Webex â€“ December 12, 2018 User Group Meeting - News and Preview of New iPass Support Ticket System

User Group Meeting - December 12, 2018

Below please find the link to the webex recording for the December 2018 User Group Meeting.

News & Updates:

- October State Reporting â€“ SIF Transmission went very well for all districts
- Prepare for March SIMS
    - If Certified for October SIMS/SCS/EPIMS: You can change the DOE ID Manager > DOE Parameters > Last Transmission Date = 03/01/2019 for all schools
- SSDR â€“ January/mid-year is a good time to review & clear SIF SSDR errors

Featured Topic: Preview of Harris Education Solutions iPass Support Hub from TeamSupport

Harris Education Solutions has selected TeamSupport as the new support ticket system to replace the older Clientele application. TeamSupport provides users with a customer hub for support tickets, knowledge base articles, and a forum for communication and collaboration.

All iPass support tickets must be submitted using the new ticket system starting January 2, 2019. iPass Support will be providing more information on how to log into the new iPass Support Hub and Submit Tickets prior to users returning in January. Watch your email for important announcements.

***** Please refer to the attached document for the meeting agenda and important highlights from the meeting. *****

Click here to view the recording >> DOWNLOAD RECORDING

The recording is stored in **Google Drive**.

NOTE: Click on the iPass User Group Meeting file to download. A message will tell you there is No preview available. Click Download. The file exceeds the maximum file size that Google can scan for

viruses so you will need to click â€œDownload Anyway.â€ You can Open the file after download or you can Save File. Due to the size of the file it will take some time to download. Let is complete before trying to view.

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