



TITAN NATION

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Stakeholders using Infinite Campus for payments

Please note that we have become aware of the potential to be charged multiple times for a purchase through Infinite Campus. This is apparently due to a coding issue which allows for multiple submissions to be placed at the same time. We have seen a limited number of these incidents, and are sharing this information out of an abundance of fiscal caution for our families and communities. There is nothing that indicates this is in any way a security breach or anything malicious, and your banking information should still be secured.

Although we are in the early stages of learning of this issue, we believe that Infinite Campus has a delay (the spinning wheel) which resets each time enter is pressed. Each reset appears to allow a submission of payment, causing multiple payments to be made in the same amount. Your banking institution may have flagged these as fraudulent activity as these transactions will come in rapid succession. Again, we can not guarantee this is exactly what is happening as we have only learned about the issue late Monday after school was out.

There is no action at this time the school can take to immediately correct multiple payments as they work through the system. Along with Infinite Campus, we continue to investigate and work on the issue, expecting a resolution soon. In the meantime, a few suggestions for your security:

1. Review your banking information to determine if this issue has affected you.
2. Notify your bank of the known issue if you see multiple payments have been made.
3. If you are paying in Infinite Campus, please allow the spinning wheel to complete the transaction before pressing keyboard buttons.

With Titan Pride

Marshall Lewis, Superintendent
GT/RA Titan Nation

