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Welcome to Wednesday's Wisdom

Your weekly dose of support!

November 7, 2018

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iPass Support is Here to Help!

Let us help you – We can offer support, tips, training, coaching, and more!

Support Announcements

SIMS Deadline Tomorrow

The SIMS Certification deadline is tomorrow, November 8. The Support Team is available so assist you with any remaining SIMS errors and SIMS/SCS cross validation errors. The Re-Certification deadline after resolution for duplicates is set for next week, November 15.

November Online User Group Meeting

Date: November 14, 2018

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

1. **News & Updates**
2. **Featured Topics: EEO-5 Survey, CRDC, SSDR Update**

iPass Support will review methods to get data out of iPass for the Federal EEO-5 Survey and the Civil Rights Data Collection (CRDC). An update will also be provided on planned updates for the FY19 School Safety and Discipline Report (SSDR).

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.

Rescheduled: Start Now – SSDR Workshop + Coaching

That means there is still time to sign up for this workshop!

The [Start Now – SSDR Workshop](#) live webinar session has been rescheduled to **November 28**.

The Workshop will prepare you and your staff to record discipline incidents to be reported in the end-of-year School Safety and Discipline Report (SSDR). Register for the Workshop and receive 2 hours of personalized coaching for SSDR preparation. Refer to the Upcoming Events & Workshops section below for more information.

iPass Tips & Tricks

Course Schedule Query for Multiple Teachers

The Support Team has created a Course Schedule Query that will report up to 4 teachers for each course section. This will help identify courses that are co-taught or

have support content instructors. This query, along with one for 1 teacher, is available for download in iPass Help > My Queries > [Query Files for Download](#).

- [Course Schedule Query – Up to 4 Teachers](#)
- [Course Schedule Query – 1 Teacher](#)

Queries for Published Documents

Support has created several query reports to help manage and analyze documents published with the Publishing Dashboard. These queries are available to download from iPass Help and upload to your My Queries folders. These are available in iPass Help > My Queries > [Query Files for Download](#).

- [Published Documents by Date Range Query](#) – This query provides a list of Published Document Recipients and whether the document has been viewed. A date range can be specified to filter which documents are listed.
- [Published Documents Listed Query](#) – This query provides a list of Published Documents with the total number of Views/Downloads and the User ID of the person that published the document.

Directions on how to import a query to your site can be found in iPass Help > My Queries > Help > [How do I import a query file into my iPass database?](#)

iPass FAQs

Q. Is there a way to notify iParent users that a report card has been published?

A. Yes. The Publishing Dashboard provides a way to email all recipients of the published document. After the report cards (or any other published documents) have been published, click on View in the Recipients column. Just above the list of Recipients is a Notify Recipients button. Click on this to open the email editor and compose a message. [Click here for more detail](#). More information can be found in iPass Help > My Data > Help > [Publishing Dashboard](#).

Q. How do I un-publish report cards?

- A.** The Publishing Dashboard has the ability to “Undo Publishing.” After a Report Card (or other document) has been published, you have the ability to “Undo” the publishing. Click Undo to remove the document from all of the recipients. For example, if report cards need to be replaced, the original report cards should be removed first with Undo Publishing and the new report cards published. Undo Publishing removes the original report card from iParent Documents. [Click here for more detail](#). More information can be found in iPass Help > My Data > Help > [Publishing Dashboard](#).
- Q.** **How do I keep non-graded courses from printing on the report card?**
- A.** Set “Include Courses with No Term Grade” = No. The Report Card report has a setting to include or not include courses with no Term grade. The default setting of Yes will include all non-graded scheduled courses, including Lunch, Study Hall, and future courses not yet graded. Set Include Courses with No Term Grade = No to exclude courses that have no Term grade. Use the Exclude Course Types to select course types you wish to exclude from the Report Card, such as Lunch and Study Hall. [Click here for more detail](#).

Upcoming Events & Workshops

iPass User Training Webinar Series

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

Special Bundled Series Pricing!

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 Webinar Recording** and a **1-hour Q&A Follow-Up Session** (*live sessions still scheduled to occur are listed below*).

Participating districts may share the webinar recording with **unlimited staff** to reference throughout the school year.

Contact Laura Patton at lpatton@harriscomputer.com if you are interested in purchasing training sessions for your district

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

Q&A Follow Up Sessions

Districts that registered for the iPass User Training Sessions are invited to attend a scheduled Follow Up Q&A Session to ask questions on the training topic. Registered districts will be sent a meeting link for the Q&A Session. The following are still scheduled for “live” Q&A Sessions:

iPass User Training Follow Up Q&A Sessions	Date	Time
Guidance Staff	November 9, 2018	1:00-2:00pm
School Administrators	November 28, 2018	1:00-2:00pm

State Reporting Workshop Series:

Small-group registration makes Workshops + Coaching more affordable!

Special Bundled Series Pricing!

The State Reporting Workshop Series breaks **SIMS, SCS, EPIMS, and SSDR** Workshops down into individual sessions. These sessions are offered to coincide with October State Reporting.

The Workshops are comprised of a **webinar training session for unlimited staff members *plus* follow-up personalized small group coaching sessions for up to 3 users per session.**

Workshop participants will 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 personalized small group coaching sessions are scheduled in 1-hour blocks with a member of the iPass Support Team.

***** Training webinar recordings are available after the live webinar date. Contact [Laura Patton](#) if you are interested in purchasing access for your district. *****

Date	Workshop	Webinar + Coaching (Hours)	Fee (Webinar Unlimited Users + Coaching for up to 3 Users)
September 27, 2018 <i>Webinar Recording Available</i>	October SIMS State Report	1 + 1	\$400
October 16, 2018 <i>Webinar Recording Available</i>	October SCS State Report	2 + 2	\$750
October 17, 2018 <i>Webinar Recording Available</i>	October EPIMS State Report	2 + 2	\$750
October 23, 2018 <i>Webinar Recording Available</i>	October Cross Validations	1 + 1	\$400
<i>RESCHEDULED November 28, 2018</i>	Start Now - SSDR State Report	2 + 2	\$750
Bundled Series	All Workshops Included	8 + 8	\$2500 (Save \$550)

State Reporting Workshop Registration:

- Start Now - SSDR State Report – [Click here to register](#) ***RESCHEDULED***
- Bundled Workshop Series – [Click here to register](#)

[Click here](#) for more details about the new iPass User Training Series and State Reporting Workshop + Coaching Series.

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 Laura Patton at lpatton@harriscomputer.com.

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