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Welcome to Wednesday's Wisdom

Your weekly dose of support!

September 5, 2018

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Lot of News to Share!

Be sure to read through this edition of Wednesday's Wisdom for lots of important information.

Support Announcements

NEW iPass User Training & State Reporting Workshop Series

- *Do you have new iPass users?*
- *Do you have iPass users that changed jobs this year?*
- *Do you have iPass users that could use a refresher on features & functionality?*

The **NEW District iPass User Training Webinar Series** offers **district-wide training** targeted at specific job types and responsibilities for both **new users** and to **provide current users with a refresher** of iPass features and functionality.

***New district-wide pricing makes training all iPass users
in your district affordable!***

Special Bundled Series Pricing!

The **NEW State Reporting Workshop Series** breaks SIMS, SCS, EPIMS, and SDDR Workshops down into individual workshops + coaching sessions to coincide with October and End-Of-Year State Reporting. In addition to the interactive **group webinar open to unlimited district staff**, each district registered small group receives individualized **Small Group Coaching Sessions** to coach the group through to the desired outcomes.

***New small-group district registration makes
Workshops + Coaching more affordable!***

Special Bundled Series Pricing!

Refer to the Upcoming Events & Workshops section below for more detail and to register for upcoming September and October sessions.

September Online User Group Meeting

Date: September 12, 2018

Time: 1:00 p.m. to 2:00 p.m.

- 1. News & Updates**
- 2. Featured Topics: Start of the New School Year & October State Reporting**

Laura Patton will answer questions about starting the new year and review the SIF changes for October 2018 State Reporting.

Meeting Link: Click here for the [User Group Meeting Webex link](#). Meeting Number is 635 513 566, Meeting Password is Harris. Audio Connections is 1-855-699-3239 Call-in toll-free number (US/Canada).

The Support Team hosts monthly online user group meetings the second Wednesday of every month. Meetings start with important news and updates for all users and include an in-depth review of timely topics.

Initial SIF SIMS Errors

The DESE has made changes in the 2018-2019 SIMS Report. Our Development Team is working on an update for iPass and will make it available to users soon.

Until the update is ready and pushed out to sites, be aware that after you send your SIMS objects that you will see the following SIF SIMS error for your students:

Error 8420:

HQCP Program Participation is limited to secondary students (grades 9-12 or SP)

This error will clear once we put out a patch release. Until then, please ignore this error.

iPass Tips & Tricks

Forgot Password/Forgot User ID

At the start of the school year there are many parents and students that have forgotten their passwords. Instead of staff having to reset the password, you can provide users with a Forgot Password/Forgot User ID feature on the iPass Login screen.



The screenshot shows a login interface with a grey header containing a dropdown arrow and the text "Log In". Below the header are two input fields: "User Id:" and "Password:". A "Log In" button is positioned below the password field. At the bottom of the form, there are two links: "Forgot ID" and "Forgot Password".

For full details on how this feature works and how to set it up, please refer to iPass Help > System Configuration > Help > [Forgot Password or User ID – iPass Configuration](#).

Upcoming Events & Workshops

iPass User Training Webinar Series

The District iPass User Training Webinar Series offers **district-wide training** targeted at specific job types and responsibilities for both **new users** and to **provide current users with a refresher** of iPass features and functionality.

Each training session is comprised of a **3-Hour Interactive Group Webinar** and a **1-hour Group Q&A Follow-Up Session**. Participating districts may include **unlimited staff** in the scheduled webinar session and will receive a link to the webinar recording to share with district users and to reference throughout the school year.

iPass User Training Webinar Sessions:

- Webinar sessions will be held from **9:00am to 12:00pm** on the scheduled date.
- **One district appointed user will register for the session** and be responsible for distributing the webinar meeting link and recording link to users within the district.
- **Recording link available to users through end of 2018-2019 school year.**
- **Fee for each session: \$500 Per District – Unlimited staff may participate.**
- **Special Bundled Pricing for Webinar Series: \$3000 – Savings of \$500!**

Date	Session (Target Users)	Topics Covered	Session Fee (Per District)
September 25, 2018	Administrative Assistants	Biographical System, Attendance System, Grading System, Report Cards, Competencies, Reports, iParent/iStudent, Publishing Dashboard	\$500
September 26, 2018	Gradebook Support Staff & Lead Teachers	Gradebook, iTeacher, Grading, Competencies, Report Cards, Progress Reports, iParent/iStudent	\$500
October 2, 2018	Discipline Staff	Overview of Discipline System, Discipline Records, Reports, Data Requirements for SDR State Reporting	\$500
October 3, 2018	Human Resources Staff	iStaff Best Practices, Career records, Compensation, Attendance, Time Rollover, EPIMS Requirements, Contracts	\$500
October 4, 2018	Scheduling Staff	Scheduling Students, Drop/Add, Transfer Grades, Course Catalog Maintenance, Printing Schedules	\$500
October 9, 2018	School Administrators	iPass Overview, Discipline, Grading & Report Cards, Transcripts, GPA, Honor Roll, Scheduling, Dashboard Views, Data & Reporting, iParent/iStudent, Publishing Dashboard	\$500
October 10, 2018	Guidance Staff	Overview of Scheduling System, Grading System, Transcripts, GPA, Honor Roll	\$500
Bundled Series	All Sessions Included	Savings of \$500	\$3,000

Training Webinar Registration:

Administrative Assistants – [Click here to register](#)

Gradebook Support Staff/Lead Teachers – [Click here to register](#)

Discipline Staff – [Click here to register](#)

Human Resources Staff – [Click here to register](#)

Scheduling Staff – [Click here to register](#)

School Administrators – [Click here to register](#)

Guidance Staff – [Click here to register](#)

Bundled Series – [Click here to register](#)

Workshops + Personalized Coaching

The iPass Support Team will again be offering our annual **State Reporting, Scheduling, and End of Year Procedures Workshops**. Workshops are comprised of an **interactive group webinar training session for unlimited staff members *plus*** follow-up individualized **Small Group Coaching Sessions for up to 3 users per session**. Participants also receive a link to the recording to share with other district users and to use for reference through the end of the school year.

The **NEW State Reporting Workshop Series** breaks SIMS, SCS, EPIMS, and SDR Workshops 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 up to 3 users per session** through the steps covered in that specific workshop to reach the desired outcomes.

State Reporting Workshop Series:

- Webinar Workshop sessions will be held beginning at **9:00am** on the date indicated.
- **One district appointed user will register for the session** and be responsible for distributing the webinar meeting link and recording link to users within the district.
- **One district appointed user will schedule Personalized Coaching Sessions and may invite up to 2 additional users to join the sessions.** Coaching sessions are to be used for Workshop topic only. State Reporting Workshop Coaching Sessions must be completed by end of state reporting period.
- **Recording link available to users through end of 2018-2019 school year.**

- See table below for **Workshop Fees – Unlimited staff may participate in webinar and up to 3 users in coaching sessions.**
- **Special Bundled Pricing for State Reporting Workshop Series: \$2500 – Savings of \$550!**

Date	Workshop	Webinar + Coaching (Hours)	Fee (Webinar Unlimited Users + Coaching for up to 3 Users)
September 27, 2018	October SIMS State Report	1 + 1	\$400
October 16, 2018	October SCS State Report	2 + 2	\$750
October 17, 2018	October EPIMS State Report	2 + 2	\$750
October 23, 2018	October Cross Validations	1 + 1	\$400
October 30, 2018	Start Now - SDR State Report	2 + 2	\$750
Bundled Series	All Workshops Included	8 + 8	\$2500 (Save \$550)

State Reporting Workshop Registration:

October SIMS State Report – [Click here to register](#)

October SCS State Report – [Click here to register](#)

October EPIMS State Report – [Click here to register](#)

October Cross Validations – [Click here to register](#)

Start Now - SDR State Report – [Click here to register](#)

Bundled Workshop Series – [Click here to register](#)

iPass Support Services

Personalized Mentoring & Coaching Sessions

The Support Team is available for personalized **one-on-one Mentoring** for new users and **outcome-based Coaching** beyond the scope of typical support ticket resolution.

During a **Personalized Mentoring Session** a Support Team member will work one-on-one with the user to teach them about iPass features and functionality.

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.

Mentoring/Coaching Options:

Personalized Session

- User defined topic/need
- Fee: \$185/hour, typically booked in 1-2 hour blocks
- For more information email lpatton@harriscomputer.com

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Harris School Solutions

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