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Welcome to Wednesday's Wisdom

Your weekly dose of support!

June 27, 2018

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Prepping for 2018-2019

Registration is open for the iPass Elementary Scheduling Workshop *PLUS* Coaching Sessions. Refer to the Upcoming Events & Workshops section for more information.

Support Announcements

iPass Support

Our offices will be closed on Wednesday, July 4, 2018 in observance of the Fourth of July holiday.

Support requests still may be logged, and will be responded to in the order in which they are received, by using one of the below methods:

Email: support@harriscomputer.com

eSupport: support.harriscomputer.com

Support will be available Monday, July 2 and Tuesday, July 3 and will resume normal operations on Thursday, July 5.

Wednesday's Wisdom

Due to the holiday next week, there will be no Wednesday's Wisdom email sent out on July 4. The next email will go out on July 11.

No Online User Group Meeting in July

There will be no User Group Meeting on July 11. This will allow users to focus their time and energy on their individual district needs and July deadlines.

The iPass Support Team is available to help. Specific issues can be submitted to iPass Support through the [Harris Support Ticket system](#). If users would like to be coached through a process such as End of Year Procedures or the review and resolution of State Reporting errors, we are available for [Personalized Coaching](#).

If you're not already a member of the Google Group of iPass Users, consider joining to take advantage of this user community to pose questions and learn from others.

Google Group – iPass User Support Group

iPass users are connecting and sharing information! Kristi LaPerle, Data Specialist at Clinton Public Schools, has started a Google Group for iPass users. The Group is intended to connect users, providing a place to ask questions, seek advice, share tips & tricks, and more. Kristi would like to extend an invitation to all iPass users from all states to join and to use it as an online forum to ask any iPass related topics, not just state reporting.

The iPass Support Team posts important updates on this site. We encourage all users to join!

If you would like more information about how you can join this group, please email Kristi LaPerle at laperlek@clinton.k12.ma.us.

iPass Releases & Updates

Recent Patch Release – 7.0.20180622_sync

A patch release went out on June 22, 2018 (v. 7.0.201806022_sync). The patch included updates for: Gradebook/Rankbook viewing of Future Schedules and View Grades School Year selection.

Please refer to the Release Notes in iPass Help > iPass Patch Release Notes > [Patch Release Notes – 7.0.20180622_sync](#)

iPass Tips & Tricks

SIMS Error: Days in Membership=0 is invalid

If your last day of school was on a Friday and you are getting this error, you may have Saturday and Sunday included in the school calendar. These days need to be deleted from the school calendar.

Use Calendar Maintenance via List to check to see if Saturday and Sunday are included. Click Next at the bottom of each screen until you get to the last day of school. If Saturday and Sunday are listed, check the Delete box and Submit to update the calendar. Check each School Calendar and update as needed. The next time the Student Attendance Summary is pulled by the DESE the error should clear.

Upcoming Events & Workshops

Elementary Scheduling Workshop

Our annual Elementary School Scheduling Workshop will be offered on **August 15, 2018** in our new Workshop format.

- **Part I: Group-Based Training Webinar** – Each registered workshop attendee will be sent a link to a scheduled online training webinar for the workshop. The webinar will be interactive, allowing participants to ask questions and

learn from others in the session. The webinar link can be shared with other district users so that they can benefit from the training session along with you at no extra cost per person. The online format will also reduce your time away from other duties and eliminate travel time and costs. Registered users will receive a recording of the session.

- **Part II: Personalized Online Coaching** – Each registered workshop attendee will receive a block of “hands-on” personalized coaching hours with an iPass Support Team member. The online coaching will be scheduled in one-hour sessions. Breaking the time up into multiple sessions will allow you to receive timely assistance as you move through the process. The Support Team member will provide guidance tailored to your level of experience and need. Registered workshop attendees will be provided with a calendar of available time slots to schedule their coaching sessions.

Note: You may invite additional staff to listen in during your coaching sessions but to receive their own coaching sessions, they must register for the workshop.

Elementary School Scheduling Workshop

This workshop will review the iPass scheduling tools and take users through the steps to schedule the Elementary Schools for the 2018-2019 school year.

The Elementary Scheduling Workshop will cover:

- Homeroom assignments
- Mass Loading student schedules
- Setting up and using the Quick Scheduler
- Drop/Add feature
- Withdrawn students features
- Editing Teachers in the course catalog
- Adding and removing Courses to the course catalog
- Adding and removing sections from a course
- Moving students from one course to another
- Printing student and teacher schedules

Part I: Group Webinar Training Session (3 Hours)

Date: August 15, 2018

Time: 9:00 a.m. to 12:00 p.m.

Registered workshop attendees will be sent a link to the online webinar. The webinar 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 schedule the Elementary School(s) for 2018-2019. Sessions can be scheduled in either two (2) one-hour blocks or one (1) two-hour block.

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 August 14, 2018. **

iPass Support Services

Personal Coaching Sessions Available

The Support Team is available for personalized one-on-one “coaching” beyond the scope of typical support ticket resolution.

During a Personalized Coaching Session a Support Team member will work one-on-one with the user to help with iPass setup and walk a user through the required steps to reach the desired outcome. Coaching sessions are recommended when a district is looking to implement a new iPass feature, when a user wants someone to walk them through a process, or when a user wants help reviewing and clearing state reporting errors.

Coaching Options:

Personalized Coaching Session

- User defined topic/need
- Fee: \$185/hour, typically booked in 1-2 hour blocks

- For more information email lpatton@harriscomputer.com

Workshop *Plus* Personalized Coaching

Several times a year the Support Team offers Workshops that include one-on-one coaching sessions. These bundles offer special pricing and offer the greatest benefit to the district.

Special Introductory Offer through August 2018:

We have had such positive feedback about our new workshop format with coaching hours that we want to offer this opportunity to those that may not have signed up to participate in the live workshop webinar.

- **EOY Procedures Workshop Recording + Coaching Hours for \$250**

Receive a link to the End of Year Procedures Workshop webinar recording. This link can be shared with other staff in the district. This workshop covers preparing for the next school year (Phase I), ending the current school year (Phase II), and starting the new school year (Phase III).

Receive 2 Hours Total of Personalized Coaching – Book in 1-Hour blocks. Hour 1 will cover Phase I & II and Hour 2 will cover Phase III.

For more information email lpatton@harriscomputer.com.

- **EOY MA State Reporting Workshop Recording + Coaching Hours for \$250**

Receive a link to the Massachusetts State Reporting Workshop webinar recording. This link can be shared with other staff in the district. This workshop covers SIMS, SCS, EPIMS, and SDR SIF State Reporting.

Receive 3 Hours Total of Personalized Coaching – Book in 1-Hour blocks.

For more information email lpatton@harriscomputer.com.

Harris School Solutions

1-866-450-6696

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To opt-out of receiving emails from iPass Support please reply to [email](#) with your request.

