Dear superintendents and BOCES directors,

While all systems are up and running, we are continuing to experience some issues related to the IDM project and are updating our IdM System Webpage as we identify them. We are working urgently to address the following items:

COPMS/RANDA – Repairs are now in place to align the communication between the two systems. More users are reporting access to COPMS/RANDA. If challenges persist, please try to log into the system again with your updated password. We are continuing to work through lingering issues.

Data Pipeline, RITS, EDIS, State Equal, IDEA (Fed APP) 25/26 and earlier – Some users are receiving a "502 error" when trying to access the application. We are actively working to identify the root cause of this issue. We are pulling in all available resources internally and externally.

If your users are not receiving "forgot password" or "MFA/Authorization emails," it may be because the email is blocked. Please contact your email administrator to make sure the following email address is approved within your system: no-reply@mailer.us-luke-1.identity.ics.oci.oraclegovcloud.com.

Warm Regards,

Susana Córdova