



Email not displaying correctly?  
View it in iPass [Help](#).

[Log Support Call](#)

[Schedule Training](#)

[iPass Help Link](#)



## Welcome to Wednesday's Wisdom

*Your weekly dose of support!*

August 29, 2018

---

### In This Issue

[Support Announcements](#)

[iPass Tips & Tricks](#)

[iPass FAQs](#)

[Upcoming Events & Workshops](#)

[Support Services](#)

### Ready – Set – Go!

Let the new school year begin.

## Support Announcements

### Getting Ready For The Start of School

It's a busy start to the year! The iPass Team is fielding questions and helping resolve the issues that often arise at the start of the new school year. We ask your patience as we work our way through the support tickets.

When you submit your issue to us, please be thorough in your description of the issue and where it is occurring, provide specific examples, and provide the detailed steps so that we can replicate the issue. This will save us back-and-forth time and allow us to start working on the ticket sooner.

We recommend that you check to make sure your staff and students are ready for the first day of school.

- Check to make sure all of your students are enrolled and scheduled.
- Check to make sure your teacher can take Period/Daily Attendance and use their Gradebook/Rankbook.
- Check to make sure parents and students can access the information they need in iParent and iStudent.

If you run into any issues, submit an [eSupport ticket](#).

## iPass Tips & Tricks

### Set Up Grade Headings & Terms

At the beginning of each school year the Grade Headings & Terms table must be filled out completely for each school. All Grade Headings that will be used during the year need to be “Included” from the start of the school year.

The iPass Support Team has put together Quick Guide to help guide you through this process. Go to iPass Help > Grading > Help > [Quick Guide: Grade Headings & Terms](#).

### iStudent Accounts Query

There is an iStudent account query available for download from iPass Help that will list all student and indicate if they have logged into their iStudent account, when their password was last changed, and indicate if the account is active or not.

Go to iPass Help > My Queries > Queries for Download > [iStudent Accounts Activity – Enrolled Students](#). Directions on how to import a query can be found in iPass Help > My Queries > [Help](#).

## Attendance Configuration

The End of Year Procedures “Attendance Rollover” rolls over the Attendance Configuration for the new school year. The Attendance Configuration includes school-specific and district-wide settings. Issues can arise if the Configuration is not set up properly.

The Support Team has created a Quick Guide to help you check your attendance is set up correctly and to help you troubleshoot issues. Refer to the Quick Guide in iPass Help > Attendance > Help > [Quick Guide: Attendance Configuration](#).

## Team/Cluster Scheduling – Turn Off Tech School Setting

If you set your middle or high school temporarily to be a “Technical School = Yes” to use Team/Cluster scheduling, don’t forget to set this back to Tech School = No.

This setting can be found in Administration > School Resources > School Profile > select school.

Technical School:

## iPass FAQs

**Q. How do I get students into Activities or Groups once they have been rolled forward to a new year?**

**A.** The Activity Roll Over does not roll students. You can use the mass update tool to put student into activities or groups.

**Q. How do I find which account recurring batch reports are running in?**

**A.** There is a query available for download that will provide the Report Name, Start Time, Occurrence (ie. Daily), User ID, and days of the week (if applicable). The query can be found in iPass Help > My Queries > Query Files for Download > [Batch Report Query](#).

## Upcoming Events & Workshops

### Training & Workshop Offerings for 2018-2019

#### **NEW: iPass User Training Webinar Series**

The iPass Support Team will be offering a series of **iPass User Training Webinars** targeted at specific job types and functions. These training sessions are designed to train **new users** and **provide current users with a refresher** of iPass features and functionality.

Each training session will be comprised of a **3-Hour Interactive Group Webinar** and a **1-hour Group Q&A Follow-Up Session**. Participants will receive a link to the webinar recording to share with other district users and to use for future reference.

We plan to offer these sessions at the start of the school year and are in the process of finalizing the webinar dates and cost for each session. There will be a district option for the entire series to bring all staff up-to-date on iPass features and functionality.

More information will be shared in our upcoming Wednesday's Wisdom emails.

#### **iPass User Training Sessions:**

- **Administrative Assistants** – Biographical System, Attendance System, Grading System, Report Cards, Competencies, Reports, iParent/iStudent, Publishing
- **Lead Teachers/Teacher Support Staff** – Gradebook, iTeacher, Grading, Competencies, Report Cards, Progress Reports, iParent/iStudent
- **Discipline Staff** – Overview of Discipline System, Discipline Records, Reports, Data Requirements for SDR State Reporting
- **Guidance Staff** – Overview of Scheduling System, Grading System, Transcripts, GPA, Honor Roll
- **Scheduling Staff** – Scheduling Students, Drop/Add, Transfer Grades, Course Catalog Maintenance, Printing Schedules
- **School Administrators** – iPass Overview, Discipline, Grading & Report Cards, Transcripts, GPA, Honor Roll, Scheduling, Dashboard Views, Data & Reporting, iParent/iStudent, Publishing Dashboard

Districts have the option to add additional **Mentoring** sessions for individual users or small groups at an additional hourly rate.

## Workshops + Coaching

The iPass Support Team will be offering our annual **State Reporting, Scheduling, and End of Year Procedures Workshops**. Workshops are comprised of an interactive group webinar training session and follow-up individualized on-on-one Coaching sessions. Participants also receive a link to the recording to share with other district users and to use for future reference.

***New This Year:*** We plan to offer a **State Reporting Workshop Series** that will break SIMS, SCS, EPIMS, and SDR down into individual sessions. Sessions will be offered to coincide with October and End-Of-Year State Reporting.

Each workshop includes **Personalized Coaching** to be used after the workshop webinar to coach the participant through the steps covered in that specific workshop to reach the desired outcomes.

Districts have the option to add additional Coaching sessions for individual users or small groups at an additional hourly rate.

Please feel free to send questions and/or input to Laura Patton at [lpatton@harriscomputer.com](mailto:lpatton@harriscomputer.com). Let us know if there is a topic or group of iPass users that you think we may have missed in our offerings.

## iPass Support Services

### Personalized 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](mailto: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 the end of 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](mailto: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](mailto:lpatton@harriscomputer.com).

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