HARRIS School Solutions

Email not displaying correctly?
View it in iPass Help.

iPASS

Welcome to Wednesday's Wisdom

Your weekly dose of support!

June 26, 2019

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Lots of Important News!

Please be sure to read through the entire email for important news and updates.

Support Announcements

Harris Web Client – *New* Secure MFT File Sharing

The Harris Web Client used for Self-Service Photo Upload has been expanded to offer secure file sharing. The Harris Web Client now offers users the ability to send and receive files securely using MFT file transfer.

Files that contain Personally Identifiable Information (PII), should not be shared through email *(unless encrypted)* or attached to support tickets. PII is considered to

be any information that can be used to distinguish or trace an individual's identity either alone or when combined with other personal or identifying information.

Harris Web Client URL: https://mft-ipass.iharriscomputer.com/

IMPORTANT NOTE: You will need to login with your Harris Web Client credentials. If you do not have these already for uploading photos, please submit a ticket to iPass Support requesting them. Harris will require that you provide a group email address for system notifications.

For more information please reference the Quick Guide: Harris Client Web

Wednesday's Wisdom – Going on Hiatus

iPass Support will be taking a break from sending out the weekly Wednesday's Wisdom emails during the month of July. If there is important news or updates to share with you we will send a special Support Announcement email and post the information to the iPass User Support Group Google Group. If you are not a member of this Google Group please refer to information below on how to join.

iPass Support – Closed July 4th Holiday

Our offices will be closed on Thursday, July 4 in observance of the Fourth of July holiday.

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

Log into the iPass Support Hub: https://ipass.na2.teamsupport.com/login/user
Send email to create a ticket: ipasssupport@harriscomputer.com

Support will resume normal operations on Friday, July 5.

Reminder: SIMS Due July 5th

The SIMS End-of-Year Collection Certification Deadline is Friday, July 5. As soon as you are error free, freeze your SIMS data and check your Summary Reports for accuracy. Be sure to Certify by the deadline. Potential Duplicates are visible now. Final Duplicates can be cleared, as well as corrections made, up until the Recertification deadline of Thursday, July 11.

The Support team is available to assist you with. Please submit a support ticket with your issue along with your error message and SASID. Be sure not to share Personally

Identifiable Information in the ticket. We are aware of the time sensitivity of these tickets and will work through them as quickly as we can.

No Online User Group Meeting in July

There will be no User Group Meeting on July 10. This will allow users to focus their time and energy on their individual district needs and July deadlines.

Google Group – iPass User Support Group

iPass users are connecting and sharing information! Kristi LaPerle, Data Specialist at Clinton Public Schools, has a Google Group for iPass users. The Group is intended to connect users, providing a place to ask questions, seek advice, share tips & tricks, and more. All iPass users from all states may join and use it as an online forum to ask any iPass related topics.

The iPass Support Team posts important updates on this site. We encourage all users to join!

If you would like more information about how you can join this group, please email Kristi LaPerle at laperlek@clinton.k12.ma.us.

iPass Releases & Updates

Patch Release – Update for SIF EPIMS

A patch release (v. 7.0.20190619_sync) went out last week with an update that will clear the validation errors for the 2310 Support Content Teacher non-course Work Assignments. The patch release includes changes to the data being sent to DESE.

Known errors for staff set to 2310 Teacher Support Content NO COURSE: Teachers were being assigned to a random course section and throwing an error for two or more content teachers cannot be assigned to the same course.

Action Needed:

- Submit a request to the SIF Desk asking them to delete your **SectionInfo** and **StaffSectionAssignment objects.**

  Click here for Help link on how to submit a ticket to DESE.

- Once you confirm the SIF Transmission Report > EPIMS > Object Count for these objects = 0, then use Delete SIF Temp Table to clear the SectionInfo and StaffSectionAssignment objects and then use SIF - Send Objects to send the SectionInfo and StaffSectionAssignment objects. This should update the SIF transmission file and the validation errors should clear.

iPass Support Services

Did You Miss A 'Live' Workshop Event?

All workshops have scheduled 'live' interactive group webinar sessions. These sessions are recorded. So don't worry if missed it, we can provide you with a link to the recorded webinar session. Your district can then schedule your small group personalized coaching sessions at a time convenient for you and your team. Please contact Laura Patton at lpatton@harriscomputer.com for more information.

The following workshop webinars are available:

- **EOY Procedures Workshop Webinar + Coaching**
  We can provide your district with a 2-Hour Workshop and 2 Hours of Personalized Coaching to help you through Phase I, II and III of the EOY Procedures.

- **EOY MA State Reporting Workshop Webinar + Coaching**
  We can provide your district with a 2-Hour Workshop and 2 Hours of Personalized Coaching to help you review and clear your validation errors.

- **Elementary Scheduling Workshop Webinar + Coaching**
  We can provide your district with a 2-Hour Workshop and 2 Hours of Personalized Coaching to help you schedule your elementary students using the iPass scheduling tools, including the quick and easy 'Quick Scheduler.'

Personalized Coaching Sessions

The Support Team is available for personalized one-on-one Coaching for new users and outcome-based needs such as EOY Procedures, EOY State Reporting and Scheduling. Coaching is available in 2-Hour blocks.

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

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

Harris School Solutions
1-866-450-6696

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