HARRIS
School Solutions

*i*PASS

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

December 6, 2017

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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 – December 7 and 8

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. Click here for more information

BIG Savings on Comprehensive Trainings!

For a **limited time**, you and your team can get a **full package of in-depth training sessions** at a heavily discounted rate!

Still trying to get budget approval for 7-in-7 New User Training bundle?

Let us know if you're interested but can't start until the new year; we can provide you with a recording of the earlier sessions.

[Click here to view all offerings.](#)

DESE Security Portal Update

The DESE has plans to take down the Security Portal the weekend of December 15 to do maintenance that includes changing networks and IP addresses. We will be monitoring this and will inform our iPass sites of any required changes.

iPass Releases & Updates

Recent Patch Release

A patch release went out on November 30 (V 7.0.20171130_sync) with an update for SIF EPIMS StaffAssignment sending SR38 Beginner Educator Identifier and for Gradebook/Rankbook Email Class.

Upcoming Events & Workshops

December User Group Meeting – Updated Topic

The Support Team holds an online User Group Meeting the 2nd Wednesday of every month. We use these meetings to discuss timely topics, provide guidance, review updates, and answer questions.

The next meeting is scheduled for **December 13 at 1:00 p.m.** Due to a scheduling conflict for Laura Patton, we are postposing the topic of 2018-2019 Scheduling until next month. **Next week we will have a Q/A session**. Please feel free to send topics and questions in advance to msweeny@harriscomputer.com.

Meeting Link: Click here for the [User Group Meeting Webex link](#). Meeting Number is 635 513 566, Meeting Password is Harris. Audio Connections is 1-866-469-3239 Call-in toll-free number (US/Canada).

EZSchoolEnroll

Eliminate the paperwork and tedious data entry!

EZSchoolEnroll's online registration for incoming students allows parents to easily complete your school's registration forms. Plus, parents can securely update information, add or remove emergency contacts, and upload documents for proof of residency, birth certificates, and health records. You also can collect Language Surveys, athletic or club choices, and much more!

Click here to learn more from Sharon O'Connor!

School Rush!

Finally, an effective parental engagement tool that's easy to use!

SchoolRush! is the Facebook-style app that increases parent engagement with your school by making the process simple, convenient, and even fun! Teachers share information, pictures, and more from the classroom level directly to parents through the free, secure app. This lets parents stay up-to-date and engaged right from their smartphones. Plus, administrators can use the system to send emergency alerts and general messages by voice, text, email, or app.

Click here to learn more from Sharon O'Connor!

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1-866-450-6696