HARRIS School Solutions

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iPASS

Welcome to Wednesday's Wisdom

Your weekly dose of support!

December 12, 2018

In This Issue

[Support Announcements](#)

New Support Ticket System in January!

Starting in January 2019 iPass Support is moving to a new support ticket system. Be sure to read all announcements below.

Support Announcements

IMPORTANT REMINDER:
New iPass Support Ticket System is Launching January 2, 2019

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 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 details of their issue to a specific iPass Support email address (to be announced).

iPass Support will be giving users a **preview** of the iPass Support Hub at **TODAY'S Monthly User Group Meeting**. 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. In addition, iPass Support will be offering several additional preview sessions for users next week prior to the holiday break. See details and links below.

<u>**Important Notification for all Ticket Users:**</u> iPass, as well as several other Harris Education Solutions product lines, will <u>discontinue</u> using the Harris Call Center 866# telephone number and support@harriscomputer.com email address as of January 2, 2019. <u>All iPass support tickets must be created using the new iPass Support Hub</u> or through email to the new iPass Support email address (to be announced).

iPass Support will be providing more information on how to log into the new iPass Support Hub and Submit Tickets prior to users returning in January. Watch your email for important announcements.

Preview the New iPass Support Hub from TeamSupport

TODAY – December User Group Meeting

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

1. **News & Updates**
2. **Featured Topic: 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.

Additional Preview Sessions: iPass Support Hub

iPass Support will provide additional preview sessions of the new iPass Support Hub next week. Feel free to join us for a session to see what's coming in January.

- **Tuesday, December 18 at 9:00 a.m.**
  Meeting Link: Click here for iPass Support Hub Preview Session 1 GoToMeeting Link. Access Code: 334-996-013. You can also dial in using your phone. United States: +1 (872) 240-3212.

- **Wednesday, December 19 at 11:00 a.m.**
  Meeting Link: Click here for iPass Support Hub Preview Session 2 GoToMeeting Link. Access Code: 537-576-773. You can also dial in using your phone. United States: +1 (646) 749-3122

- **Thursday, December 20 at 1:00 p.m.**
  Meeting Link: Click here for iPass Support Hub Preview Session 3 GoToMeeting Link. Access Code: 447-502-349. You can also dial in using your phone. United States: +1 (224) 501-3412.

Harris School Solutions
1-866-450-6696

To opt-out of receiving emails from iPass Support please reply to email with your request.