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School Solutions

*i*PASS

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

August 16, 2017

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iPass Who's Who

Please let us know who your key iPass support contacts will be this year so that we can provide them with important information in a timely manner.

Support Announcements

Review eSupport Tickets

As we wind down one school year and start the next, the Support team is asking for your help to evaluate your site's current support needs and priorities. Please review your open tickets. In particular, we ask that you check older tickets and close any that are resolved or no longer an issue. Please update your open tickets with the current status of your issue and the priority level. Be sure to indicate any time sensitive issues and associated timeframe needed. This will help the Support team prioritize your support needs.

Lead iPass Support Contacts in Your District

At the start of each new school year we ask districts to supply us with their lead iPass support contacts. We have created a template for you to use. Submit an eSupport ticket and attach the spreadsheet. This template can be found in iPass Help > Districts New to iPass > Lead iPass Support Contacts in Your District – Template. Be sure to let us know if this staff member should have the privilege to submit eSupport tickets. Also, let us know if any iPass support staff have left your district.

iPass Tips & Tricks

Assign Teacher Access

The *Users Assigned Access to Gradebook/Rankbook Query* is available in iPass Help. It will give you a list of users that have been assigned access to another teacher's Gradebook/Rankbook. This report will list the User's Name, which Gradebook options they have access to (View Only, Edit Assignments, Edit Weights, Submit Grades), and the Teacher Name they have access to. This is a great tool to review current access settings so that you can update for the new school year. This Query is available in iPass Help > My Queries > Query Files for Download > Users Assigned Access to Gradebook/Rankbook Query.

Helpful Hint! Don't forget that staff that needs access to teachers for Attendance, Competency, Schedules, Grades, or Gradebook/Rankbook will need new staff added to their Assign Teacher Access settings.

Preparing for the New School Year

- IMPORTANT: Create new batch data reports for the new school year. Batch Processing Reports are school-year specific. After you rollover your database you need to delete existing batch reports and create new ones for the new academic school year. This includes ConnectEd exports, Advanced Export Reports, Attendance Reports, etc., that have been set up to run as Recurring Scheduled Reports.
- Run GPA Calculation for the new school year. After you rollover your database and have enrolled your student for next year, it is recommended that you run GPA Calculation for your Grade 10, Grade 11, and Grade 12 students for that new school year. This will copy the Career GPA over into the new school year.
- Enter SASIDs for new students and then update Report to DOE = Yes. iPass defaults all new students entered into iPass to Report to DOE = No so that they will not be transmitted to the DESE through SIF without a SASID. All students must be manually

updated to Report to DOE = Yes after the SASID has been entered. **Click here for full details**

Upcoming Events & Workshops

August User Group Meeting – August 23

A reminder that we have moved the User Group meeting this month to Wednesday, August 23, at 1:00 p.m. We will review and debrief the EOY state reporting process, review recent patch releases, and answer questions about starting the new school year. Please feel free to send your questions in advance to msweeny@harriscomputer.com.

NEW Meeting Link: Click here for the User Group Webex link. Meeting number (access code): 638 453 509; Meeting password: harris. Join by phone: 1-650-429-3300 (toll-free).

Professional Services

Does your school district need 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 Edsby, EZSchoolEnroll, and School Rush!.

Click here to schedule an appointment for a complimentary business review.

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1-866-450-6696