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Welcome to Wednesday's Wisdom

Your weekly dose of support!

December 5, 2018

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Change Is Good

January 2019 will bring iPass users a new and improved iPass Support Ticket System – Introducing the *new* Harris Education Solutions iPass Support Hub.

Support Announcements

New iPass Support Ticket System – Launching January 2, 2019

We asked for help and received it! Thank you to all of you that have reviewed your district's open support tickets, closed the resolved tickets, and identified the active ticket users. This has greatly helped us prepare for the launch of the new Harris Education Solutions ticket system from TeamSupport next month.

When you return from the Holiday break, all iPass ticket users will be directed to use the **NEW Harris Education Solutions iPass Support Hub**.

Users will be directed to log into the iPass Support Hub to **Submit Tickets** and to review/update existing tickets. In addition, the users will have access to a **Knowledge Base** and **Community** forum. In the event users are unable to log into the iPass Support Hub, users will also be able to automatically create new tickets by emailing to a specific iPass Support email address.

iPass Support will be giving users a **preview** of the iPass Support Hub at the **December User Group Meeting next week**. Please refer to the announcement below for the date and time of the meeting. iPass Support will also be offering several **training sessions** for users during the week of December 17 – 20 (dates and times to be announced). For users that can't make the session, we will record it and post in iPass Help and in the iPass User Support Google Group.

Important Note: iPass, as well as several other Harris Education Solutions product lines, will discontinue using the Harris Call Center 866# telephone number and support@harriscomputer.com email address as of January 2, 2019. All iPass support tickets must be created using the new iPass Support Hub or through email to the new iPass Support email address. More information to be shared later prior to the holiday break.

December Online User Group Meeting

Date: December 12, 2018

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

- 1. News & Updates**
- 2. Featured Topics: Introduction to New iPass Support Ticket System**

iPass Support will preview the new **Harris Education Solutions iPass Support Hub** from TeamSupport. We will show users what the iPass Support Hub will look like, demonstrate creating and updating tickets through the Hub and via direct email, and review the support ticket process that will go into effect January 2, 2019.

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.

iPass Releases & Updates

Patch Release – 7.0.20181127_sync

A patch release went out on November 29, 2018 (v. 7.0.20181127_sync).

This patch release provided updates for the 2018-2019 SDR SIF Transmission of Alternative Education Type. The Alternative Education Type field has been updated to include the 2018-2019 code values of 0-11. Users need to make adjustments to Discipline records and resend SIF objects.

Action Required:

1. Selections made in the *Alternative Education Not Provided* field need to be made in the updated *Alternative Education Type* field.

Note: iPass will continue to display the *Alternative Education Not Provided* field so that users can identify which selection should now be made in the *Alternative Education Type* field.

2. After step 1 above is completed, use Delete SIF Temp Table to clear the DisciplineIncident Objects and then use SIF - Send Objects to send updated DisciplineIncident Objects to DESE.

The above steps should help to clear errors for: SDR4860 Educational Services code (AE) has an invalid value.

The patch release also included corrections related to: “Dropped” courses for Study Hall Scheduler, Print Schedule, Rankbook student roster, Gradebook Autofill Grades, and Email from Navigational Toolbar; Grade Verification Report for Mini-Term Grades; Admin View Assignments; Competency Grade Entry Error Message; and iStudent Schedule.

Refer to iPass Help > iPass Patch Release Notes > [Patch Release Notes – 7.0.20181127_sync](#) for more information.

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

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
POSTPONED <i>To be rescheduled after 1/1/19</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](#) **POSTPONED**
- 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 lpatton@harriscomputer.com.

Harris School Solutions

1-866-450-6696

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