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

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