

Welcome to Wednesday's Wisdom – A weekly dose of support! February 11, 2015

Announcements

iPASS Support Team – Response Time & Closing Support Call Tickets

The Support Team is committed to providing an initial response to new support call tickets that will indicate how we are beginning to resolve the problem. Our goal is to provide you with an initial response within 2 hours and to indicate what is being done. If we do not have enough information to begin our investigation we will be requesting more information. The more details and specific examples you can provide when opening your ticket, the faster we can work toward a resolution. Priority will continue to be given to time sensitive questions and issues.

Also, Support will be closing tickets at the time we provide a meaningful and reasonable resolution. At any time, if you feel the ticket has been closed prematurely, the support call ticket can be re-opened. If assistance is needed re-opening a ticket, please contact the Call Center at 866-450-6696 or support@harriscomputer.com.

CRDC v2 Documentation

Documentation for the iPASS CRDC v2 reporting tool is now available in the online iPASS Help section. The new version 2 documentation includes: Civil Rights Data Collection Report Data Mapping v2; CRDC LEA Guide 2013-2014; CRDC School Guide 2013-2014; CRDC Non-iPass LEA Questions 2013-2014; and Non-iPass School Questions 2013-2014.

We will be reviewing the CRDC v2 reporting tool at the next Monthly iPASS User's Group WebEx meeting on Wednesday, March 11th.

Frequently Asked Questions

Q. Due to school cancellations my last day of school is now beyond the last day set up on the iPASS school calendar. What do I have to do to adjust for the new last day of school?

A. Add a new day(s) to each school's calendar.

- Go to < **Attendance System** > < **Maintenance - Attendance** > < **Calendar Maintenance** >
- Select the current School Year and click Submit to display the interactive monthly calendar.
- Click on the date you want to ADD.
- Set the **Day Number** and **Cycle Day** number to the appropriate value and Submit.
NOTE: If a Monday is being added you need to add Saturday and Sunday to the calendar first.
- For a weekend day: Click on the Saturday and the Sunday, no additional data need be entered, and Submit.

Q. How can I create iStudent accounts for an entire grade level?

A. Please enter a support ticket requesting the creation of iStudent accounts. Provide the name of the school, grade level, naming protocol for the User IDs, and a default password. We recommend the User ID be more than just the First Initial Last Name. It can include the YOG, Student ID#, or could be the student's school email address. Accounts will be created

to prompt the user to reset the password at initial login. Please provide a CSV file with the Student ID#, requested User ID, and requested default Password.

Q. How do I reset the default password for all iStudent accounts?

A. Please enter a support ticket requesting the password be reset and include the preferred default password. The accounts will be reset the accounts and prompt the user to reset the password at initial login.

Q. How do I add a new school to a large group of iStudent accounts?

A. Please enter a support ticket requesting to add a new school to iStudent accounts. Because iStudent accounts are school specific, when students move from one school to another (for example from middle to high school) the new school will need to be added. Support will run a program to add the school to the accounts. Please provide the group criteria and the school to be added.

Reminders

Register for 2-Day Scheduling Workshops – Space Still Available

Harris School Solutions will be hosting iPASS Workshops for Middle and High School scheduling for the 2015-2016 school year. [Please click here to download the Workshop Brochure for full details.](#) Registration is required for all courses; Courses are limited to the first 20 registrants.

****Note: Day 1 of the High School Scheduling Workshop was cancelled on 2/10/15 due to the weather and will be rescheduled. Date to be announced.***

Online Registration is open now for the high school workshop at:

http://mywebed.harriscomputer.com/profdev_public/view_activity.aspx?activityid=3e06c43f-fed4-44fc-922d-a6f341c6e145

Online Registration is open now for the Middle School Workshop at:

http://mywebed.harriscomputer.com/profdev_public/view_activity.aspx?activityid=c1d97cd8-f9bd-4d22-a8aa-5991a8b85a6d

