

MESSAGE TO STAFF

The email messaging feature within IO Classroom and PupilPath has been restored.

Items that have been restored include:

- Composing emails to individual admins, teachers, staff, students, and families
- Composing emails to groups
- Password Reset messages to users registered with an email address. If you receive a proxy error when trying to reset your password, please use the website to reset. (Note: Some students do not register with an email address and would re-register, as they always have.)
- Account activation emails to all users who register with an email (Note: This will exclude students who do register with email addresses.)
- Anecdotal subscribers
- PADS invitations and missing grade notifications
- Missing grade reminders from the read-only gradebook
- Send to alternate email address

Items that are still being restored include:

- The ability to email reports – will not be available until we restore the Report server.
- Mass messages for permissioned users through the website – will not send the email
- Mass messages for permissioned users through the app – will appear within IO Classroom and PupilPath, notifications do not go to an outside email address
- Attachments to emails, including attachments on past emails
- The option to allow recipients to respond directly to my email address – all responses will appear in IO Classroom and PupilPath

As always, our emails are from donotreply@casenex.com. If you do not receive an email, please check your spam settings to make sure it has not been flagged as junk email.

Note from our Support Team

- **For Questions About Technical Issues:**
 - Additional Support for Emails: To keep up with demand, we now have additional agents answering tickets. During this busy period, this will be the most efficient way to have your questions answered. You can email us at classroomsupport@illuminateed.net.
 - Chat: Our Chat Support is available for all teachers. Use the Contact Us link at the upper right of IO Classroom to get quick answers to questions.
 - Calls: The call center remains open, but you may experience extended wait times and may be asked to leave a message for a return call.
- **For General Questions on the Service Interruption:** email iefeedback@illuminateed.net

We apologize for the inconvenience these outages may have caused you. Please watch the [resource](#) page for continued restoration updates.