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## Welcome to Wednesday's Wisdom

*Your weekly dose of support!*

May 30, 2018

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### Don't Miss Out!

Our new State Reporting Workshop *PLUS* one-on-one coaching will give you the skills and strategies to report your district's data with great efficiency. Register by the end of this week.

## Support Announcements

### MA End-of-Year State Reporting

The SIMS certification deadline is July 5, SDR is July 20, and SCS and EPIMS are August 2. We encourage you to work on resolving your errors now.

The Support team has started receiving weekly updates from the DESE with iPass

district's error count for SIMS, SCS, EPIMS, and SSSDR errors. We are proactively reviewing sites with large error counts to see if this is related to system setup. We will be in contact as needed.

## State Reporting Support Tickets

Starting with this year's End of Year State Reporting the iPass Support Team will be using Personalized Coaching Sessions to review errors with users. We suggest that all SIF districts participate in the [MA State Reporting Workshop](#) to receive the most up to date training and one-on-one coaching to gain the skills and strategies for reporting, troubleshooting, and resolving errors. The MA State Reporting Workshop is scheduled for **June 5** and includes **6 hours of training/coaching** for \$250 per person. Refer to the Upcoming Events & Workshops section below for more information. iPass Support can also be engaged for Personalized Coaching on State Reporting or other topics as needed at an hourly rate of \$185/hour.

At this point, districts that have been reporting via SIF should be able to troubleshoot the majority of their errors on their own. If you have errors you can't resolve, you should submit an [eSupport](#) ticket. Please avoid putting in a ticket that says "please review my errors." The ticket must provide the details of what you have found on the DESE Security Portal for individual students, courses, staff, and/or discipline, provide a comparison of what the DESE has on record versus what is in iPass, and provide details of what you have done so far to clear the error(s).

**Important Reminder:** When creating support tickets, always protect student and staff confidentiality. Please include only the student SASID or Student ID number or the staff MEPID or Employee ID number along with the specific error message that you are getting. Make sure the student or staff name is not included in what you provide in the ticket.

## Update: 2310 Support Content Teachers

We are asking SIF districts to hold off on errors related to 2310 Support Content Teachers. We are talking to the DESE about the changes to how we are automatically sending the Subject Area Course Code and Grade Levels for 2310 Support Content Teachers. This may be affecting how you want to report Work Assignments for Non-Secondary General Education 2310 Support Content Teachers. We will provide an update as soon as we have more information.

## iPass Releases & Updates

### **Patch Release – 7.0.20180523\_sync**

A patch release went out on May 23, 2018. The patch included updates for: PCL Report Card, iStaff, Single Sign On, PIMS, SIMS, SIF SDR, SIF EPIMS, and Gradebook. Please refer to the Release notes in iPass Help > iPass Patch Release Notes > [Patch Release Notes – 7.0.20180523\\_sync](#).

## iPass Tips & Tricks

### **Prepare for Final 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, Comments, and Attendance totals are printing as you expect. This will 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, missing, or incorrect data.

If you find that you are experiencing any issues with your Report Cards, please enter an [eSupport](#) ticket with detailed information about your issue and provide an example Report Card.

## Upcoming Events & Workshops

### **iPass Workshops – Webinar Training & Personalized Coaching**

The Support Team is offering **State Reporting Workshops** this spring to train and coach your district staff through the State Reporting process. Our new workshop format provides step-by-step group-based webinar training for your district staff and

follow-up personalized coaching sessions for each paid workshop participant tailored to their individual level of experience and need.

***Take advantage of special discounted pricing!***

Each year a high percentage of districts contact the Support Team requesting one-on-one coaching to walk them through the State Reporting process and troubleshooting of validation errors. The new training workshops **plus** coaching will help your district staff master the process saving your district money and time.

- ***Many trained for the price of one!*** Districts who register one staff member may share the training webinar link and recording with unlimited staff.
- ***One-on-one coaching at a savings of over \$300!*** Each paid Workshop participant gets up to 3 hours of personalized coaching sessions with an iPass Support Team member (normally billed at \$185 per hour).

<b>State Reporting – Massachusetts</b>
This workshop takes users through the steps to report End of Year data for SIMS, SCS, EPIMS and SSCR state reports via SIF transmission.
<b>Part I: Group Webinar Training Session (3 Hours)</b> <b>Date: June 5, 2018</b> <b>Time: 9:00 a.m. to 12:00 p.m.</b> Registered workshop attendees will be sent a link to the online webinar. The link may be shared with other district staff. Registered users will receive a recording of the session.
<b>Part II: Personalized Coaching Sessions (Total: 3 Hours)</b> Registered workshop attendees will schedule a total of three (3) hours of online coaching with a member of the iPass Support Team to help them use the iPass tools to report End of Year SIMS, SCS, EPIMS and SSCR state reports and troubleshoot validation errors. Sessions are scheduled in one-hour blocks and will be tailored to the level of experience and needs of the user.  The Support Team will provide registered workshop attendees with a calendar of available time slots to schedule their coaching sessions. Personalized coaching sessions are only available to paid workshop attendees.  Additional personalized coaching time is available in one-hour blocks at an additional cost. Contact the Support Team for more information (lpatton@harriscomputer.com).

**Fee: \$250.00 Per Person**

**Registration Link: [Click here to Register.](#) \*\* Please register by June 1, 2018. \*\***

### **State Reporting – Pennsylvania**

This workshop takes users through the steps to report the End of Year PIMS Collections.

#### **Part I: Group Webinar Training Session (2 Hours)**

**Date: June 7, 2018**

**Time: 9:00 a.m. to 11:00 a.m.**

Registered workshop attendees will be sent a link to the online webinar. The link may be shared with other district staff. Registered users will receive a recording of the session.

#### **Part II: Personalized Coaching Sessions (Total: 2 Hours)**

Registered workshop attendees will schedule a total of two (2) hours of online coaching with a member of the iPass Support Team to help them use the iPass tools to report the End of Year PIMS state reports and troubleshoot validation errors. Sessions are scheduled in one-hour blocks and will be tailored to the level of experience and needs of the user.

The Support Team will provide registered workshop attendees with a calendar of available time slots to schedule their coaching sessions. Personalized coaching sessions are only available to paid workshop attendees.

Additional personalized coaching time is available in one-hour blocks at an additional cost. Contact the iPass Support Team for more information ([lpatt@harriscomputer.com](mailto:lpatt@harriscomputer.com)).

**Fee: \$250.00 Per Person**

**Registration Link: [Click here to Register.](#) \*\* Please register by June 4, 2018. \*\***

## Additional Harris School Solutions Products

### EZSchoolEnroll

#### Eliminate the paperwork and tedious data entry!

With EZSchoolEnroll you can:

- Provide online registration for incoming students allowing parents to easily complete your school's registration forms and verify the data before bringing it into your SIS.
- Provide a parent portal to let parents securely update information, add or remove emergency contacts, and collect Language Surveys, athletic or club choices, and much more, saving clerical time.

Plus, it's fully integrated with iPass!

Please contact Laura Patton directly at [lpatton@harriscomputer.com](mailto:lpatton@harriscomputer.com) to learn more.

**Harris School Solutions**

1-866-450-6696

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