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Welcome to Wednesday's Wisdom

Your weekly dose of support!

May 22, 2019

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Summer is Coming...

With just a month to go, there are many things to do. The Support Team is here to assist you!

Support Announcements

iPass Support – Memorial Day Holiday

Our offices will be closed on Monday, May 27, 2019, in observance of the Memorial Day holiday.

Support requests may still be logged, and will be responded to in the order in which they are received, by using one of the below methods:

iPass Support Hub: <https://ipass.na2.teamsupport.com/login/user>

[Click here](#) for the iPass Support Hub Guide

Support email: ipasssupport@harriscomputer.com

Normal operations will resume on Tuesday, May 28, 2019.

iPass Support – June 4-5

Additionally, members of the iPass Support Team will be attending training on June 4 and 5. Please be aware that our response times will be affected. We will address each request as quickly as possible.

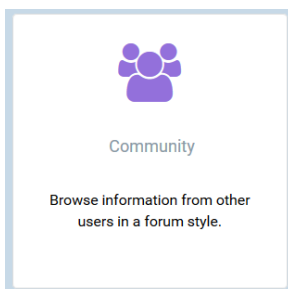
iPass Support Hub – Community Postings








Please check out the iPass Support Hub Community section. We have been posting information and resources important to the community of iPass users. We encourage you to refer to this section daily for Support communications.

Community Topics include: News & Announcements including Wednesday's Wisdom and Patch Releases & Release Notes, a Community Forum to pose questions and share ideas, User Group Meeting Recordings, and Support Services & Training.

New Community Forum Question Posted: [iPass Support Question: What are you using to analyze student assessments and act on it?](#)

Click on the question to open it and then click on Add Reply to share your input.



iPass News & Announcements (3)		
	Topics	Last Modified
 Announcements	2	iPass Support – Memorial Day Holiday 05/17/2019 12:45 PM
 Wednesday Wisdom	19	Wednesday Wisdom - 05/15/19 05/15/2019 02:20 PM
 Patch Releases & Release Notes	9	iPass Version 4.0.20190426_sync 04/29/2019 01:26 PM
iPass Community Forum (1)		
	Topics	Last Modified
 Questions to iPass Users	1	iPass Support Question: What are you using to analyze student assessments and act on it? 05/17/2019 12:34 PM
iPass User Group Meetings (2)		
	Topics	Last Modified
 User Group Meetings - Webex Recordings	8	Webex - iPass User Group Meeting (May 8, 2019) - EOY Workshops & Graduating Seniors 05/10/2019 08:09 PM
 Monthly User Group Meeting - Webex Link	1	Monthly User Group Meeting - Webex Link 03/20/2019 08:08 PM
iPass Support Services & Training (4)		
	Topics	Last Modified
 End-of-Year Workshops & Coaching Services	1	2019 End-of-Year Workshops & Coaching Options 05/10/2019 08:25 PM

iPass Tips & Tricks

Queries Available for Download

The following queries are helpful this time of year. They are available to download from iPass Help > My Queries > [Query Files for Download](#):

- [Access to Future Student Schedules](#) – This query report shows a list of all iPass Users and the teacher names that have access to view future student schedules. When you have District Configuration set to show Current and Prior Schedules only, this is helpful to see who has access to see the future schedules.
- [Access to Future Teacher Schedules](#) – This query report shows a list of all iPass Users and the teacher names that have access to view future teacher schedules.
- [Course Catalog Listing with Descriptions](#) – This query report shows Course ID, Course Name, Course Description, and Academic Year. The report also indicates the Yes/No setting for Show Recommendation and Available as Elective used in Online Recommendations.

- [Next Year Homeroom](#) – This query report shows Students with Next Year’s Homeroom, Teacher’s Name, and Next Year’s Grade Level.
- [Student Grades All Terms](#) – This query report shows Student’s Term and Final Grades for the entire year.

Upcoming Events & Workshops

Can’t Make A Live Event? Don’t Worry – We’ve Got It Covered

The following upcoming events have scheduled ‘live’ interactive group webinar sessions. These sessions are recorded. So don’t worry if you can’t attend on the date listed, we will give you a link to the recorded session. Coaching sessions can then be scheduled at a time convenient for you and your team.

End-of-Year Procedures Workshop

Success Services Pack – Training/Review Session + Coaching

TODAY – May 22, 2019

- **One 2-Hour Remote Classroom Workshop** will take users through the End-of-Year Procedures. This includes preparing for the next year (Phase I), finishing the current school year (Phase II), and rolling the database over to the new school year (Phase III). The Workshop is open to **unlimited district staff** to allow all staff involved in the process of ending one year and starting the next to participate. Districts will receive a recording of the session.
- **2 Hours of personalized small group coaching** can be scheduled anytime to help step you through the EOY Procedures. Since Phase I, II, and III of the EOY Procedures are done at different times during the year, **Hour 1** will cover Phases I & II and **Hour 2** will cover Phase III. Phase III should be scheduled for a date after state reporting is completed and the district is ready to roll over their database to the new school year. The coaching hours are scheduled in 1-Hour blocks, may only be used for EOY Procedures, and expire 10/1/2019.

<i>End-of-Year Procedures Success Services Pack 2-Hour Remote Classroom Workshop PLUS Coaching (Sign up for 2 Hours of coaching in 1-Hour Blocks)</i>	District Price	Registration Link
May 22, 2019, 10:00 a.m. – 12:00 p.m.	\$500	Click to register

End-of-Year MA State Reporting Workshop *Success Services Pack – Training/Review Session + Coaching*

June 3, 2019

- **2-Hour Remote Classroom Workshop** will take users through the steps to report EOY Massachusetts SIMS, SCS, EPIMS and SDR via SIF Transmission. The Workshop is open to **unlimited district staff** to allow all staff involved in the state reporting process to participate. Districts will receive a recording of the session.
- **2 Hours of personalized small group coaching** can be scheduled anytime to provide assistance in using the iPass tools to report the EOY State Reports and troubleshoot validation errors. The coaching hours are scheduled in 1-Hour blocks, may only be used for 2019 MA State Reporting, and expire 10/1/2019.

<i>EOY MA State Reporting Success Services Pack 2-Hour Remote Classroom Workshop PLUS Coaching (Sign up for 2 Hours of coaching in 1-Hour Blocks)</i>	District Price	Registration Link
June 3, 2019, 10:00 a.m. – 12:00 p.m.	\$500	Click to register

Elementary School Scheduling Workshop *Success Services Pack – Training/Review Session + Coaching*

June 11, 2019

- **UPDATE:** Now offering just **ONE 2-Hour Remote Classroom Workshop in June** that will cover the steps for Phase I: Assigning teachers, homerooms, courses and students for next year and Phase II: ‘Quick Scheduling’ students into courses. The Workshop is open to **unlimited district staff** to allow all staff involved in the elementary scheduling process to participate in the instructional/review session and provide them with the steps to prepare next

year students, teachers, and homeroom assignments **prior to the summer break**. This will allow for more efficient 'Quick Scheduling' of the students before school starts.

- **2 Hours of personalized small group coaching sessions** can be scheduled anytime to insure your elementary school students are scheduled with success for the first day of school. The coaching hours are scheduled in 1-Hour blocks, may only be used for Elementary School Scheduling, and expire 10/1/2019.

<i>Elementary School Scheduling Success Services Pack 2-Hour Remote Classroom Workshop PLUS Coaching (Sign up for 2 Hours of coaching in 1-Hour Blocks)</i>	<i>NEW District Price</i>	<i>Registration Link</i>
June 11, 2019, 10:00 a.m. – 12:00 p.m.	\$500	Click to register

Personalized Coaching

Personalized coaching hours are available for purchase on their own or in addition to the *Success Service Packs* coaching hours outlined above. Coaching is available in 2-Hour blocks. The coaching hours are scheduled in 1-Hour blocks, may be used for any topic, and expire 10/1/2019.

Please contact Laura Patton at lpatton@harriscomputer.com to get more information.

<i>Personalized Coaching</i>	<i>Price</i>
2 Hours	\$370
4 Hours	\$740
6 Hours **(\$1,110 value, 20% Discount applied)	\$888

Harris School Solutions

1-866-450-6696

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