Service Status Page for Maintenance & Issues | Downtime

Kahootz Support - 2026-10-22 - Support & Troubleshooting

About This Site

Welcome to our Service Status Page. Here you'll find detailed info about our services & past incidents.

If you're experiencing issues not listed below & are a Kahootz user, please contact our support team.

Current System Status

All Systems Operational

Other System Statuses

All Systems Operational

Degraded Service

Scheduled Maintenance

Service Unavailable

Known Issues Affecting Functionality

Please see a list of known issues that we're aware of or have been reported to our helpdesk.

Site Admin > Settings (siteURL/system/siteOwner/Settings) displays an error message.
You cannot access any features on your settings page, but we're currently fixing it.

If you need assistance or want to enable something, please contact our support.

3rd Party Status Pages

Below are links to 3rd-party sites/systems we use.

Pingdom

Pingdom offers reliable uptime & performance monitoring for our website.
It monitors uptime, performance & interactions to improve the end-user experience.

Amazon Web Services (AWS)

AWS is our hosting provider. We use a range of AWS services, including compute, storage and networking, delivered through UK-based regions designed with strong environmental, operational and security controls. This gives us resilience, scalability and a modern infrastructure foundation.

DeskPRO

DeskPRO is our Support Helpdesk Ticketing System for all communication with our clients

Recent Incidents

Date & Time	Outage Type	Affected Services	Reason	Resolution Date & Time
2026/07/09 @ 09:50	Unplanned	Kahootz was unavailable	Configuration file on the hosted server	2026/07/09 @ 09:58
2026/06/12 @ 02:05	Unplanned	Office Online integration	Deployment issue affecting Office Online	2026/06/12 @ 08:41

Recent Maintenance

Date & Time	Outage Type	Affected Services	Reason	Completed Date & Time
2026/10/23 @ 19:00	Planned	Kahootz will be unavailable	Infrastructure server upgrade	23/10/2026 @ 22:00
2025/07/29 @ 22:00	Planned	Kahootz will be unavailable	Database config update & restart	29/07/2025 @ 22:30
2025/06/03 @ 20:00	Planned	Kahootz will be unavailable	Kernel updates & server reboots	2025/06/03 @ 22:00
2025/03/18 @ 20:00	Planned	Kahootz will be unavailable	Database updates & server reboots	2025/03/18 @ 22:00