# December User Group Meeting – December 12, 2018

## News & Updates
- October State Reporting – SIF Transmission went very well for all districts
- Prepare for March SIMS
  - If Certified for October SIMS/SCS/EPIMS: You can change the DOE ID Manager > DOE Parameters > Last Transmission Date = 03/01/2019 for all schools
- SSDR – January/mid-year is a good time to review & clear SIF SSDR errors

## Featured Topic: Preview of Harris Education Solutions iPass Support Hub

Harris Education Solutions has selected TeamSupport as the new support ticket system to replace the older Clientele application. TeamSupport provides users with a customer hub for support tickets, knowledge base articles, and a forum for communication and collaboration.

**iPass Support Hub:** We will be using the new Community forum to share important announcements & Updates, support user collaboration, and to gather input from our users.

### Login to iPass Support Hub
- URL will be provided
- User ID / Password
- Forgot Password – Will send you a Reset Password email
- Link will be added to iPass > My Data

### iPass Support Hub Dashboard

**Tickets**
- All existing Open and Closed Tickets from the previous system will be imported and labeled "Clientele #" to reference the previous ticket number
- Search Open/Closed tickets for user and organization (if allowed)
- Status will change to "Customer Responded" when user adds to the ticket
- To add attachment(s) – Click on New Comment
- Ability to Sort By column headers
- User can Close Ticket

**Submit a Ticket**
- **Title (Subject)** – Enter a title/subject with key words to identify and summarize the specific issue. If applicable identify high priority or time sensitivity
- **Ticket Type** – Defaults to Support; Option for Community – Wait for further instructions on when to use this
- **Produc**t – Required to select – iPass and if applicable to your district, iPass add-ons such as EZSchoolEnroll or School Rush
- **Severity** – Select to indicate priority of the issue
- **Description** – Provide as many details as possible without compromising student confidentiality. Option to add a recording of a screen capture to demonstrate the issue
- **Drop files/click to upload** – Attached screen shots, files, etc.
- **Submit Ticket**

**Search**
- Use Dashboard Search field or the Search at the top in the menu bar to search all Ticket Titles (Open and Closed) and Knowledge Base
- Within Tickets you can search in just the visible tickets

**Community** Forum
- iPass Support will be developing this section to provide a forum to share important information and announcements, provide an opportunity for users to engage with one another, and provide a space to request and rank potential iPass enhancements.
- Similar to Google Group of iPass Users
- Important for users to log in and check for new announcements from iPass Support
- iPass Support will create Subcategory Topics – Users can post questions and replies in these sections
- Note that Reply is to ALL

**Knowledge Base**
- Will be developed over time to replace iPass Help
- Password Protected

**Other Information Dashboard Options**
- Popular Articles (default list shown)
- Recent Articles – Most recent item posted in the Knowledge Base will appear at the top of the list (Watch for Announcements of known issues)
- Recent Tickets
- My Products – iPass for all; EZ School Enroll and School Rush will be assigned to sites where applicable

**User Name**
- Upper right corner
- Profile (can update)
- Sign Out

**Upcoming Changes**

**As of December 31, 2018:**
- Harris eSupport user accounts will be deactivated
- iPass Support will no longer be using Harris eSupport login accounts or the Harris Call Center (866# and support@harriscomputer.com email address)
- Email sent to support@harriscomputer.com – The Harris Call Center will provide response that directs you to the new Harris Education Solutions iPass Support Hub
- Calls made to the 866# will be referred to the new Education Solutions Support Hub and/or iPass Support Hub information. During the transition period, the Harris Call Center will notify iPass Support (Laura/Melissa) of urgent issues
- In the event you must call iPass Support to report an urgent issue, use the 508-626-8682 phone number. ** **iPass Support requests that the user create a support ticket for your issue prior to calling. ** **

**As of January 2, 2019:**
- Users will log into the new Harris Education Solutions iPass Support Hub to submit new tickets and update existing tickets.
- Option to create/update tickets via email (iPass support specific email address to be provided to users)

**Information to be Provided to Users Prior to January 2, 2019**
- iPass Support will send an email to all users with the link for the new iPass Support Hub, the new iPass Support email address and documentation
- Information/documentation will be posted in iPass Help, iPass Users Support Google Group and the new iPass Support Hub Knowledgebase

**Logging into iPass Support Hub for the first time**
- Accounts will be set up and Forgot Password will be used to reset your password prior to your initial login