⚠ Support Bulletins

Import notifications and updates from the Technology Services team regarding SBLSD systems.

- 2023.07.26 - RapidIdentity Maintenance
- 2023.08.14 - Rostered Application Issues
- 2023.09.28 - Skyward Outage

2023.07.26 - RapidIdentity Maintenance

> This maintenance period has ended

> Technology Services will be implementing upgrades to the SBLSD account automation and sync pipelines in RapidIdentity between 7/28 - 7/29. This process may take between 12-24 hours.

Impacted Areas During the Upgrade Process

- **2FA**
  - You might not receive a 2FA prompt (*only applies to users who have 2FA enabled*)
- **SSO**
  - SSO to certain applications might not work correctly
  - You should still be able to access Google services (*Gmail, Drive, Calendar, etc.*) without any interruptions
- **Account claiming**
  - Claiming accounts may not work
- **Password resets**
  - You may be unable to reset your password.
- **Account syncing**
  - New accounts will not be provisioned
  - Existing accounts will not be updated or synced
- **Group syncing**
  - Changes to email group memberships will not be synced
- **Waivers system**
  - Reviewers will be unable to access the waiver system admin panel
  - Skyward data will be unavailable
  - Student ID matching will not be performed when a waiver is submitted
- **Technology support**
  - The Technology Services team will be unable to manually update accounts or change passwords until the upgrade is complete

2023.08.14 - Rostered Application Issues

This issue has been resolved as of 9/06/23

Technology Services is currently working with NWRDC to address a bug in Skyward that is causing an issue with staff and
student account exports. Expect additional syncing delays for rostered applications.

Updates

9/06/23 11:20AM

- This issue has been resolved

9/05/23 8:30AM

- Skyward believes they have identified the issue. We will be able to determine whether or not the fix works as expected tomorrow morning.

8/21/23 8:13AM

- WSIPC has escalated the issue to Skyward for assistance

8/18/23 8:40AM

- WSIPC has isolated the issue and is testing a fix

8/15/23 9:05AM

- The issue appears to be impacting student account exports as well

8/14/23 11:37AM

- NWRDC has escalated this issue to WSIPC

Some platforms may be receiving incorrect or outdated rosters and account information. Affected applications include:

- AgileMind
- Clever
  - Amplify
  - Cengage Online Resources
  - DreamBox Math
  - Formative

    - Great Minds
    - i-Ready
    - IXL
    - Lab Aids
    - Lexia Core5
    - Lexia English
    - Lexia PowerUp
    - McGraw Hill
    - myLexia
    - Pearson - aimswebPlus
    - Remind
    - Sapling Learning
    - Savvas
    - Sora by OverDrive
    - SpringBoard
    - Typing Agent
    - Zearn
- Follett Destiny
- Google Classroom
- HMH
- PBISApps SWIS
- PeachJar
- Read180
- Securly
- WELNET - Focused Fitness

2023.09.28 - Skyward Outage

Updates

9/28/23 5:03PM

- This issue has been resolved.

9/28/23 9:57AM

- WSIPC has identified a probable cause for the outage and is working on a fix.
- This outage affects all Skyward SMS 2.0 districts in WA.

9/28/23 9:57AM

- Skyward is currently experiencing an outage across all districts. The issue has been escalated to WSIPC.