HARRIS School Solutions

Email not displaying correctly?
View it in iPass Help.

iPASS

Welcome to Wednesday's Wisdom

Your weekly dose of support!

January 9, 2019

In This Issue

[Support Announcements](#)
[iPass Tips & Tricks](#)

Get Ready for Scheduling!

Join us at **today's** User Group Meeting to kick off scheduling for 2019-2020.

Support Announcements

TODO — January User Group Meeting

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

1. **News & Updates**
2. **Featured Topic: Getting Ready for Scheduling 2019-2020**

Laura Patton will provide an overview to help your district prepare for next year's scheduling and set up for Online Course Recommendations. Please share the link

below with all of your scheduling staff so they can participate in this important kick-off session.

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.

NEW: 2019 Scheduling Success Services
Training – Planning – Coaching

Successful student scheduling is based on strong scheduling skills, planning, and timely execution. The iPass Support Team is offering new options this year to assist all levels of users in the scheduling process. Our goal is to provide you with offerings that will best fit the skill level of your scheduling staff, meet your scheduling needs, and insure a successful scheduling outcome.

Scheduling Success Services Include:

- **Training** – Provides comprehensive training delivered via two interactive group webinar sessions to give your staff a thorough understanding of the fundamentals of the iPass Scheduling System. You and your staff will gain insight into the most efficient and effective ways to schedule students. These training sessions are open to **unlimited district staff**, allowing districts to train new scheduling staff, provide a refresher for current scheduling staff, and offer any other district staff the opportunity to learn more about the iPass Scheduling System.
- **Planning** – Provides **personalized small group review session** with an iPass Support Team Coach to review your scheduling needs for the upcoming year and develop a scheduling plan.
- **Coaching** – Provides **personalized "hands-on" small group coaching sessions** with an iPass Support Team Coach to work with your scheduling team to execute the scheduling plan.

Scheduling Success Services options are available for **High School, Middle School** and **Elementary School** scheduling.

CLICK HERE to learn more about our offerings and to register for upcoming sessions.

Tips for the New iPass Support Hub

We hope all our ticket users have had a chance to log into the new iPass Support Hub and are finding it easy to navigate and use. It is recommended that you log in daily to check for announcements and new postings from iPass Support.

Reminder – If you are a ticket user and don't have the menu option for iPass-Support-Tickets in your My Data folder, contact your iPass Administrator and ask them to set your iPass user account to have the additional User Type of 'Ticket User' so that you can access the iPass Support Hub login screen directly from iPass.

Status Codes for User Updated Tickets – When you update tickets created in the old ticket system (Ticket Name includes Clientele #), the Status will flip to 'Customer Responded'. When you update tickets that were created in the new ticket system, the Status will flip to 'ESCAL1'. These status indicators will alert iPass Support that you have updated the ticket.

More information about the iPass Support Hub Links and a User Guide can be found in iPass Help > News > ** NEW IPASS SUPPORT HUB ** Links.

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