



Email not displaying correctly?  
View it in iPass [Help](#).

[Log Support Call](#)

[Schedule Training](#)

[iPass Help Link](#)



## Welcome to Wednesday's Wisdom

*Your weekly dose of support!*

April 17, 2019

### In This Issue

[Support Announcements](#)  
[iPass Releases & Updates](#)  
[Upcoming Events & Workshops](#)  
[Support Services](#)

### School Vacation Week Projects

Many schools are on vacation this week. It's a great time to catch up on projects. Let us know if iPass Support can assist.

## Support Announcements

### Heads Up – iPass User Survey On the Way

Harris Education Solutions is conducting their annual customer satisfaction survey this month. Please keep an eye out for an email early next week for the iPass User Survey. Your feedback is very important to us. The survey will only take a few minutes to complete and your input will help us to improve the products and services that we offer.

## Spring Cleaning

### Support Tickets

The Support Team is asking for your help to evaluate your site's current support needs and priorities. Please review your open tickets. In particular, we ask that you check older tickets and close any that are resolved or no longer an issue. Please update your open tickets with the current status of your issue and the priority level.

### My Reports

In order to free up disk space we recommend that you instruct the iPass users in your district to periodically review their reports in My Data > My Reports and delete any that they are done with and have no need to keep. Have users check off "Save" for any reports they want to keep for reference in iPass. Please note that it is advised that all reports your district wants to keep for reference or record keeping should be saved to the user's local hard drive.

## April User Group Meeting Recording Available

For those of you who missed last week's online User Group Meeting, we have posted the webex recording in iPass Help > User Group Meetings > [Webex – iPass User Group Meeting \(April 10, 2019\) – News, Patch Release, Getting Reading for EOY State Reporting](#).

During this meeting we reviewed the latest patch release (7.0.20190401\_sync) and reviewed the steps to prepare for reporting End-of-Year SIMS, SCS, EPIMS and SSDR via SIF transmission.

## iPass Releases & Updates

### Patch Release 7.0.20190412\_sync

A patch release went out on April 12, 2019 (v. 7.0.20190412\_sync). This patch release included an important correction to the CRDC v2 School file.

The SCH\_ALGPASS\_GS0910 by Gender and Race fields were counting students who enrolled after the As of Date (ie. 10/02/2017) resulting in a higher number than the SCH\_ALGENR\_GS0910 by Gender and Race counts. This patch corrected this issue.

## Upcoming Events & Workshops

### Upcoming Events

We are planning workshop and coaching options for End of Year Procedures, Massachusetts State Reporting and Elementary Scheduling. Watch this section for more information.

## iPass Support Services

### Scheduling Planning & Coaching Options

The iPass Support Team is available to help you and your team review your high school, middle school and elementary school scheduling needs, develop a plan, and coach you through the process.

These options are tailored to districts making schedule changes, users that want to use the Master Schedule Builder and users that want to be coached through setting up scheduling for next year.

>> [Click here](#) to learn more about all of our *Scheduling Success Services options* and to register for upcoming sessions.

**Harris School Solutions**

1-866-450-6696

*Copyright © 2019, Harris School Solutions.  
All rights reserved.*

To opt-out of receiving emails from iPass Support please reply to [email](#) with your request.