

Harris eSupport Quick Reference Guide – iPASS

There are three ways you can enter a support call request. The fastest and most complete way to enter a support call is for you to enter the call using our online eSupport site at <http://support.harriscomputer.com>. Using the online support system allows our support department to see your call immediately and allows for the quickest turnaround time.

The second way you can enter a support call is to email your question along with any pertinent information to support@harriscomputer.com. Harris call center personnel will take your email information and log a call on your behalf. The turnaround time using this email method is a little slower than logging the call yourself using our online eSupport system.

The third way you can enter a support call is to call the **866-450-6696** toll-free number and choose option 1. Harris call center personnel will take down your information and log the call on your behalf. If you use this method, please be sure to mention the product name, iPASS, so the call will be directed to our iPASS support staff. Calling the toll-free number is the least preferred method as information that is verbally conveyed can be incomplete or inaccurate when translated into a written message.

When logging a new call into the eSupport system you must first select the **Software Package: Tech – iPASS, Student – iPASS or iAutoAlert – iPASS**. This will place the support call in to the appropriate call queue for action by our support department. (*Descriptions and priority levels provided below.*)

In order for a support representative to begin problem resolution in a timely manner we ask that as much detail as possible be entered into the initial support call description. This will cut down or eliminate time spent tracking down the information needed to duplicate the problem.

We recommend the following information be provided by the originator of the support call:

Call Description/Details:

Caller Information	Description
Your Name	Who to contact for follow up - provide contact name, phone, and email address.
School Name	If the problem is occurring at a particular school, provide the full name of the school.
Security Role	If applicable, provide the security role of the User ID that is experiencing the problem (ie. teacher, administrator, secretary).
Operating System	Indicate if the problem is MAC or PC based and version of the operating system.
Browser Name and Version	Indicate the browser name (ie. Internet Explorer, Firefox, Chrome) and the browser version.

Call Detail	Description
Call Summary	Briefly describe the problem you are having.
Description <i>Provide as much detail as you can so that we can begin investigating</i>	What you are experiencing; what was your expected outcome; what is working and what is not; the name of the form (report card, transcript) or the report you are trying to run and the selections/filters/sorts used; what system/tab/screen you are on; is the issue grade specific or school specific; what is the Student ID#, Teacher name, Course ID#, school name, etc.
Steps	Prior to contacting the Support Center make sure that you can relate the exact steps you took up to the point where the problem occurred. This information will be necessary in order to recreate the issue.

Location	If applicable, indicate any location details. Is the issue only happening in one school or at a certain time of day?
Module	If applicable, provide the name of the system folder where the problem is occurring.
Page ID or Menu Path	If applicable, include the menu path (from main menu) or breadcrumb.
Screen shots and Error Messages	If applicable, attach screen shots and provide the full text of the error message.

Selecting Software Package (Call Type) – Problem Description & Priority Levels:

Tech - iPASS	Description
Priority 1	Site Down (ex. Webspeed error at login, can't reach URL) System Slow/unresponsive Webspeed error on screen Report processors down Insufficient disk space or write access denied Security vulnerability
Priority 2	System performance concerns/questions Email issues Camera issues Printer issues (related to printer itself, not reports) Third party interface/export not sending data
Priority 3	Update issues Update requests sFTP set up FTP set up IP changes Photo issues/upload request

Student - iPASS	Description
Priority 1	SIF data errors State report due, not able to complete submission Critical report not running Inability to take attendance Inability to enter data (ie. When I click on ___ it takes me to the home screen Program errors without workarounds Incorrect calculation errors impacting a majority of records (ie. GPA/Honor Roll) Aborted postings or error message preventing data integration and update Performance issues of severe nature impacting critical processes (ie. Scheduling)
Priority 2	System errors that have workarounds Calculation errors impacting a minority of records Report calculation issues Printing related issues (related to reports and display and not the printer itself) Security access/access issues Performance issues not impacting critical processes

Priority 3	Usability issues Browser related issues (ie. printing) Report formatting issues Training questions, how to, or implementing new processes Aesthetic issues Issues with workaround for large majority of accounts Questions on documentation
iAutoAlert - iPASS	All iAutoAlert support calls

