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Welcome to Wednesday's Wisdom

Your weekly dose of support!

January 2, 2019

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Happy New Year!

Welcome back.

We hope that you had an enjoyable break and are ready for 2019!

Support Announcements

New iPass Support Hub – Now Available

The new iPass Support Hub is now available. **Ticket users** should log in to the new Support Hub to access their current support tickets (open/closed), submit new tickets, and to access the new Knowledge Base and Community forum. Since iPass Support will be using the Support Hub to make announcements and share timely information it is highly recommended that users log in daily.

The **iPass Support Hub** can be found at: <https://ipass.na2.teamsupport.com/login/user>

To sign in:

- Type in your school district **Email Address**.
- For existing iPass support ticket users: The **first time you log in** to the new iPass Support Hub, **use the 'Forgot my password'** feature to reset your password. You will receive an email letting you know that your password was reset and provide you a link to change your password.

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 of 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.

Logging in to the iPass Support Hub should be your standard method to submit new tickets and update existing tickets. In the event you are not able to log in to the Support Hub and need to submit a new support ticket you can send an email with your issue details to ipasssupport@harriscomputer.com and a ticket will be created with the contents of the email.

The **iPass Support Hub Guide** is available in iPass Help > Technical Support FAQ > [iPass Support Hub Guide \(January 2019\)](#) and in the new Knowledge Base. This Guide provides users with all the 'How To' steps to log in to the Hub, access existing tickets, and submit new tickets.

Links to the iPass Support Hub, iPass Support email address, and the iPass Support Hub Guide can be found in iPass Help > News > [** New iPass Support Hub ** Links](#).

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.

January Online User Group Meeting

Date: January 9, 2019

Time: 1:00 p.m. to 2:00 p.m.

1. **News & Updates**
2. **Featured Topic:** Get Ready for Scheduling 2019-2020

Laura Patton will provide an overview to help your district prepare for next year's scheduling and set up for Online Course Recommendations. Please share the link below with all of your scheduling staff so they can participate in this important kick-off session.

Meeting Link: Click here for the [User Group Meeting Webex link](#). Meeting Number is 635 513 566, Meeting Password is Harris. Audio Connections is 1-855-699-3239 Call-in toll-free number (US/Canada).

The Support Team hosts monthly online user group meetings the second Wednesday of every month. Meetings start with important news and updates for all users and include an in-depth review of timely topics

iPass Tips & Tricks

SIF – Preparing for March and EOY Reporting

Now that your Massachusetts October data has been certified you can prepare your site to transmit SIF data for March 1 SIMS and EOY SCS, EPIMS and SSSDR.

Step 1: Set your transmission “As of Date”.

- Set the “Last Transmission Date” to 03/01/2019 for March 1 SIMS. This is set on the DOE ID Manager > DOE Maintenance > MA DOE Parameters screen. DOE Parameters are school specific so this must be done for EACH school. Setting it to March 1 is for the SIMS submission. It will also make sure that SCS and SSSDR data for students enrolled after October 1 is transmitted when sending SIF Objects, helping you prepare for EOY SCS and SSSDR.
- Set the “EPIMS Export As-of Date” to the date for June/EOY reporting. This should be set to the proposed “day BEFORE the last day of school.” This is set on the iStaff Biographical > iStaff Procedures – iStaff Bio > iStaff Configuration screen.

NOTE: When you get closer to the end of the school year and are certain of your actual last day of school, you will want to confirm/update the EPIMS Export As-of Date to be the day BEFORE the actual last day of school. Also, after March SIMS is certified you can update your Last Transmission Date to the day before the last day of school for the June/EOY reporting period.

Step 2: Check the School Calendar and the Academic Year Settings screens at each school to confirm holidays/no school days are entered correctly and the Start Date/End Dates are accurate for your Terms. Adjustments may need to be made if you had any school days cancelled due to weather/snow.

Step 3: Make sure the SIF Events Processor and Response Processor are both sending data. We recommend that you recycle them by shutting each down and starting a new one.

Step 4: The Events and Response Processor Logs from the PREVIOUS reporting period (October) should be deleted. Keep all Logs for the current reporting period until your district is certified so that the transmission data is available for reference if needed.

- Go to SIF Agent > SIF Processors

Check off the box to purge all previous log files

Purge All Log Files Except Current Day

Click Submit

Step 5: If you want to get started now you will need to ask DESE to flip you to the March submission window and also have them confirm that you are set to SIF for SIMS, SCS, EPIMS and SDR.

Step 6: Clear the SIF Temp Table and send SIF Objects to update your transmission data at DESE.

- Clear the SIF Temp Table

Go to SIF Agent > SIF Delete Tmp Table

Select all Objects

Click Submit

- Send SIF Objects

Send the SIMS, SCS, EPIMS and SDR SIF Objects to DESE using SIF Agent > SIF – Send Objects. For more information on which Objects to send, go to iPass Help > SIF > Help > [How do I send SIF data objects to the DOE and which objects to I send for each state report?](#)

Upcoming Events & Workshops

Scheduling Workshops + Coaching

Watch this section for upcoming announcement of our annual offering of High School and Middle School Scheduling Workshops + Coaching.

iPass Support Services

Personalized Mentoring & Coaching Sessions

The Support Team is available for personalized **one-on-one Mentoring** for new users and **outcome-based Coaching** beyond the scope of typical support ticket resolution.

During a **Personalized Mentoring Session** a Support Team member will work one-on-one with the user to teach them about iPass features and functionality.

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.

Mentoring/Coaching Options:

Personalized Session

- User defined topic/need
- Fee: \$185/hour, typically booked in 1-2 hour blocks

For more information email lpatton@harriscomputer.com.

Harris School Solutions

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