts](#)  
**Subject:** KSIS Notification: KETS Service Advisory - External Connection to Infinite Campus Update  
**Date:** Tuesday, August 27, 2013 3:51:44 PM

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External access to Infinite Campus (including student/parent portal) remains unavailable only in the hosted Eastern Time Zone districts. Other districts should be up and operational even for external connections.

We will keep you apprised as updates become available.

If you have any questions or concerns please contact the KETS Service Desk at [866.538.7435](tel:866.538.7435) or via email at [ketshelp@education.ky.gov](mailto:ketshelp@education.ky.gov).

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**From:** Conner, Dede - Director, Division of Enterprise Data  
**Sent:** Tuesday, August 27, 2013 9:12 AM  
**To:** All State KSIS Contacts  
**Subject:** FW: KSIS Notification: KETS Service Advisory - External Connection to Infinite Campus

KSIS Contacts:

The email below was sent to all state CIOs this morning. Please be aware that this affects students, parents or staff members attempting to connect to Infinite Campus outside of the district network using a personal service provider on their home computer, smart phone or other device. We will send an update as more information becomes available.

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**From:** Gravett, Beth - Division of Operations and Services **On Behalf Of** KETS Service Advisor  
**Sent:** Tuesday, August 27, 2013 8:32 AM  
**To:** All KDE Users; All State CIOs  
**Cc:** KETS Engineers  
**Subject:** KETS Service Advisory - External Connection to Infinite Campus

Please note that KIDS staff are working with AT&T to troubleshoot an issue affecting external connections to Infinite Campus. External connections to Infinite Campus are currently unavailable. There is no estimated time of repair at this time. We will keep you apprised as updates become available.

If you have any questions or concerns please contact the KETS Service Desk at [866.538.7435](tel:866.538.7435) or via email at [ketshelp@education.ky.gov](mailto:ketshelp@education.ky.gov).

Thank you,

Beth Gravett

Please note that KIDS staff are working with AT&T to troubleshoot an outage affecting