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OFFICIAL CONFIRMATION NOTICE

Temporary Unavailability of Matric Report Cards Due to Ed-admin System Outage

Date: 28 July 2026

Purpose of this notice

This notice serves as formal confirmation that the Ed-admin server infrastructure is currently unavailable following a malicious attack on the system. As a result of this outage, schools are temporarily unable to access, generate, or issue official learner report cards through the Ed-admin platform.

Impact on matriculants

This disruption may affect matriculants who are required to provide their most recent report cards as supporting documentation for university, tertiary institution, bursary, scholarship, or related application processes. At present, these official report cards cannot be retrieved from Ed-admin by the school.

System restoration status

Our technical teams are actively working to restore the affected systems as a priority. Current progress indicates that services may be operational before Friday, 31 July 2026; however, full restoration cannot be guaranteed at this stage.

Use of this notice as supporting evidence

Schools may provide this notice to parents, learners, universities, tertiary institutions, or other relevant bodies as supporting evidence that official report cards are temporarily unavailable due to the current Ed-admin system outage. Where possible, schools are advised to submit any available marks, academic records, or interim academic evidence alongside this notice.

A follow-up communication will be issued as soon as system functionality has been fully restored, and official report cards can once again be accessed and generated.

Yours faithfully,



Dylan Pearce
Director of Support
Entimex

