iPASS

Support News & Updates – October 2019

iPass Support – Columbus Day Holiday

Our offices will be closed on Monday, October 14th in observance of the Columbus Day holiday. Normal operations will resume on Tuesday, October 15th.

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

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

  Click here for the iPass Support Hub Guide

- **Support email**: ipasssupport@harriscomputer.com

October User Group Meeting

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.

*** Due to the Yom Kippur holiday some schools will be closed on October 9th so we are pushing the meeting out a week to Wednesday, October 16th. ***

Date: October 16, 2019
Time: 1:00 p.m. to 2:00 p.m.

1. **News & Updates: October State Reporting**
2. **Featured Topics: Preparing for Grading & Drop/Add Courses**

   In addition to providing updates on October 2019 State Reporting, Laura Patton will review important steps for grade entry, printing/publishing Progress Reports & Report Cards and the proper methods to Drop/Add courses after October 1.

   Please share the meeting link with staff that is involved with grading and scheduled changes and encourage them to attend the User Group Meeting. For those that can't attend, we will post a link to a recording of the meeting in iPass Help and in the iPass Support Hub Community & Knowledge Base sections.

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).

Patch Release – State Reporting Changes

A patch release went out last week (V. 7.0.20190930_sync) with the Massachusetts State Reporting Updates for 2019-2020. [Please click here for Release Notes.](#)

- SIMS: New codes added to DOE013, DOE028, DOE033, DOE047-DOE049
- SSDR: New 1054 - Discipline Action SIF Mapping field added for 3089 - Law Enforcement Referral. **ACTION REQUIRED**. See Release Notes for details.
- SCS: SchoolCourseInfoOverrive option added to SectionInfo. **** UPDATE: DESE informed us on 10/02/19 that they will NOT be implementing this for October 2019 SCS.** See Release Notes for details.

Reminder: DESE added a new WA07 Job Type code for 3333 Pathways Coordinator. You will need to add this to iPass. Go to iStaff Maintenance > HRS Job Types to add the code. Then update the Career record of any staff member that has this Job Type.

Massachusetts State Reporting

Report Deadlines

Report	As of Date	Due Date	Certification Deadline
SIMS	Oct. 1	Certify Oct. 24	Recertify Oct. 31

SCS	Oct. 1	Dec. 5	Dec. 5
EPIMS	Oct. 1	Dec. 5	Dec. 5

It is highly recommended that you get an early start on clearing SIF validation errors and get to the SIMS/SCS cross validation stage before certifying SIMS.

If you run into errors that you can't clear you may submit a ticket to Support. Please note that we need you to provide the details of all troubleshooting steps taken up to that point. iPass Support will need to know the error message, the code values in iPass, the code values in the individual Student/Schedule records on the Security Portal, and which values should be reported. Please make sure to reference the student SASID only to protect student identity. We will review your findings and provide recommendations for next steps.

For hands-on assistance in helping clear your errors, the iPass Support Team is always available for **Personalized Coaching** hours. During coaching time we can dive in deep with you to find the cause of the errors and help clear them. Please contact Laura Patton for more information.

State Reporting Help Guides – iPass Help Links

- Helpful Hints Guide – SIMS October 2019
- Helpful Hints Guide – SCS October 2019
- Helpful Hints Guide – EPIMS October 2019

These Helpful Hints Guides can also be found in the iPass Support Hub > Knowledge Base > State Reporting section.

State Reporting Tips & Recommendations

The Support Team is finalizing a State Reporting Tips & Recommendations Quick Guide resource. We will post it in iPass Help and the iPass Support Hub Knowledge Base as soon as it is ready.

2019-2020 Key Support Contacts

At the start of each new school year we ask you to identify the key iPass support contacts in your district. We want to make sure all of these contacts are on our email distribution lists so that they receive important news and information about iPass.

Please submit a Support ticket and attach a spreadsheet with the up-to-date contact information. We have provided a template in iPass Help > Districts New to iPass > Lead iPass Support Contacts In Your District - Template. Let us know if you have new staff

members that should have the privilege to submit Support tickets through the iPass Support Hub.

iPass Tips & Tricks

NEW **User Type Menus & Tabs Query** – This query will provide a report of all User Types with the Menu Names and Tabs assigned to each User Type. This query is available for download from iPass Help > My Queries > Query Files for Download > [User Type Menus & Tabs Query](#).

Fall Workshops, Coaching and Training Options

The iPass Support Team is here to insure your success!

We have several options that will provide districts with valuable training and a refresher of the essential steps needed to complete October State Reporting and start the new school year.

Our remote classroom instruction and review sessions combined with personalized coaching will step you through the processes with speed, ease and success. The remote classroom sessions are open to unlimited district staff, making it the most affordable way to keep your staff trained and up-to-date with iPass. The small group coaching sessions are personalized to meet the experience level and need of your districts users, insuring a successful outcome.

iPass Success Offerings:
- **State Reporting Workshop – SIMS, SCS & EPIMS**
- **Personalized Coaching** – State Reporting Errors *OR* Pick-Your-Own Topic
- **Recording Discipline & Reporting SSDR With Success** – Two District-specific Review/Coaching Sessions
- **iPass User Training Webinar Series** – For New Users *OR* Refresher for All

>> [Click here](#) for full descriptions of the offerings in iPass Help > News.

Thank you,
iPass Support Team