



## Support Hub Guide

The iPass Support Hub is a self-service tool that allows us to provide you with exceptional customer support. On the iPass Support Hub, you will be able to:

- Open new tickets
- View your open/closed tickets
- View open/closed tickets for your organization
- Post Screen Recordings and Video Recordings to tickets
- View Knowledge Base Articles
- Engage in a forum called Community
- View your Product information

Here are some basic guidelines for using the iPass Support Hub:

### Sign in to the iPass Support Hub

Browse to the login page: <https://ipass.na2.teamsupport.com/login/user>

A shortcut to the iPass Support Hub is also available **iPass > My Data > iPass-Support-Tickets**. This will take you to the Support Hub login screen. If you're already logged in, it will take you to the Support Hub Dashboard landing page. This shortcut is being pushed out to all users with **User Type = Ticket User**.

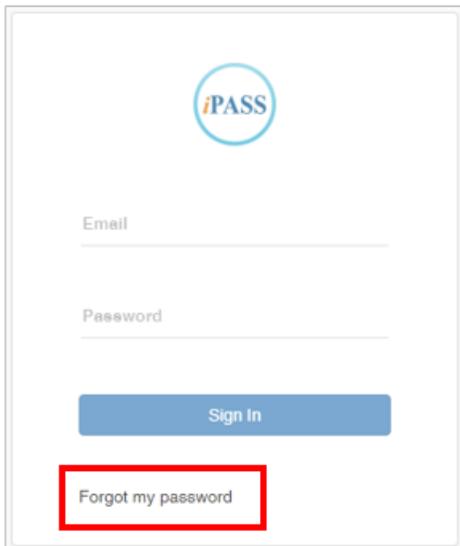
**\*\* IMPORTANT NOTE \*\*** You will need to make sure the iPass Administrator has set you to have the additional **User Type of Ticket User** to see this menu option link.



## iPass Ticket Users

Type in your Email Address and Password, then click 'Sign in'. You will be taken to the iPass Support Hub landing page Dashboard.

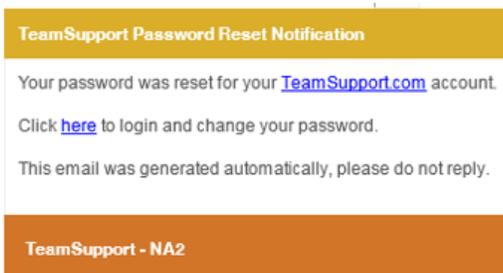
**\*\* IMPORTANT NOTE \*\*** Existing iPass Support Ticket Users – The first time that you log into the new iPass Support Hub you will use the Password Reset feature to reset your password.



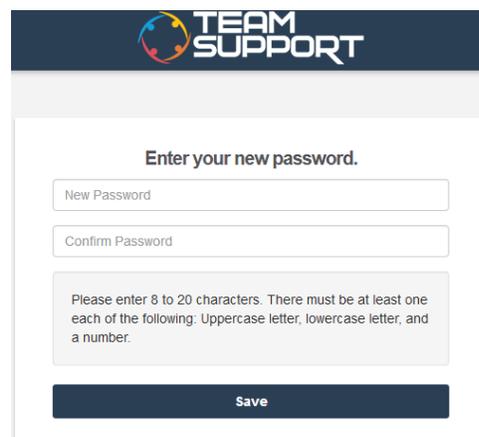
The image shows the iPass login interface. At the top center is the iPASS logo, which consists of the word "iPASS" in a blue circle. Below the logo are two input fields: "Email" and "Password". Underneath these fields is a blue "Sign In" button. At the bottom left of the form, there is a red-bordered box containing the text "Forgot my password".

## Password Reset

Enter your email address, then the click 'Forgot my password' link. You will receive an email letting you know that your password was reset and provide you a link to change your password.



The image shows a screenshot of an email notification. The header is a yellow bar with the text "TeamSupport Password Reset Notification". The main body of the email contains the following text: "Your password was reset for your [TeamSupport.com](https://TeamSupport.com) account. Click [here](#) to login and change your password. This email was generated automatically, please do not reply." The footer is an orange bar with the text "TeamSupport - NA2".

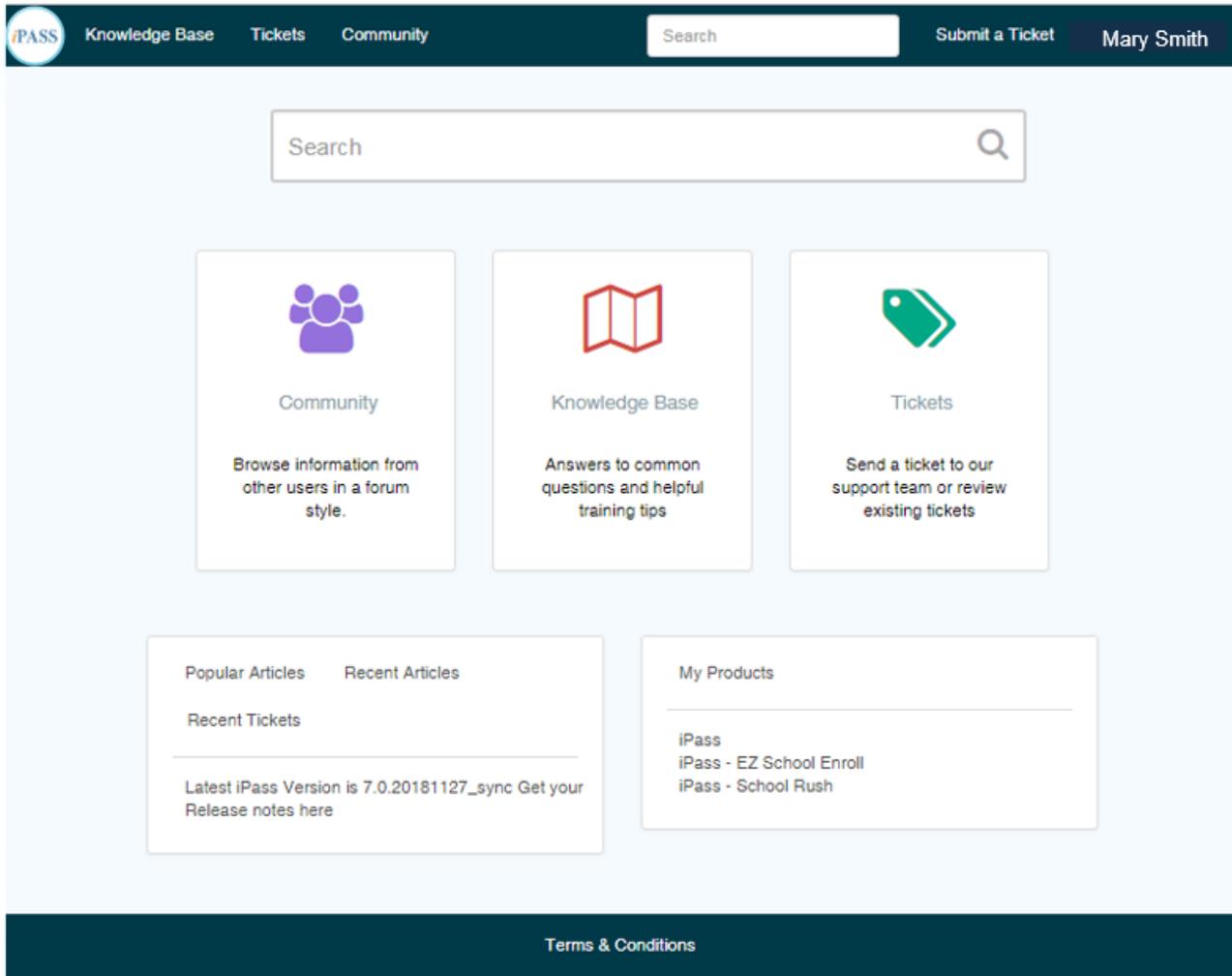


The image shows the TeamSupport password reset form. At the top is the "TEAM SUPPORT" logo. Below the logo is the heading "Enter your new password." There are two input fields: "New Password" and "Confirm Password". Below these fields is a text box containing the password requirements: "Please enter 8 to 20 characters. There must be at least one each of the following: Uppercase letter, lowercase letter, and a number." At the bottom of the form is a dark blue "Save" button.

# Using the Support Hub

## Landing Page – iPass Support Hub Dashboard

Once you're signed into the Hub you will be taken to the landing page Dashboard which includes the iPass Support Hub options as well as recent and popular activity.



## Personal Options

Click on your name in the upper right hand corner of the screen. From here you may view your profile, or Sign Out. Under Profile you can update your Name, Title, Email Address, LinkedIn profile URL, and change your Password.

Dashboard / My Profile

First name	Last Name
Mary	Smith

Job Title

Data Specialist

Email/Login

msmith@ipass.com

LinkedIn

http://

Change Password

Cancel Save

## Search

If you know the ticket number for a ticket, or you want to search your tickets for a specific word or phrase you can enter that into a Search Box and click 'Search'. Depending on which page you are on, you may see more than one Search Box.

Additionally the Search will also return results for Knowledge base articles that match your key word.

Search

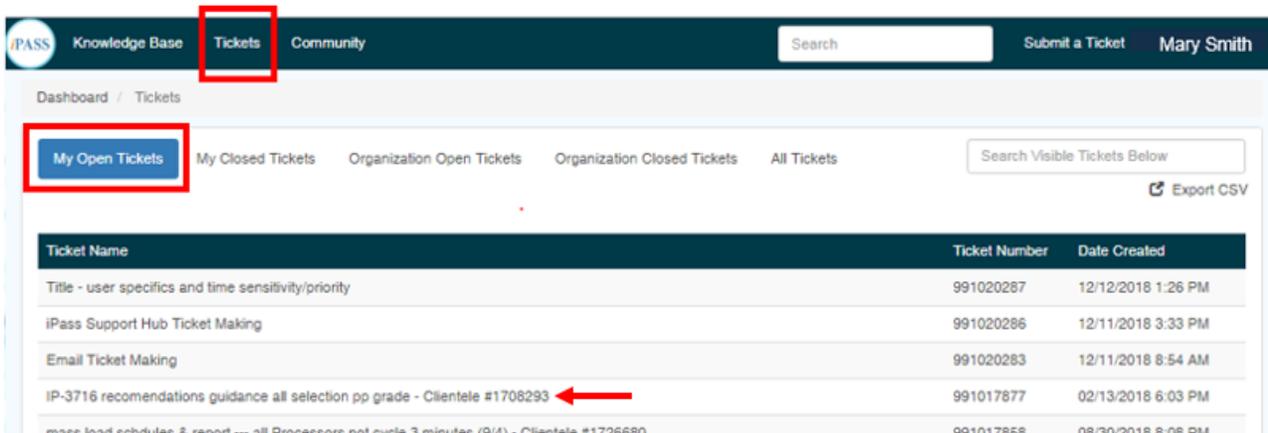
Search

## Working with Tickets

Please note that you can create a ticket by sending an email to: [ipasssupport@harriscomputer.com](mailto:ipasssupport@harriscomputer.com)

From the Dashboard Tickets section you can view your Open and Closed Tickets. If you have Manager Permissions you can also view tickets for your Organization. You can sort on any of the columns, and you can export your list to a CSV file to view in Excel.

**NOTE:** Tickets imported from the previous iPass Support ticket system will include 'Clientele' and the previous ticket number '#' in the Ticket Name.



To submit a ticket, select 'Submit a Ticket' from the upper right hand corner.



- The **Title (Subject)** field should contain key words and relevant information briefly describing the issue or request. If applicable identify high priority or time sensitivity.
- The **Ticket Type** will default to 'Support'. Use this for all iPass support tickets.  
**NOTE:** The Community option will be used when posting to the Community Forum – More information to be provided on this at a later time
- The **Product** must be selected. iPass will be available for all users. iPass add-on products such as EZSchoolEnroll or School Rush will be listed if the school district uses the application with iPass.
- The **Severity** can be selected by the user to indicate a high priority or time sensitive issue. Refer to the end of this Guide for recommendations on selecting the Severity level. By default please select Severity 2 – Normal.
- The **Description** should contain detailed pertinent information describing the nature of the request that will enable our Support staff to quickly evaluate your request and replicate the issue.
- **Screen Recording:** You may add a screen recording to your ticket by clicking the circle "Record" button. This will allow you to record your screen, as well as to optionally narrate with your voice, to show exactly what questions or issues you may have. The recording will be embedded directly in

the ticket and has a maximum of 5 minutes. The first time you use screen recording, you will be prompted to install a browser extension.

- **Video Recording:** You may also include a video recording to your ticket by clicking the video camera shaped button. This will activate the webcam on your computer and allows you to show a physical product that you need support with. There is a mute button as well if you choose not to narrate with your voice. The first time you use video recording you will be prompted to install a browser extension.
- **Attachments:** To add attachments just click on 'Drop files here or click to upload' button and navigate to the required file and upload it into the ticket. The maximum file attachment size is 25MB per file. You may drag and drop to this space as well, and attach multiple files.
- The Title (Subject) and Product fields are required fields and must be filled in.

**Best Practice:** Please refer to the recommendations at the end of this Guide on what details to include in the ticket and how to select the Severity level.

Example ticket:

**Title (Subject)**  
iPass High School Report Card not printing Q2 Teacher Comments - Need to print tomorrow

**Ticket Type**  
Support

**Product**  
iPass

**Severity**  
2

**Description**

- The report cards are not printing the Q2 comments entered for the students. We are printing/publishing report cards tomorrow and need help to fix this promptly.  
Details: School = iPass High School; Form = 2016 High School Report Card; Example Student ID# 2356; Course = 256-01 English 10; Teacher = Mr. Brown.  
See attached example.

Drop files here or click to upload  
Images can be pasted into the description as well

Example Report Card.pdf

Submit Ticket

Once you have completed filling out the ticket fields, click 'Submit Ticket' the ticket will be entered into the system. Your new ticket will display on your screen showing the Ticket Details on the left side and the description on the right hand side. You will also receive a confirmation email regarding your ticket submission. The email subject will be the Ticket Name and Number, and the body will contain the body of the ticket.

The screenshot shows the iPASS web interface. At the top, there is a navigation bar with 'iPASS', 'Knowledge Base', 'Tickets', and 'Community'. A search bar and 'Submit a Ticket' button are also present. The user 'Mary Smith' is logged in. The main content area shows a ticket for '991020288'. On the left, a sidebar lists ticket details: Name, Number (991020288), Type (Support), Status (New), Product (iPass), Version (-), Severity (2), Assigned To (-), Contacts (Test Site User), Created (12/18/2018 08:31:26 AM), and Last Updated (12/18/2018 08:31:26 AM). On the right, a comment box shows a message from Mary Smith at 12/18/2018 08:31 AM. The comment text reads: 'The report cards are not printing the Q2 comments entered for the students. We are printing/publishing report cards tomorrow and need help to fix this promptly. Details: School = iPass High School; Form = 2016 High School Report Card; Example Student ID# 2356; Course = 256-01 English 10; Teacher = Mr. Brown. See attached example.' Below the text is a link to 'Example Report Card.pdf'.

**Example Email Confirmation:**

From: <291dc1a0-c84a-4aeb-80ae-4c149bda7743@na2.teamsupport.com>  
 Date: Tue, Dec 18, 2018 at 8:33 AM  
 Subject: Ticket [991020288] was created for you. - iPass High School Report Card not printing Q2 Teacher Comments - Need to print tomorrow  
 To: Test Site User <[redacted]@gmail.com>

--- Please reply above this line ---

**New Ticket Confirmation**

Thank you for contacting the Harris School Solutions - Sandbox support department. Your request has been assigned the ticket number 991020288.

A member of our team will review your submission as soon as possible.

If you would like to add additional information to this ticket, simply reply to this email. To ensure proper delivery, the ticket number in brackets must be present in the subject line.

Thank You,

The Harris School Solutions - Sandbox Support Team!

**Harris School Solutions - Sandbox**

## Updating a Ticket

Once your ticket has been reviewed and updated by a member of our Support Team, you will receive an email notification. You can update the ticket by replying directly to the email, this will update the ticket without needing to sign into the Hub. Be sure your update is above the '--- Please reply above this line ---' text and the subject of the email is not altered. The ticket [number] in the subject is used to associate your update with the correct ticket.

Example Email of a Support Staff Ticket Update:

From: <[291dc1a0-c84a-4aeb-80ae-4c149bda7743@na2.teamsupport.com](mailto:291dc1a0-c84a-4aeb-80ae-4c149bda7743@na2.teamsupport.com)>  
Date: Tue, Dec 18, 2018 at 9:28 AM  
Subject: Ticket [991020288] was updated. - iPass High School Report Card not printing Q2 Teacher Comments - Need to print tomorrow  
To: Test Site User <[@gmail.com](mailto:@gmail.com)>

--- Please reply above this line ---

[Ticket 991020288 - iPass High School Report Card not printing Q2 Teacher Comments - Need to print tomorrow](#)

The following ticket was updated. You can view these changes by clicking on the ticket link which will direct you to our portal.

The current status of the ticket is: Under Review

**Comment**

We will take a look at this issue now.

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- Melissa Sweeny 12/18/2018 8:26 AM

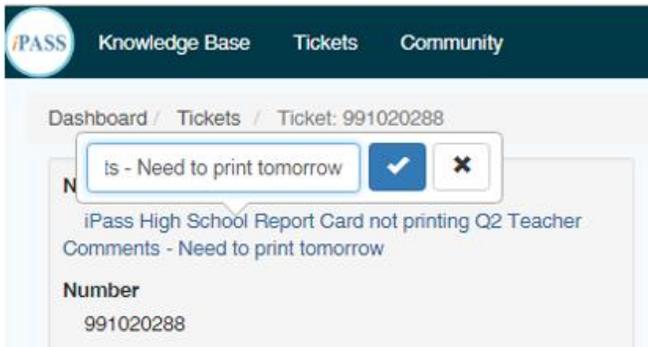
**Description**

The report cards are not printing the Q2 comments entered for the students. We are printing/publishing report cards tomorrow and need help to fix this promptly. Details: School = iPass High School; Form = 2016 High School Report Card; Example Student ID# 2356; Course = 256-01 English 10; Teacher = Mr. Brown. See attached example.

To add a new comment to your ticket from the iPass Support Hub, from the ticket detail window, click 'New Comment' to display the description box.

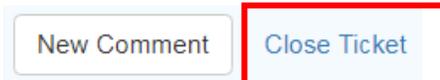


While the ticket is open, you may click on the ticket name to update it.

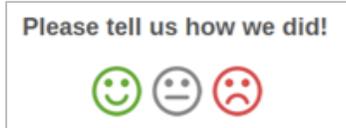


## Closing a Ticket

Once your ticket has been resolved to your satisfaction, you can click the 'Close Ticket' button.



## Satisfaction Survey



If your ticket is closed by a member of our team, either after you've updated it signing off, or due to inactivity, you will receive an email notification. At the bottom of the email, you'll have an opportunity to leave feedback on how you feel your request was handled. Please take a moment and click on one of the face icons - Happy, Neutral, or Unhappy. A new page will load in your web browser where you can leave an optional comment. We encourage and value your feedback.

## Knowledge Base

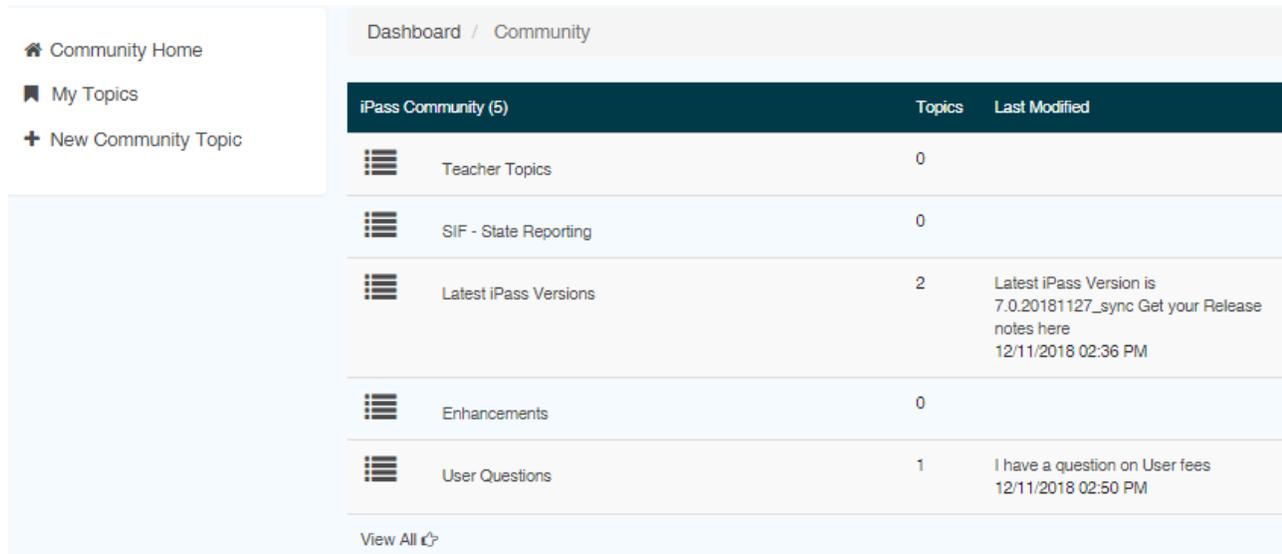
Our Knowledge Base section is meant to provide you with announcements, tips and tricks, new features, usage instructions, and anything else that will be helpful resource to you. The Knowledge Base can be found on the Landing Page or on the top navigation. We encourage you to browse or Knowledge Base to stay informed and up to date on our offerings.



**Community** \*\* We will be sending out more information on using this section at another time. \*\*

The Community section is a forum that will allow you to engage with other customers and also our Support staff. You may “Create a Topic” to ask a question to get help from other customers. You may also browse topics to find answers to your questions. We will post user notes and release notes in this section as well.

Example Community Postings:

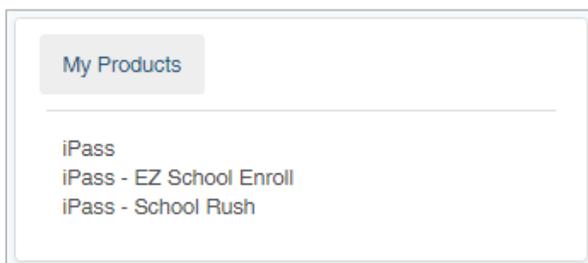


The screenshot shows a web interface for the iPass Community. On the left is a navigation menu with 'Community Home', 'My Topics', and 'New Community Topic'. The main content area is titled 'Dashboard / Community' and features a table of topics. The table has columns for 'Topics' and 'Last Modified'. The topics listed are: Teacher Topics (0), SIF - State Reporting (0), Latest iPass Versions (2, with a note about version 7.0.20181127\_sync), Enhancements (0), and User Questions (1, with a note about user fees).

iPass Community (5)		Topics	Last Modified
	Teacher Topics	0	
	SIF - State Reporting	0	
	Latest iPass Versions	2	Latest iPass Version is 7.0.20181127_sync Get your Release notes here 12/11/2018 02:36 PM
	Enhancements	0	
	User Questions	1	I have a question on User fees 12/11/2018 02:50 PM

## My Products

The My Products section lists all of your iPass related products. In the future we are looking at using this area to record the current version of iPass. The Products tab can be found on the bottom right hand corner of the Landing Page.



The screenshot shows a 'My Products' section with a header and a list of products: iPass, iPass - EZ School Enroll, and iPass - School Rush.

We hope that your experience with the new iPass Support Hub gives you the self-service that you require. Please do not hesitate to reach out to us if you have any questions or issues. We are always available at 508-626-8682.

Thank you for using the iPass Support Hub!

**Recommendations for Submitting Tickets:**

<b>Caller Information</b>	<b>Description</b>
Your Name	Who to contact for follow up - provide contact name, phone, and email address.
School Name	If the problem is occurring at a particular school, provide the full name of the school.
Security Role	If applicable, provide the security role of the User ID that is experiencing the problem (ie. teacher, administrator, secretary).
Operating System	Indicate if the problem is PC or MAC based and the version of the operating system.
Browser Name and Version	Indicate the browser name (ie. Chrome, Firefox, Internet Explorer) and version.
<b>Call Detail</b>	<b>Description</b>
Call Summary	Briefly describe the problem you are having.
Description <i>(Provide as much detail as you can so that we can begin investigating)</i>	What you are experiencing; what was your expected outcome; what is working and what is not; the name of the form (report card, transcript) or the report you are trying to run and the selections/filters/sorts used; what system/tab/screen you are on; is the issue grade specific or school specific; what is the Student ID#, Teacher name, Course ID#, school name, etc.
Steps	Prior to submitting your support ticket make sure that you can relate the exact steps you took up to the point where the problem occurred. This information will be necessary in order to recreate the issue.
Location	If applicable, indicate any location details. Is the issue only happening in one school or at a certain time of day?
Module	If applicable, provide the name of the system folder where the problem is occurring.
Page ID or Menu Path	If applicable, include the menu path (from main menu) or breadcrumb.
Screen shots and Error Messages	If applicable, attach screen shots, screen capture, and provide the full text of the error message.
<b>Severity Levels</b>	<b>Description</b>
<b>Severity 0 - Critical</b>	Site Down (ex. Webspeed error at login, can't reach URL)
	Webspeed error on screen
	Report processors down
	Insufficient disk space or write access denied
	Security vulnerability
<b>Severity 1 - Priority</b>	Inability to take attendance
	Inability to enter data (ie. When I click on ____ it takes me to the home screen)
	Critical report not running
	State report due, not able to complete submission
	Program errors without workarounds
	Incorrect calculation errors impacting a majority of records (ie. GPA/Honor Roll)
	Aborted postings or error message preventing data integration and update
	Performance issues of severe nature impacting critical processes (ie. Scheduling)
	System performance concerns/questions
	System Slow/unresponsive

<b>Severity 2 - Normal</b>	System errors that have workarounds
	Calculation errors impacting a minority of records
	Report calculation issues
	Printing related issues (related to reports and display and not the printer itself)
	Security access/access issues
	Performance issues not impacting critical processes
	SIF data errors
	Email issues
	Camera issues
	Printer issues (related to printer itself, not reports)
	Update issues
<b>Severity 3 - Low</b>	Usability issues
	Browser related issues (ie. printing)
	Report formatting issues
	Training questions, how to, or implementing new processes
	Aesthetic issues
	Issues with workaround for large majority of accounts
	Questions on documentation
	Third party interface/export not sending data
	Update requests
	sFTP set up
	FTP set up
	IP changes
	Photo issues/upload