iPASS

Welcome to Wednesday's Wisdom
Your weekly dose of support!

January 25, 2017

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Support Announcements Upcoming Events & Workshops Professional Services	Scheduling for a middle school can be tricky with teaming, cross-teaming, and making sure all of your specials are rotating properly. Registration is now open for the Middle School Scheduling Workshop. Refer to the Events and Workshops section below for more information.

SUPPORT ANNOUNCEMENTS

Student Data – Maintaining Privacy of Student Records

We would like to take this time to remind you that when you contact Harris Support via email with your issue or when you enter an update to your ticket through the eSupport site, the student data you reference is being sent via email. When you share student examples with the Support Team, please reference the iPass Student ID or Student SASID only. With this identifier we can look up the information we need to resolve an iPass or state-reporting issue.

Submitting Support Tickets

We have found the most successful iPass districts have a designated iPass Administrator who oversees the entire site. These sites have also identified a Lead iPass Support Contact as the "go-to person" for each of the main systems. In the event these contacts can't resolve a user's issue, they should then contact iPass Support.

There are three ways you can enter a support-call request:

1. The fastest and most complete way to enter a support call is for you to enter the call using our online eSupport site at http://support.harriscomputer.com. Using the online support system allows our support department to see your call immediately and allows for the quickest turnaround time.

    Reminder – When logging a new call into the eSupport system, you first must select the Software Package: Tech – iPASS, Student – iPASS, or iAutoAlert – iPASS. This will place the support call into the appropriate call queue for action by our support department. Click here for Harris eSupport Quick Reference Guide.

2. The second way you can enter a support call is to email your question along with any pertinent information to support@harriscomputer.com. The Harris Call Center personnel will take your email information and log a call

on your behalf. The turnaround time using this email method is a little slower than logging the call yourself using our online eSupport system.

3. The third way you can enter a support call is to call the 866-450-6696 toll-free number and choose option 1. The Harris Call Center personnel will take down your information and log the call on your behalf. If you use this method, please be sure to mention the product name, iPass, so the call will be directed to our iPass support staff. Calling the toll-free number is the least preferred method, as information that is verbally conveyed can be incomplete or inaccurate when translated into a written message.

UPCOMING EVENTS & WORKSHOPS

Register for the 2017-2018 High School Scheduling Workshop

Harris School Solutions will be hosting a two-day, hands-on High School Scheduling Workshop. Attendees will be working in their own iPass database to schedule their schools for the 2017-2018 academic year.

Registration is required; courses are limited to the first 25 registrants. Click here to register.

Dates: February 9 and April 6
Click here for workshop details.
Time: 9 a.m. to 3 p.m.
Location: Westford Public Schools, Central Office, 23 Depot Street, Westford, MA.

Register for the 2017-2018 Middle School Scheduling Workshop

Harris School Solutions will be hosting a two-day, hands-on Middle School Scheduling Workshop. Attendees will be working in their own iPass database to schedule their schools for the 2017-2018 academic year.

Registration is required; courses are limited to the first 25 registrants. Click here to register.

Dates: April 4 and May 16
Click here for workshop details.
Time: 9 a.m. to 3 p.m.
Location: Westford Public Schools, Central Office, 23 Depot Street, Westford, MA.

February Online User's Group Meeting

Join us on February 8 at 1:00 p.m. for a demonstration of "EZSchool Enroll" for online student registration. Sharon O'Connor will provide a demonstration and discuss how this tool can be integrated with iPass to simplify your student-enrollment process, alleviate your staff's administrative burden, and eliminate data re-entry errors.

NEW MEETING INFORMATION: Click here for meeting link and information.

PROFESSIONAL SERVICES

Does your school district have a need for professional development in iPass?

Do you have new initiatives that may require the purchase of a third-party software product? Meet with a Harris Professional Services expert and see how iPass can meet your needs. Harris offers several third-party products that are designed to integrate with iPass, including EZSchoolEnroll and School Rush!. Email Sharon O'Connor at sjoconnor@harriscomputer.com to schedule an appointment for a complimentary business review.

Harris is your vendor-partner and we always are looking for ways to improve your client experience.

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