



## Welcome to Wednesday's Wisdom

*Your weekly dose of support!*

August 3, 2016

### IN THIS ISSUE

[Support Announcements](#)  
[iPass Tips & Tricks](#)  
[iPass Releases & Updates](#)  
[iPass Webex Events](#)  
[Upcoming Events & Workshops](#)  
[Professional Services](#)

### iPASS SUPPORT IS WITH YOU!

This week and every week, we want you to know that iPass Support is with you, every step of the way! Whether you share with us your own [iPass Tips & Tricks](#), or the [biggest hurdles you faced](#) during the Massachusetts State Reporting Process, your insights help us to improve iPass and everyone's user-experience. Send us something really handy, and your contribution could even be shared in a weekly Wednesday Wisdom!

### SUPPORT ANNOUNCEMENTS

#### August User's Group Meeting Webex

The August 10 User's Group Meeting Webex will be a "Review and debrief of the 2015-2016 Massachusetts state reporting process. How did we do this year and how can we improve for 2016-2017?" See the [iPass Webex Events](#) section below for more details.

### iPASS TIPS & TRICKS

#### Having trouble opening your reports in Excel format?

A recent update to Microsoft Office includes a security setting – to protect you from vulnerabilities – that may need to be adjusted in order to view your Excel file. (This update: <https://technet.microsoft.com/en-us/library/security/ms16-jul.aspx>)

While in Excel, go to File > Options > Trust Center > Trust Center Settings > Protected View. Then, uncheck the "Enable Protected View for files originating from the Internet." That will resolve the issue and allow you to open your reports in Excel format.

Additional references to a resolution can be found at <https://support.microsoft.com/en-us/kb/922850>.

*Thank you, Jan Clark at Keefe Tech, for helping us to resolve this support issue for you!*

#### We'd like to hear from you!

Send us your own Tips & Tricks to share with your fellow iPass users. Email them to Melissa Sweeny, at

[msweeny@harriscomputer.com](mailto:msweeny@harriscomputer.com).

## iPASS RELEASES & UPDATES

A patch release went out July 27 with updates to SIF reporting of SCS Student Section Marks and SSCR staff victims. [Click here for more details.](#)

## iPASS WEBEX EVENTS

### August User's Group Meeting Webex

The August 10 User's Group Meeting Webex will be a "**Review and debrief of the 2015-2016 Massachusetts state reporting process. How did we do this year and how can we improve for 2016-2017?**" We've worked side-by-side with nearly all of you, so we know firsthand the challenges of submitting SIMS, SCS, EPIMS and SSCR, especially via SIF. While it is fresh in your mind, please join us and let us know the biggest hurdles you've encountered in the process and give us input on how to improve the process for the next school year. We would like to know how iPass Support can most effectively help you. This will allow us to provide you with training, documentation, and support options.

Please join us at 1:00 p.m. on August 10. [Click here for User's Group Webex link](#). Meeting Number: 638 099 385. Meeting Password: harris. Audio conference information: 218-486-2881, pass code 832927.

## UPCOMING EVENTS & WORKSHOPS

### Join Harris School Solutions for an iPass Elementary Scheduling Workshop on August 25th

This workshop is pertinent to the person(s) responsible for creating and maintaining the master schedule and students schedules at the elementary level. The Elementary Scheduling Workshop will cover:

- Homeroom assignments
- Mass loading student schedules
- Setting up the Walk-in Scheduler
- Using the Walk-in Scheduler
- **NEW Add/Drop features**
- **NEW Withdrawn students features**
- Editing Teachers in the course catalog
- Adding Courses to the course catalog
- Removing Courses from the course catalog
- Adding/Removing sections from a course
- Moving students from one course to another
- Printing student and teacher schedules

\*\* Attendees must bring a laptop with wireless access; there are no computers available on site. \*\*

**When:** August 25, 2016, 9am to 3pm  
**Where:** Westford Public Schools Administrative Offices  
23 Depot Street, Westford MA. 01886  
Conference Room B

[Click to here to register](#)

**Questions?** Please contact Sharon O'Connor: [sjoconnor@harriscomputer.com](mailto:sjoconnor@harriscomputer.com)

## PROFESSIONAL SERVICES

### Is Your School District Using iPass To Its Fullest Potential?

Recent business reviews have revealed that most districts only use about 30% of the available features and functionality of iPass. Please contact Sharon O'Connor, Professional Services & Training Manager, at [sjoconnor@harriscomputer.com](mailto:sjoconnor@harriscomputer.com) to schedule a complimentary business review at your district. We will meet with your district's administrative team to discuss past practices, future implementations, and training options, and to look at ways to maximize your SIS investment.

### iPass End-of-Year Procedures – 2016

Do you need assistance with iPass end-of-year procedures? Or someone just to guide you through the process? If so, please contact Sharon O'Connor, Professional Services & Training Manager, at [sjoconnor@harriscomputer.com](mailto:sjoconnor@harriscomputer.com) to schedule a personalized WebEx session for your district. Cost per individual session is billed at \$200 per hour.



Please forward this email to other iPASS users in your district that would benefit from the information shared. Let us know if there is someone who should be added to the weekly email list.



STUDENT INFORMATION | FINANCIAL MANAGEMENT | SCHOOL NUTRITION | SPECIALIZED STUDENT SOLUTIONS

[www.harrisschoolsolutions.com](http://www.harrisschoolsolutions.com) | CONNECT WITH US!      

Harris School Solutions  
1008 Progress Ct.  
Bethel Park, PA 15102  
1.866.450.6696

You received this email because we believe you have an interest in our products and services. If you would like, you can [manage your subscription preferences](#).