HARRIS
School Solutions

iPASS

Support Update – September 2019

Welcome Back To The New School Year!

Back-to-School Checklist

We have put together a checklist to help insure your district gets off to a smooth start to the new school year. Links to more in-depth Help resources and additional Quick Guides are included in the list.

The Back-to-School Checklist has been posted in the iPass Support Hub under Community > Announcements and in the Knowledge Base under iPass Administration > Help Documents & Quick Guides. The Checklist is also available in iPass Help.

September User Group Meeting

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.

Date: September 11, 2019
Time: 1:00 p.m. to 2:00 p.m.

1. **News & Updates**
2. **Featured Topics: Start of the New School Year & October State Reporting**

   Laura Patton will answer questions about starting the new year and review the steps to prepare for October 2019 State Reporting.

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).

Harris Web Client For Secure MFT File Transfer & Self-Service Photo Upload

The Harris Web Client used for Self-Service Photo Upload has been expanded to offer secure file sharing. The Harris Web Client now offers users the ability to send and receive files securely using MFT file transfer.

Files that contain Personally Identifiable Information (PII), should <u>not</u> be shared through email *(unless encrypted)* **nor attached to support tickets.** PII is considered to be any information that can be used to distinguish or trace an individual's identity either alone or when combined with other personal or identifying information.

Harris Web Client URL: https://mft-ipass.iharriscomputer.com/

IMPORTANT NOTE: You will need to login with your <u>Harris Web Client credentials</u>. If you do not have these already for uploading photos, please submit a ticket to iPass Support requesting them. Harris will require that you provide a group email address for system notifications.

The updated [Quick Guide: Harris Web Client for Secure MFT File Transfer and Self-Service Photo Upload](#) has been posted in the iPass Support Hub under Community Announcements and under Administration Help Documents & Quick Guides. The [Quick Guide](#) is also available in iPass Help.

Training, Workshops & Coaching

Recordings of the **iPass User Training Webinar** are available for purchase either individually or as a series along with a **personalized 1-Hour interactive Q&A session**. Each Training Webinar targets a specific job type and function and can be used to train new users and provide current users with a refresher of iPass features and functionality. iPass Training Webinar sessions are available for: Administrative Assistants, Lead Teachers/Teacher Support Staff, Discipline Staff, Guidance Staff, Scheduling Staff and School Administrators.

We will be offering our annual **State Reporting Workshop + Coaching** packages to help you and your staff with the steps to transmit your October SIMS, SCS, EPIMS and SSDR via SIF transmission and help guide you through clearing validation errors.

We will be offering **Personalized Coaching** in 1-Hour blocks. 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.

We will provide more details soon in a separate email and will post in the iPass Support Hub Community > Announcements and Training sections.

If you're ready to get started now, please email Laura Patton for more information.

PCL Form Changes For 2019-2020

Please let us know as soon as possible if you plan to make changes to PCL forms such as Report Cards, Progress Reports, Competency Report Cards, Transcripts, Bio Verification Forms, etc. The Support Team needs time to review your change request, determine the scope of the work, provide a quote if needed and schedule the changes to meet your deadline. Please submit a ticket in the iPass Support Hub with the details of the changes you need.

SIF Agent Changing To Cedar Labs

DESE is moving the SIF transmission servers over to Cedar Labs, replacing the servers they have been using for the last few years. Harris will be changing your SIF Agent Configuration Screen in iPass to reflect the new connection information. Everything will work the same way, it is just that the data will be flowing to a new location for submission and validations. There is nothing you need to do. The iPass Support Team will be working on changing over your SIF Agents during the first few weeks of September. Note that Cedar Labs will be using a "pull" versus "push" set up. We will provide more information on how the pulls work and when the pulls will be done each day.

District iPass Survey

We are preparing a survey to go out to the iPass districts to collect key contact information and to help us learn more about your district's needs and initiatives. Please keep an eye out for this email during the month of September.

Review Support Tickets

As we start the new school year, the Support Team is asking for your help to evaluate your district's current support needs and priorities. Please review your open support tickets. In particular, please 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.