Welcome to Wednesday's Wisdom – A weekly dose of support!
July 6, 2016

Announcements

***Massachusetts & Pennsylvania Sync Sites:* Patch Release 7.0.20160629_sync**

A patch release went out on June 29. Release Notes have been posted in iPASS Help > iPass Patch Release Notes > Patch Release Notes – 7.0.20160629_sync.

Corrections and Minor Enhancements: Search using "Enter" key; Teacher can print only Competency Report Card for students scheduled in their classes; BMI Letter; iStudent > Print Schedule for Next Year; Teacher Schedule Report Page Break; Access to Teacher/Staff restricted to schools assigned; Student's Age; PDP Certificate Program Date; Staff Data Export Selection Criteria; Vision Screening Letter Page Break; PCL Student Schedule Report; Apple Safari & iHealth; Guardian Email Address; Master Schedule Builder & Linked Courses; Add/Modify Rankbook & Previous Year; Optimal Grade Drop; Student Immunization Report.

iPASS Support the Week of July 11-15 – Due to a Harris Computer Training Event there will be limited support staff on these days. Please submit all 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.

WebEx – July 20 – Enhancements to Scheduling, Withdrawals, and Attendance Letters

Join the Harris Support Team on July 20th at 2:00pm as we walk you through the enhancements scheduled to go out for the start of the new school year. *(Note: The link for the WebEx will be supplied in the next few Wednesday's Wisdom Emails.)*

This release, currently scheduled for the end of July, has 4 main enhancements:

Drop & Restore functions on the Schedule Summary page
- Drop/Restore functionality added on the Schedule Summary screen
- Automatic adjusting of student schedule term records
- Drop/Add report now shows all changes to a student's schedule
- Withdrawn students and Dropped students are easily distinguished on the iTeacher screens
- Class Rosters now show withdrawn and dropped students

- Withdraw Changes: Automate dropping of classes upon withdrawal from school / new checkbox options
- Changes to Enrollment filter on student search screens

New Grade Transfer and Schedule Transfer Screen

Withdrawn student now appear in red font and are easier to search

Automated Attendance Letter Report & Student Letter History Screen

Frequently Asked Questions

Q. **Why won't the student stay set to Report to DOE = Yes on the student's MA DOE screen?**

A. **iPASS is now validating the SASID number format.** The Sync version of iPASS, designed for SIF data transmission, will NO LONGER allow a student to be set to Report to DOE = Yes if there is NO SASID number entered or if the SASID number format is incorrect. The SASID number must begin with the number 1 (one) and be 10 characters long. Note that extra spaces before or after the SASID number are considered a character. *Click here for more information*.

Reminders

July – Monthly User Group Meeting WebEx – There will be <u>no</u> monthly User Group WebEx meeting the send week in July. Please feel free to review previous User Group WebEx recordings in iPASS Help > User Group Meetings folder. Also, see option for personalized End of Year Procedure WebEx below in the Reminder section.