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## Welcome to Wednesday's Wisdom

*Your weekly dose of support!*

December 19, 2018

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### Holiday Break

The Support Team would like to wish you a happy holiday and hope that you will enjoy this special time of year with your family and friends.

## Support Announcements

### December/January Support

Looking ahead, please note that iPass Support will be closed December 24, December 25, and January 1. There will be no Wednesday's Wisdom email on December 26.

### 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** from TeamSupport.

Next week you will receive an email from iPass Support with links to the new iPass Support Hub and directions outlining the new support ticket process. This information will also be posted in iPass Help > [News](#) and shared with the iPass Users Support Google Group. Please be sure to check for these important announcements and alert all ticket users in your school district of the upcoming change.

For a preview of the new iPass Support Hub refer to the link shared below to the WebEx recording of last week's iPass User Group Meeting. There are also additional live preview sessions being offered today and tomorrow. See the links below.

**Effective January 2, 2019 iPass Support will discontinue using the Harris eSupport Ticket System and the Harris Call Center.**

Because we are importing all existing support tickets (opened/closed) from the current Harris eSupport site into the new iPass Support Hub we will be deactivating all user accounts on the Harris eSupport site (<https://support.harriscomputer.com>). iPass Support will also no longer be using the services of the Harris Call Center. This means the 866 telephone number and [support@harriscomputer.com](mailto:support@harriscomputer.com) email address will no longer be used.

## **WebEx Recording Available – Preview of the New iPass Support Hub**

The December iPass User Group Meeting on December 12, 2018 featured News/Updates on Massachusetts State Reporting and a **preview of the NEW Harris Education Solutions iPass Support Hub** from TeamSupport.

If you were unable to attend the meeting, want to see it again, or want to share it with other ticket users in your school district you can download the recording and the meeting agenda/outline from iPass Help > User Group Meetings > [Webex – December 12, 2018 User Group meeting – News and Preview of New iPass Support Ticket System](#).

In addition, iPass Support will be offering several additional preview sessions for users this week. See details and links below

## **Additional Preview Sessions: iPass Support Hub**

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

- **TODAY – 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**

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