



Welcome to Wednesday's Wisdom

Your weekly dose of support!

November 29, 2017

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Online User Group Meetings

Don't forget to join our monthly online User Group meetings. We cover timely school-year topics and provide important updates. Refer to the [Support Announcements](#) section for more information.

Support Announcements

SCS & EPIMS – Reports Due December 7

The deadline for submitting SCS and EPIMS is coming soon. The Support team has been working with many SIF and Legacy districts to help clear their remaining errors. If we are not already working with you, let us know if we can be of assistance. Submit an [eSupport](#) ticket with your remaining errors and we will see how we can help.

iPass Support – December 7 and 8

Due to the Harris School Solutions Staff Summit, there will be limited support staff on these days. Please submit all issues through the Harris eSupport ticket system. Support staff will be monitoring the queue for priority issues. In the event of network connectivity issues, please contact our call center directly via phone at 866-450-6696, or email them at support@harriscomputer.com. [Click here for more information](#)

December User Group Meeting - Scheduling

The Support team holds an online User Group meeting on the second Wednesday of every month. We use these meetings to discuss timely topics, provide guidance, review updates, and answer questions.

The next meeting is scheduled for **December 13 at 1:00 p.m.** The topic will be 2018-2019 Scheduling. Laura Patton will provide an overview to help your district prepare for next year's scheduling and setting up for Online Course Recommendations.

Meeting Link: Click here for the [User Group Meeting Webex link](#). Meeting Number is 635 513 566, Meeting Password is Harris. Audio Connections is 1-866-469-3239 Call-in toll-free number (US/Canada).

BIG Savings on Comprehensive Trainings!

For a **limited time**, you and your team can get a **full package of in-depth training sessions** at a heavily discounted rate!

Still trying to get budget approval for 7-in-7 New User Training bundle?

Let us know if you're interested but can't start until the new year; we can provide you with a recording of the earlier sessions.

[Click here to view all offerings.](#)

iPass Tips & Tricks

Preparing for Trimester 1 Report Cards

It is important to check your Report Cards now and not wait for the day you need to print them. It is highly recommended that you prepare in advance by running some example Report Cards to make sure that the Grades, Narrative, Comments, and Attendance totals are printing as you expect. This will help you avoid printing errors and last-minute struggles.

We recommend selecting some sample students at each school, entering some fake grades, and creating example Report Cards to review. Look for any misalignments or missing/incorrect data. Refer to the FAQs below for some tips on troubleshooting your issue.

If you find that you are experiencing any issues with your Report Cards, please create an

[eSupport](#) ticket with detailed information about your issue and provide an example Report Card.

iPass FAQs

Q. Why can't I enter Narratives for my Competency-Based Report Cards? It worked last year.

- A.** Each year the narrative parameters have to be set up. You can do this by going to: Grading System > Grading Maintenance > Narrative Parameters tab. The School Year Defaults to 2017-2018. If the Narrative Parameters have not been set up for the current year, it will say, "No records match the search criteria. Please try again." You will need to set up the Narrative Information for the new school year. [Click here for more information.](#)

Q. Why can't I enter Standard/Competency scores for my Competency-Based Report Cards? It worked last year?

- A.** Each year the Course Competencies must be linked to the courses in the Course Catalog. You do this by going to Scheduling System > Course Catalog > Select a Course that needs Competencies added to it > Scroll to the "Course Competencies" Section > Click on +Add. [Click here for more information](#)

Q. How do I "Assign Teacher Access" for entering Competency Report Card Narratives and Grades?

- A.** Access must be assigned for both Competency and Grades. Go to Security System > Assign Teacher Access. Search for the teacher to whom you want to give access. Click on *Competency*. Confirm the School selected. Find the teacher to whom you want to give this teacher access. Check off their name and Submit. Repeat the same steps for *Grades*.

iPass Add Ons

EZSchoolEnroll

Eliminate the paperwork and tedious data entry!

EZSchoolEnroll's online registration for incoming students allows parents to easily complete your school's registration forms. Plus,



parents can securely update information, add or remove emergency contacts, and upload documents for proof of residency, birth certificates, and health records. You also can collect Language Surveys, athletic or club choices, and much more!

[Click here to learn more from Sharon O'Connor!](#)

School Rush!

Finally, an effective parental engagement tool that's easy to use!



SchoolRush! is the Facebook-style app that increases parent engagement with your school by making the process simple, convenient, and even fun! Teachers share information, pictures, and more from the classroom level directly to parents through the free, secure app. This lets parents stay up-to-date and engaged right from their smartphones. Plus, administrators can use the system to send emergency alerts and general messages by voice, text, email, or app.

[Click here to learn more from Sharon O'Connor!](#)

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