

From: Conner, Dede - KDE Division Director

Sent: Monday, September 16, 2024 12:51 PM

To: All State KSIS Contacts

Subject: KSIS Notification: Infinite Campus Special Education Alert

ISSUE: Special Education Save Errors

We are investigating reports that some districts are receiving errors when attempting to save records in IEP and Evaluation Plans within Infinite Campus. While customers may be receiving various error notifications, one example is "the document section cannot be modified because the section has been marked as not needed."

If your district is experiencing this problem, please create a Support case and include the error message received. It is not necessary to follow up by phone.

We appreciate your patience as we worked to resolve this issue.

Infinite Campus, Inc.

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