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School Solutions

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*i*PASS

Welcome to Wednesday's Wisdom

Your weekly dose of support!

August 15, 2018

In This Issue

Support Announcements
iPass Tips & Tricks
Upcoming Events & Workshops
Support Services

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

August User Group Meeting Recording Available
Featured Topic: School Year Transition

For those of you that missed last week's online User Group Meeting, we have posted the webex recording in iPass Help > User Group Meeting > Webex – Tips for Smooth Transition to 2018-2019 School Year (August 8, 2018 User Group Meeting).

During the meeting Laura Patton shared iPass News & Updates and reviewed important steps to complete prior starting the new school year.

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 would 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.

Reminder: Identify Lead iPass Support Contacts in Your District

At the start of each new school year we would like you to identify the key iPass support contacts in your district. We want to make sure all of these contacts are on our weekly Wednesday Wisdom email distribution list so that they receive important news and information about iPass.

Please submit an eSupport ticket and attach a spreadsheet or document with the up-to-date contact information. We have provided a template in iPass Help > Districts New to iPass. Let us know if you have new staff members that should have the privilege to submit eSupport tickets.
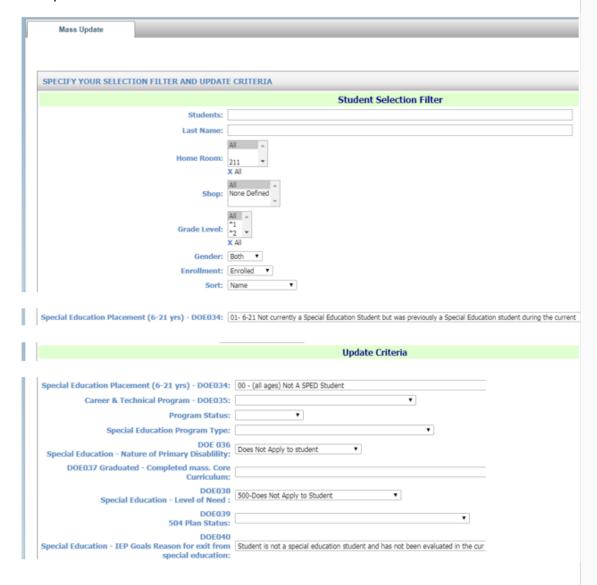
iPass Tips & Tricks

Resetting Special Education and 504 Codes for New Year

Students that ended the school year coded as "no longer on an Special Education Plan" or "no longer on a 504 Plan" should be reset to the appropriate "not applicable" code for the start of the new school year.

Consider using the DOE ID Manager > Mass Update to find all of the students with these "no longer" year-end codes and update them to the appropriate "not applicable" code.

Note: The update will be applied to all students with the code. There is no student picker to select which students to include or NOT include in the update.

Example:

Assign Teacher Access

The *Users Assigned Access to Gradebook/Rankbook Query,* available in iPass Help, 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 members that need access to select teachers for Attendance, Competency, Schedules, Grades, or Gradebook/Rankbook will need new teachers added to their Assign Teacher Access settings.

Upcoming Events & Workshops

Stay Tuned for 2018-2019 Offerings

Our new workshop format consisting of online group webinar training and one-on-one personalized coaching sessions has been a great success and will be continued in the upcoming school year.

Keep an eye out for upcoming announcements of our offerings for the new school year!

If you have a workshop topic you'd like to see us offer this year, please send email to lpatton@harriscomputer.com to let us know.

iPass Support Services

Personalized Coaching Sessions Available

The Support Team is available for personalized one-on-one "coaching" beyond the scope of typical support ticket resolution.

During a Personalized Coaching Session a Support Team member will work one-on-one with the user to help with iPass setup and walk a user through the required steps to reach the desired outcome. Coaching sessions are recommended when a district is looking to implement a new iPass feature, when a user wants someone to walk them through a process, or when a user wants help reviewing and clearing state reporting errors.

Coaching Options:

Personalized Coaching Session
- User defined topic/need
- Fee: $185/hour, typically booked in 1-2 hour blocks
- For more information email lpatton@harriscomputer.com

Workshop *Plus* Personalized Coaching

Several times a year the Support Team offers Workshops that include one-on-one coaching sessions. These bundles offer special pricing and offer the greatest benefit to the district.

Special Introductory Offer through the end of August 2018:

We have had such positive feedback about our new workshop format with coaching hours that we want to offer this opportunity to those that may not have signed up to participate in the live workshop webinar.

- **EOY Procedures Workshop Recording + Coaching Hours for $250**

    Receive a link to the End of Year Procedures Workshop webinar recording. This link can be shared with other staff in the district. This workshop covers preparing for the next school year (Phase I), ending the current school year (Phase II), and starting the new school year (Phase III).

    Receive 2 Hours Total of Personalized Coaching – Book in 1-Hour blocks. Hour 1 will cover Phase I & II and Hour 2 will cover Phase III.

For more information email lpatton@harriscomputer.com.

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