



iPass News & Updates – February 2020

February User Group Meeting – Discipline and SSDR

Date: February 12, 2020

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

- 1. News & Updates**
- 2. Featured Topic:** Discipline and SSDR – Mid-Year Review and Error Q&A

Laura Patton will review the Discipline System with a focus on proper entry of Behavior Records for both district tracking and to meet DESE's requirements for reporting Incidents and Discipline (Consequences) in the EOY School Safety and Discipline Report (SSDR).

We strongly advise schools begin reviewing their SSDR Error Report mid-year and continue through the end of school. This will allow schools to clear their error validations "as they go." Laura will include time for Q&A on clearing your errors.

Please share the link below with all of your discipline staff so they can participate in this important review session. Get them involved with error clearing now instead of waiting until the summer!

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.

January User Group Meeting – Recording Available

If you missed last month's User Group Meeting, would like to see it again, or want to share it with others, the recording has been posted in iPass Help: [Webex – iPass User Group Meeting \(January 2020\) – News & Updates / Get Ready for Scheduling](#).

Discipline & SDR Success – *Easy as 1-2-3!*

The iPass Support Team is available to help your schools manage their student discipline records and reporting requirements in the most effective and efficient manner. This includes implementing Online Teacher Behavioral Referrals, coding Behavior Records, generating incident and consequence reports, and submitting DESE's annual School Safety and Discipline Report (SSDR).

The iPass Support Team offers options to assist all levels of users in the discipline process. Pick from the following options that will best fit your needs and the skill level of your discipline staff and insure a successful outcome. [Click here for more information](#).

- 1... *FREE* Webinar: [Discipline & SDR](#)
- 2... Discipline Staff Training Session
- 3... Personalized Coaching

Scheduling Success – *Easy as 1-2-3!*

Successful student scheduling is based on strong scheduling skills, planning and timely execution. The iPass Support Team offers options to assist all levels of users in the scheduling process. Pick from the following options that will best fit the skill level of your scheduling staff, meet your scheduling needs and insure a successful scheduling outcome. [Click here for more information](#).

- 1... *FREE* Webinar: ['Get Ready for Scheduling'](#)
- 2... Scheduling Staff Training + Coaching Session
- 3... Personalized Coaching

Patch Releases in January

Two patch releases went out during the month of January. Please refer to the Release Notes for details. Find links below.

- 7.0.20200108_sync (January 8, 2020) – [Click here](#) for Release Notes
- 7.0.20200120_sync (January 20, 2020) – [Click here](#) for Release Notes

iPass Letter of Intent – Due Date February 1

Enclosed with the 2020-2021 Budget Letter was a ***Letter of Intent to Continue iPass Service***. The purpose of the Intent Letter is to let us know your district's intended plan to continue with iPass in the coming year.

Although you may not have received the Budget Letter directly, we would appreciate it if you can check with your Business Office to see if it can be filled out and sent back as soon as possible to Laura Patton (lpatton@harriscomputer.com) since these were due February 1.

Presidents Day Holiday

Harris Support will be closed Monday, February 17. Please log into the iPass Support Hub to submit a ticket for any issues you have during this time. We will try to address emergency issues in a timely manner. Normal operations will resume on Tuesday, February 18.

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

Tickets can also be created via email. Send to: ipasssupport@harriscomputer.com

The iPass Support Hub Guide is available in iPass Help > Technical Support FAQ > [iPass Support Hub Guide \(January 2019\)](#).

March SIMS Report

The iPass Support Team has put together several resources to help you prepare for the March SIMS Report. The following are available in iPass Help:

- [Quick Guide: Preparing for Massachusetts March and EOY State Reporting \(Updated 2020\)](#).
- [Helpful Hints Guide – March SIMS 2020](#)

Data Security Reminder – Sharing Sensitive Student Data

To protect student privacy and confidentiality and meet FERPA guidelines, files that contain Personally Identifiable Information (PII) should not be shared through email 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.

This is a reminder that when sensitive student data needs to be shared with the iPass Support Team, the data must be shared via a secure MFT transfer method.

iPass Administrators can use the Harris Web Client used for Self-Service Photo Upload to send and receive files securely using MFT file transfer.

IMPORTANT NOTE: The Harris Web Client requires login credentials. If the iPass Administrator in your district does not have login credentials, have them submit a ticket to iPass Support to request them.

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

For more information please reference the [Quick Guide: Harris Web Client for Secure MFT File Transfer and Self-Service Photo Upload](#).

Other district staff can request a one-time use link to upload files.

To initiate the process for sending sensitive data, please open a ticket with Support using one of the methods listed below. Our Support Team will then provide a one-time use link that offers the ability to upload files.

- Send email to: ipasssupport@harriscomputer.com
- Log in to the iPass Support Hub to Submit a ticket: <https://ipass.na2.teamsupport.com>

Harris School Solutions

1-866-450-6696

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

