

From: Conner, Dede - KDE Division Director
Sent: Tuesday, September 8, 2020 12:53 PM
To: All State KSIS Contacts
Subject: KSIS Notification: Connection Issues Update

Update from Infinite Campus below....

CAMPUS UPDATE 11:28AM CDT

We are actively investigating the slowness & outage reports. There are many inconsistencies as we attempt to ascertain the source or sources of the problem. We know that many districts are starting back to school today, and understand the frustrations that these connectivity issues bring. We are working hard to pinpoint where the issue lies so that all districts can function normally.

From: Conner, Dede - KDE Division Director
Sent: Tuesday, September 8, 2020 10:42 AM
To: All State KSIS Contacts
Subject: KSIS Notification: Connection Issues

KSIS POCs: See information below from Infinite Campus.

Campus Support

ISSUE ALERT:

At this time, we're seeing districts reporting connectivity issues with Infinite Campus. Campus Managed Services is currently investigating the cause of this issue and more information will be shared once we know more. If your district is experiencing an issue, please submit it as a critical case so that your issue can be investigated and included if it is part of this issue. A follow up call is not needed at this time.

The 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](#).

Infinite Campus, Inc.
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Campus Support 1-888-461-2004 (for Authorized Support Contacts)