

# Notice regarding a security incident

Published on March 22, 2026 at 5:57 PM CDT by Nola Peterson

On the afternoon of Wednesday, March 18th, 2026, an unauthorized actor gained access to an Infinite Campus employee's Salesforce account. Multiple security measures alerted our IT and Security teams of the intrusion, and the Salesforce account was immediately disabled.

That evening the unauthorized actor, claiming to be part of a group known for targeting the Salesforce accounts of hundreds of companies, contacted Infinite Campus demanding payment in exchange for the destruction of the Salesforce data they claimed to possess. Infinite Campus has not, and will not, engage with the unauthorized actor.

Our ongoing investigation indicates the unauthorized actor was not attempting to, nor has accessed any customer databases. Their target was the Infinite Campus Salesforce instance, consisting of names and contact information for school staff; the majority is directory information commonly found on school websites.

Out of an abundance of caution, Infinite Campus promptly disabled certain services for any customers that did not have IP address restrictions in place, in the event that sensitive information had been included in any customer communication.

Further, Infinite Campus and its security partners are scanning all Salesforce data that may have been accessed. Infinite Campus Support teams have been assisting impacted customers by reactivating their disabled services and will contact districts directly if any additional concern is found. Please contact your certified support organization/team if you have questions and/or need assistance.

Charlie Kratsch  
Founder & CEO  
Infinite Campus