Welcome to Wednesday's Wisdom – A weekly dose of support!
December 9, 2015

Announcements

iPASS Support on December 10th and 11th – Due to the Harris Summit there will be limited support staff on these days. Please submit <u>all</u> issues through the Harris eSupport ticket system. Support staff will be monitoring the queue for priority issues. In the event of network connectivity issues please contact our Call Center Directly via 866-450-6696 or support@harriscomputer.com

How to enter an eSupport ticket:

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.

Frequently Asked Questions

Q. **How do I "Assign Teacher Access" for entering Competency Report Card Narratives and Grades?**

A. **Access must be assigned for both Competency and Grades.**

Go to Security System > Assign Teacher Access. Search for the teacher you want to <u>give the access to</u>. Click on Competency.

Find the teacher you want to <u>give this teacher access to</u>, check the box next to their name, and click Submit.

NOTE: Make sure you have the correct School selected.

Next, click on Grades and repeat the same steps as above.

Now Mary Adams has the ability to enter Competency Narrative and Grades for James Boudreau's courses. When Mary Adams is logged into her iPASS account, when she goes to Add/Modify Narrative she will select James Boudreau as the Teacher and she will have access to his courses and students.

Reminders

CANCELLED – December User's Group Meeting WebEx. Due to the MA State Reporting deadline and limited options for rescheduling this month, Support will not hold a December WebEx. The next User's Group Meeting WebEx will take place on January 13th at 1:00pm. Stay tuned for the January topic to be announced.