



# iPASS

## Welcome to Wednesday's Wisdom *Your weekly dose of support!*

December 7, 2016

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### SUPPORT AVAILABILITY THIS WEEK

Due to the Harris Staff Summit this Thursday and Friday, the Support Team will have reduced staff. Your understanding and patience regarding call return time is appreciated.

### SUPPORT ANNOUNCEMENTS

#### **iPass Support on December 8 and 9**

Due to the Harris School Solutions Staff Summit 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 phone at 866-450-6696 or email them at [support@harriscomputer.com](mailto:support@harriscomputer.com).

[Click here for more information.](#)

#### **Upcoming December User's Group Meeting**

The December 14 online User's Group Meeting will be on the topic of "Massachusetts School Safety and Discipline Report (SSDR)". Laura Patton will review the new SIF fields and provide tips and recommendations for submitting the SSDR via SIF. Refer to the Upcoming Events & Workshops section below for the new GoToMeeting link.

#### **State Reporting Update**

With the exception of a few districts just finishing up, the rest successfully submitted by last week's deadline for SCS and EPIMS. We are excited to report that ALL SIF districts completed their transmission via SIF this year. We again extend our gratitude for all your hard work. State reporting is challenging for all involved.

## iPASS RELEASES & UPDATES

### Upcoming Patch Release Delayed

Due to the SCS and EPIMS state reporting due date last week, the patch release planned for the end of last week was postponed. We will keep you updated on the new release date.

## UPCOMING EVENTS & WORKSHOPS

### Upcoming December User's Group Meeting

The December 14 online User's Group Meeting will be on the topic of "Massachusetts School Safety and Discipline Report (SSDR)". Laura Patton will review the new SIF fields and provide tips and recommendations for submitting the SSDR via SIF. Please join us at 1:00p.m. on December 14.

**NEW MEETING INFORMATION:** [Click here for meeting link and information.](#)

## PROFESSIONAL SERVICES

### Does your school district have a need for professional development in iPass?

Do you have new initiatives that may require the purchase of a third-party software product? Meet with a Harris Professional Services expert and see how iPass can meet your needs. Harris offers several third-party products that are designed to integrate with iPass, including EZSchoolEnroll and School Rush!. Email Sharon O'Connor at [sjoconnor@harriscomputer.com](mailto:sjoconnor@harriscomputer.com) to schedule an appointment for a complimentary business review.



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.

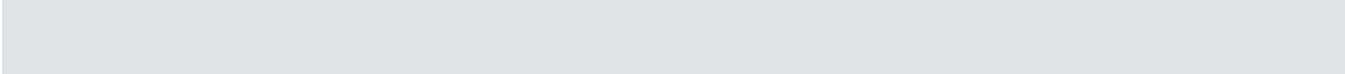


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