

**From:** [Teaching and Learning Commons](#)  
**Bcc:**

**Subject:** Attention: Faculty and Instructional Staff Using PebblePad  
**Date:** Thursday, January 19, 2023 2:09:00 PM  
**Importance:** High

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Dear Faculty,

PebblePad is currently down to resolve an issue regarding student profiles and access to PebblePad. Service is estimated to be restored on January 23<sup>rd</sup>. We apologize for any inconvenience this downtime may cause.

Background:

As the IT department works to complete the redesign of KPU's email infrastructure, the log in for all other technology systems needs to be revised. This work has created duplicate student accounts in Pebblepad which is limiting their access to previous work. Resolving this issue requires us to work in Pebblepad with the system offline. Consequently, PebblePad is currently experiencing downtime and is estimated to be unavailable up to January 23<sup>rd</sup> end of day. We apologize for any inconvenience this may cause, but appreciate your patience and understanding as we work to resolve this.

Sincerely,  
The Teaching & Learning Commons