HARRIS
School Solutions

iPASS

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

August 23, 2017

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Today's User Group Meeting

TODAY – Join the Harris Team today at 1:00 p.m. for the monthly online User Group meeting. Refer to the Upcoming Events & Workshops section below for more information. Note the new meeting link provided.

Support Announcements

New Security for sFTP Site

Harris has changed the configuration for ftp.harriscomputer.com. Both the Tech and Support Teams use sFTP for secure file exchange of student data and student/staff photos. This is the method we will ask all clients to use going forward when student data needs to be shared. We will be sending out more information on how to do this in an upcoming Wednesday Wisdom email. In the meantime, users that are using sFTP now need to make the following change to their ftp client.

Districts will need to update their ftp client encryption to "Request explicate FTP over TLS." If you are using an ftp client like FileZilla, the connection will look something like

this:
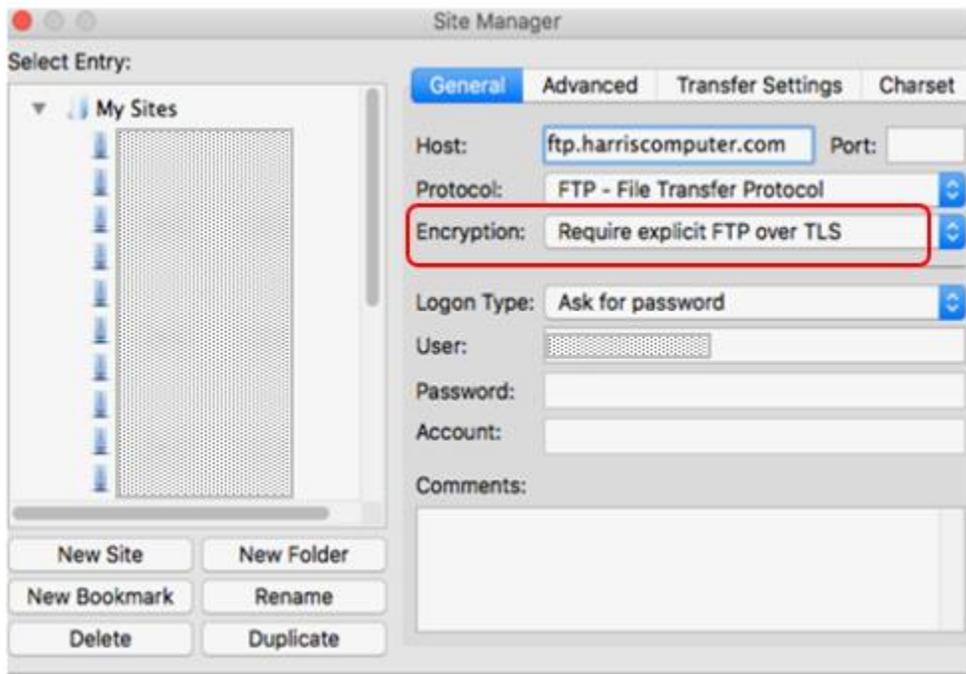
Reminder – Lead iPass Support Contacts for 2017-2018

At the start of each new school year we ask districts to supply us with their lead iPass support contacts. We have created a template for you to use. Submit an eSupport ticket and attach the spreadsheet. This template can be found in iPass Help > Districts New to iPass > **Lead iPass Support Contacts in Your District – Template.** Be sure to let us know if this staff member should have the privilege to submit eSupport tickets. Also, let us know if any iPass support staff have left your district.

iPass Tips & Tricks

Bio Verification Report – Parameter Selections

To print one copy for each student or two copies when the parents/guardians live at separate (unique) addresses, we recommend the following selections:

- **Relationship to Student** *(Do not select unless you want to limit the number of copies to just contact(s) with this Relationship)*

- **Legal Status** *(Do not select unless you want to limit the number of copies to just contact(s) with this Legal Status)*
- **Guardian Receives Mail = Yes** *(All parents/guardians that should receive mail/email/correspondence should be set to Yes)*
- **Guardian Lives w/Student** = *(Select one of the below options)*
  - **Yes** *(This will print one report to Contact that Lives w/Student)*
  - **Blank** *(This will print one report for Contact that Lives w/student AND one for Contact that does not live with student and is set to "Receives Mail = Yes." Each report will be addressed to the Contact Name at that address.)*
  - **1 Copy per Lives With Flag = Yes** *(This will make sure both parents at same address only get one report – see note below.)*

NOTE: If the address is perceived to be "unique" it will generate 2 reports. If one parent has address entered as "Road" and one as "Rd" this is perceived to be two unique addresses. This relates to your district's data entry process and should be taken into consideration.

Using Relationship and Legal Status will restrict the number of reports generated and who they are addressed to only. These settings do not restrict which contacts are printed on the forms.

This information can be found in iPass Help > Biographical > FAQ > [What are the recommended parameters to select when running the Bio Verification Report?](#)

iPass FAQs

Q.   How do I find which account recurring batch reports are running in?

A.   There is a query available for download that will provide the Report Name, Start Time, Occurrence (e.g. Daily), User ID, and days of the week (if applicable). The query can be found in iPass Help > My Queries > Query Files for Download > Batch Report Query.

Q.   Where do I assign a Homeroom to a teacher?

A.   Homerooms are set on the teacher's iStaff Profile screen. Go to Add/Modify Staff > Profile screen and select the desired Homeroom in the Room field.

When Exiting staff, be sure to remove the Room selection. You can run a Staff Data Export to find out which Homerooms are assigned to which teacher.

Upcoming Events & Workshops

TODOTODAY – August Online User Group Meeting

Please join us today at 1:00 p.m. for the August online User Group meeting. We will review and debrief the EOY state reporting process, discuss changes for 2017-2018 state reporting, introduce new training sessions for SIF State Reporting, and answer questions about starting the new school year. Please feel free to send your questions in advance to msweeny@harriscomputer.com.

NEW Meeting Link: Click here for the User Group Webex link. Meeting number (access code): 638 453 509; Meeting password: harris. Join by phone: 1-650-429-3300 (toll-free).

The monthly Online User Group meetings are held on the second Wednesday of every month at 1:00 p.m.

Professional Services

Does your school district need 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 Edsby, EZSchoolEnroll, and School Rush!.

Click here to schedule an appointment for a complimentary business review.

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