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To: Parents & Caregivers of CMSD Students

This morning, CMSD encountered a major issue with the technology that enables students to log in to the Clever learning portal. While the Office 365 outage did not affect all students, it did affect the user accounts of a significant number of students—all of which needed to be restored.

Students whose learning was interrupted will not be marked absent for today. Attendance for schools encountering the technology issue will be treated similar to the manner in which we report calamity days when we close schools for all or part of the day due to a power outage.

Please know that we take seriously the interruption of learning and teaching that occurred today and apologize for the inconvenience it caused to our scholars, their teachers and their families.

At this time, all student accounts have been restored and the Clever learning portal is functioning properly. Thank you for your patience as we worked throughout the day to fix the issue.

Sincerely,



C. Curtis Timmons
Chief Information Officer