

Welcome to Wednesday's Wisdom – A weekly dose of support!

January 7, 2015

Helpful Hints for using Harris eSupport for iPASS Technical Support

Prior to contacting the Support Center, please make sure that you can relate the exact steps you took up to the point where the problem occurred and be able to provide as much detail as possible. This information will be necessary in order to recreate the issue and respond in a timely manner.

We have attached a Harris eSupport Quick Reference Guide to this email that outlines our recommendations for what to include in your support call description as well as contact information and descriptions of the Software Package choices and priority levels.

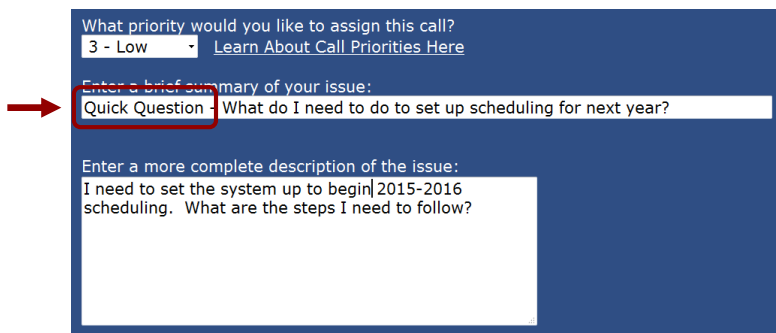
Our Support Team makes every effort to respond to your support calls in a timely manner. If you feel your issue is not being handled fast enough for your needs you may contact the Harris Call Center to escalate your support call. A call or email to the support center with your request to escalate the issue will be used to update your support call and flag a time sensitive, high priority need. Should it be necessary you may also send an email to Laura Patton, Support Manager, at lpatton@harriscomputer.com.

Ask a "Quick Question" of iPASS Technical Support

We would like to begin offering our eSupport users the opportunity to ask a quick question and receive an informative answer in a timely manner.

We will monitor our support call queue for new calls that start with the phrase "Quick Question" in the call summary. Please use this feature only to ask quick questions that can be answered in 5 minutes or less. Our support team will assess the question and answer as quickly as possible. If the question requires research or investigation, the call will be handled like all other calls in the queue.

Example of how to enter a "Quick Question" eSupport call:



The screenshot shows a dark blue eSupport form with white text and input fields. At the top, it asks 'What priority would you like to assign this call?' with a dropdown menu set to '3 - Low' and a link 'Learn About Call Priorities Here'. Below this is a section titled 'Enter a brief summary of your issue:' with a text input field containing 'Quick Question: What do I need to do to set up scheduling for next year?'. A red arrow points to this field. Underneath is another section titled 'Enter a more complete description of the issue:' with a text input field containing 'I need to set the system up to begin 2015-2016 scheduling. What are the steps I need to follow?'.

We hope that this will help users get a faster response to quick questions.

2013-14 Civil Rights Data Collection (CRDC)

Update from the U.S. Department of Education Office of Civil Rights: The 2013-14 CRDC will open in early January and school districts will have at least 75 days from the date that the collection opens to complete the 2013-14 CRDC. If you have other questions regarding the 2013-14 CRDC, email CRDC2013-14@ed.gov.

We are planning on having a WebEx in January to go over the setup and running of the CRDC Report in iPASS. In the meantime you can begin working on the setup screens.

To accommodate changes in the CRDC 2013-14 report requirements we have created a new **CRDC v2**. The original CRDC report tool is still available should you need to audit your 2011-12 data collection.

All the information can be found in the **DOE ID Manager** Folder. If you do not have access to the CRDC items ask the person in your district who does security for iPASS to make sure these items are assigned to your iPASS User Type so you can have access to them.

Attached to this email please find a general guideline to get you started in setting up your CRDC report. Full documentation will be posted soon to the DOE ID Manager folder in the online iPASS Help area.

Monthly iPASS User's Group WebEx Meetings

NOTE: This month's meeting scheduled for January 14th has been cancelled. The meetings will resume on February 11th.

WebEx User's Group Meetings are conducted the 2nd Wednesday of every month at 1:00PM (Eastern Time). These meetings are used as an opportunity to share new product functionality and to discuss common issues. Please plan to join us monthly.

To invite others to join, copy and paste everything below into your invitation.

Meeting information

Topic: iPass Users Group

Date: The 2nd Wednesday of every 1 months, from Wednesday, September 10, 2014

Time: 1:00pm Eastern Time

Meeting Number: 638 099 385

Meeting Password: harris

To start or join the online meeting

Go to <https://harriscomputer.webex.com/harriscomputer/j.php?MTID=m045a3f0f06d2b8f59fa52d20cfd7f3f7>

Audio conference information

567.704.6370 pc 832927