

From: Conner, Dede - KDE Division Director
Sent: Thursday, September 12, 2024 9:18 AM
To: All State KSIS Contacts
Subject: KSIS Alert: Infinite Campus Student Indexing Issue

ISSUE ALERT: Kentucky Intermittent Student Indexing Errors

We are currently investigating an issue with some districts, specifically in Kentucky, receiving intermittent errors with Student Search. This impacts searching for students, as well as attendance and the use of gradebook. This is a high-priority issue, and we will provide an update as soon as more information is available.

If your district is experiencing this problem, please create an outage case, but it is not necessary to follow up by phone.

We greatly appreciate your patience and understanding as we work to resolve this issue.

Infinite Campus, Inc.
4321 109th Ave NE
Blaine, MN 55449
Campus Support 1-888-461-2004 (for Authorized Support Contacts)