



### Cirrus Identity News

Q1 is wrapped and Q2 is already moving fast. This issue covers new team members, Q1 implementations, product updates, and where to find us on the road this quarter. Read on.

#### WORTH YOUR ATTENTION THIS APRIL

##### The Identity Problem That Arrives Every April

Regular decision notifications go out this week. Within days, your admissions team will start sending accepted students portal links, financial aid award letters, and housing applications. And your identity infrastructure will start doing what it always does: provisioning accounts for every single one of them.

Many universities create campus credentials at acceptance because there's no other way to get applicants into the systems they need. That means by May 1, you've provisioned institutional accounts for thousands of students who will ultimately choose another school.

And then someone has to deal with that.

Deprovisioning those accounts is tedious, manual, and easy to deprioritize when your team is already managing the chaos of yield season. The credentials pile up in Active Directory. Some stay active for months, not because anyone forgot they matter, but because there are only so many hours in the day.

There's a better way to set this up so the cleanup problem doesn't exist in the first place.

Applicants don't need institutional identities. They need access to three or four systems. If they're already in your admissions CRM like Slate, they already have credentials. The infrastructure now exists to proxy those credentials directly to Banner, your financial aid portal, or your housing system with no provisioning, no enterprise MFA enrollment, and no orphaned accounts waiting for someone to get around to them after yield settles.

Less setup in the fall. Less cleanup in the spring. And your team gets to spend May doing something other than scrubbing stale accounts.

The window to rethink this is now, before next cycle's notifications go out.

The Cirrus Identity Slate proxy solution is built for exactly this gap. [See how it works](#).

### Company Updates

#### Meet the Team! Two New Faces in Customer Success

We're growing. This quarter we welcomed two new members to the Cirrus Customer Success team. They're already working directly with institutions to support implementations, answer the hard questions, and make sure things run smoothly. We asked them a few questions so you can get to know them.



##### Traci Hawes: Customer Implementation Lead

Traci joined Cirrus Identity in January 2026 as a Customer Implementation Lead, bringing over six years of experience in SaaS implementation, customer onboarding, and higher education. She partners closely with customers to lead full-cycle implementations, collaborate cross-functionally with product and development teams, and ensure successful outcomes.

**Higher Education Experience:** Traci worked directly in higher education in Academic Advising and student success roles, supporting retention, onboarding, and student outcomes through the use of enterprise systems, and reporting tools. She also has worked within Student Activities and Housing during her time within higher education.

**Personal Interests:** Outside of work, she enjoys spending time with her family, snuggling with her animals, and relaxing at home. Fun fact, she previously helped run an animal rescue which is how she ended up with so many animals!

##### About Your Role

###### What's your role at Cirrus, and how does your work support customers and the broader team?

My role is a Customer Implementation Lead. I like to think of myself as a liaison between our team and the customer team. I support them during their initial implementation and long term via any support tickets they might submit down the road. I support our broader team by ensuring effective communication to and from our internal team from our amazing customers!

###### What's something that keeps your work interesting?

Every customer is different! Every connection and account has specific needs and I love being able to work with each and every customer to learn their use case and how our solution supports their greater goals!

##### Lightning Round

**One browser tab or fifty?** Definitely 50. With a few extra windows event!

**Dogs, cats, or both?** As a previous animal foster, I have to say both. However, when you break it down, probably a dog person!

**Password manager: yes or absolutely yes?** Absolutely Yes!!!



##### Kanesha Patrick: Customer Implementation Lead

Kanesha joined the Cirrus Identity team in 2026 and works closely with customers to support successful, thoughtful implementations through clear communication, empathy, and strong cross functional collaboration.

**Higher Education Experience:** Kanesha brings over 12 years of customer facing experience, including six years within the education technology industry supporting both higher education institutions and K-12 organizations. Her background spans sales, customer success, implementation, onboarding, training, and cross functional collaboration with product and technical teams. She has partnered with institutions from pre implementation through adoption, helping navigate change, solve implementation challenges, and ensure long term customer success. Kanesha is especially passionate about advocating for customers, translating technical concepts for diverse stakeholders, and creating processes that improve the overall customer experience.

**Personal Interests:** Outside of work, Kanesha enjoys traveling, spending time with family, reading, serving in her church community, and continuing her professional and academic development through graduate studies.

##### About Your Role

###### What's your role at Cirrus, and how does your work support customers and the broader team?

As a Customer Implementation Lead, I guide institutions through implementing Cirrus solutions, ensuring everything is set up in a way that aligns with their goals and identity infrastructure. My role bridges technical execution and customer experience. I help translate complex concepts into clear next steps, coordinate across teams, and ensure a smooth path to go-live. Beyond implementation, I also support customers post-launch, helping them navigate questions, optimize their setup, and maintain a strong, ongoing experience with Cirrus. Internally, I contribute to building structure and clarity so our team can deliver consistent, high-quality support across the full customer lifecycle.

###### What do you enjoy most about working with higher ed institutions or this team?

I enjoy working with both higher ed institutions and this team. Working with higher ed has been especially rewarding because it's meaningful to support organizations that directly impact students and access to education. I also enjoy learning how each institution approaches identity and access in its own unique way.

I've really enjoyed working with this team as well. I've felt incredibly supported, especially by our VP of Customer Success and Senior Implementation Lead, which has helped me grow and build confidence this first quarter. Being in an environment where I can ask questions and learn openly has made a big difference, and I appreciate how collaborative and customer-focused everyone is.

###### What's something that keeps your work interesting?

Every implementation is a little different. Each institution has its own systems, goals, and challenges, which keeps me constantly learning and problem-solving. What adds to that is the post-implementation phase. Continuing to support customers as they evolve, troubleshoot, and expand their use of Cirrus. It keeps the work dynamic and allows me to build longer-term relationships, not just deliver a one-time project.

##### Lightning Round

**Browser bookmarks: organized or chaos?** Organized...with a little controlled chaos.

**One browser tab or fifty?** Fifty, and I know exactly what's in every one of them.

**Music while working or silence?** Audiobook.

**Password manager: yes or absolutely yes?** Absolutely yes, no hesitation.

### Cirrus Identity Product Highlights

Here's a look at what's new across the Cirrus platform.

#### CAS URL management is now self-service for org admins

Standalone Bridge and Proxy customers can now manage CAS service URLs directly in the Console with no need to route requests through Cirrus. Org admins can add, edit, delete, and reorder CAS URL patterns, including configuring cas:user mapping and attribute release settings on a per-application basis.

#### IDAdmin: expanding access to delegated admin management

IDAdmin gives support and service desk teams a more complete view of individual users than was previously possible in Cirrus. Rather than looking up a specific credential or linked collection, you see a comprehensive person record, searchable by any attribute, across multiple organizations if needed. If your team wants to get familiar with IDAdmin or get on the list for early access, reach out to your Customer Success contact.

#### Identities API is now available

The Identities API is a consolidated alternative to the Account Linking and OrgBrandedID APIs, streamlining a lot of historical complexity into something simpler and more flexible. It supports creating, searching, and managing identity records and attribute collections through a single, consistent interface. API credentials are now self-service, meaning you can create and authorize your own credentials and scope them to specific environments or attribute collection authorities. If your institution does programmatic account management and wants to explore what this looks like in practice, [get in touch](#) to discuss access.

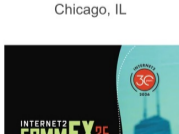
#### OpenAthens federation support expanded

The Cirrus Proxy now supports integration with OpenAthens Federation identity providers. OpenAthens is widely used by academic libraries and institutions. If your institution works with OpenAthens and you want to enable this capability, [get in touch](#).

### See You On The Road - Q2 2026 Conferences

We're hitting the road this quarter and would love to connect. Here's where you can find us:

<b>Internet2 Community Exchange</b> April 13 - 16, 2026 Chicago, IL	<b>Cybersecurity and Privacy Professionals Conference</b> April 28 - 30, 2026 Anaheim, CA	<b>SUNY Technology Conference</b> June 8 - 11, 2026 Placid, NY
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### Cirrus Identity Customer Highlights

#### New Customer Implementations Q1 2026

Our customers continue to do incredible work. Here are the institutions that went live with Cirrus Identity solutions this quarter:

##### January Implementations

- Central Michigan University
- Florida A&M University
- Van Andel Institute

See more details about our January implementations [here](#)

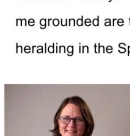
##### February & March Implementations

- Burman University
- Jacksonville State University
- Oberlin College
- University of Northern Colorado
- University of Oklahoma

See more details about our February & March implementations [here](#)

### A Note From Our CEO, Dedra Chamberlin

Cirrus Identity is on the move! Spring conference season is upon us, and assuming we can all get through security lines at the airport, we hope to see you soon at the Internet2 Community Exchange, EDUCAUSE CPPC, SUNY, and TNC conferences. The past nine months have been exciting times for us. Last year Karen retired and Jessica moved on to tackle new career endeavors. We contemplated our program and our customer needs and decided to expand our team a bit. Cassie and Jeff joined in September to take on sales and marketing respectively. Kanesha and Traci joined the customer success team in January. It's exciting to grow and still maintain the internal camaraderie, commitment to quality products, and focus on customer service that have always been the hallmark of our brand. Given global distress these days, things keeping me grounded are the Cirrus team, our amazing customers, and the sound of the finches outside heralding in the Spring. Hope to see you soon!



##### Dedra Chamberlin

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