



Dear Finalsite Clients,

We have made significant progress in restoring our network. The engineering team is beginning to bring websites back online and will continue to do so throughout the evening.

We are confident that all sites will be restored by tomorrow morning (Eastern Standard Time) and will update you once again when we have a full resolution.

The process of bringing sites back online is happening as follows:

- Restoring connectivity to the front end of your websites;
- Monitoring performance to ensure sites are stable; and
- Restoring core admin functionality.

Please understand you may see intermittent error messages on your website until we reach full functionality. We recommend that you refrain from relying on admin functionality (instructing users to log in to portals, complete forms, sending bulk emails, etc.) until we've notified you that we've completed this full process.

We realize how difficult this outage has been for your school communities and appreciate your patience as we work through this process. Please stay tuned for additional updates from us as the evening progresses. Updates will also be posted at [status.finalsite.com](https://status.finalsite.com).

Sincerely,

Tim McDonough  
Chief Client Officer

Finalsite, 655 Winding Brook Drive, Glastonbury, CT 06033, USA

[Manage preferences](#)