HARRIS School Solutions

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Welcome to Wednesday's Wisdom

Your weekly dose of support!

April 18, 2018

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School Vacation Week Projects

Many schools are on vacation this week. It's a great time to catch up on projects. Let us know if iPass Support can assist.

Support Announcements

Spring Cleaning

Support Tickets

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.

My Reports

In order to free up disk space we recommend that you instruct your iPass users to periodically review their reports in My Data > My Reports and delete any that they are done with and have no need to keep. Have users check off "Save" for any reports they want to keep for reference in iPass. Please note that it is advised that all reports your district wants to keep for reference or record keeping be saved to the local hard drive.

April User Group Meeting Recording Available

For those of you who missed last week's online User Group Meeting, we have posted the webex recording in iPass Help > User Group Meetings > Webex – April 2018 User Group Meeting – SSDR: Current Year & Future Plans.

During this meeting we reviewed SIF transmission of the disciple incidents and consequences for the Massachusetts School Safety and Discipline Report (SSDR). Laura Patton reviewed current methods for data entry and reporting and shared the changes we are considering to the Discipline DOE data entry screen for the next school year.

Upcoming Events & Workshops

Upcoming Events

We are planning additional workshops for End of Year, MA & PA State Reporting, and Elementary Scheduling. Click here for more information

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