Tyler SIS – Requirements for User Devices

Overview

Tyler SIS is compatible with a wide range of web browsers running on PCs, Macs, Chromebook and Android/iOS tablets. As with many websites, functionality and proper display depend on the use of modern, compatible browsers and updated plugins. This document explains in detail what devices and configurations work best with Tyler SIS.

Reports in Tyler SIS are presented as PDF documents. Browsers with built-in PDF viewers display reports well and no additional software is required. However, for the fillable forms found in the MO Teacher Evaluations module, Adobe Reader is required.

Parents, students, and staff can also view student data and make online payments through the Student 360 Mobile App for iOS and Android, which is available for download from both Apple iTunes and Google Play.

Device Compatibility

Device Compatibility depends on the areas and features of Tyler SIS. This section lists requirements for:

- Staff Login to "Classic" SIS, with special notes for
    - Special Education
    - MO Teacher Evaluations
- Student 360 for Parents, Student and Staff, including both browser and mobile app
- Classroom 360
- Classic Portal

Modern browsers are designed to update themselves automatically. If regular updates are blocked, then issues may arise.

When using Internet Explorer (IE), Staff and Student 360 users should have Compatibility View turned OFF, which is the default. For the Classic Parent Portal, Compatibility View is optional.

Staff Login to "Classic" SIS

For staff login, Tyler SIS in general is compatible with the following devices and browsers:

- PC with IE 11 (Windows 7 and later) or Edge (Windows 10 only)
- PC and Mac with Firefox or Chrome
- Mac with Safari version 6 or later
- Chromebook

The latest versions of Chrome do not support Windows XP, Windows Vista and Mac OS X 10.8.5 or earlier. With these older operating systems, you must use Firefox.

For PC and Mac, we recommend 1280 x 768 minimum screen resolution, especially with left-side menus. Resolutions below 1024 x 768 are not supported.

Special Education

The Special Education module has been fully updated to use pure HTML forms, and the Adobe Reader plugin is no longer required. Browser requirements for Special Education are now the same as general Staff Login to "Classic" SIS.

MO Teacher Evaluations

MO Teacher Evaluations module requires either the browser plug-in for Adobe Reader or full Acrobat version X or XI. Adobe Reader DC is not supported. Supported browsers are:

- PC with IE 11 or Firefox. Use the Adobe plug-in rather than the built-in PDF viewer
- Mac with Safari. Use the Adobe plug-in rather than the built-in PDF viewer

For more information on configuring a supported browser to use Adobe Reader, see the document *Adobe Reader for MO Teacher Evaluations* on the Tyler SIS support site.

Student 360 for Parents, Student and Staff

The web version of Student 360 can be used with these browsers on workstations and larger tablets:

- PC with Internet Explorer 11, Edge, Firefox, or Chrome
- Mac with Safari, Firefox, or Chrome
- iPad 10" with built-in Safari browser
- Android tablet 9" or larger with built-in Chrome browser

Users of smaller tablets and iPads, iPhone, and Android phones should use the Tyler SIS Student 360 mobile app. The app can be downloaded directly to your devices from Google Play and Apple iTunes.

The Student 360 Mobile App is enabled for your district only if Student 360 has been enabled. For more information on enabling Student 360, see the document *Getting Started with Student 360* on the Tyler SIS support site.

Classroom 360

Teachers who access Classroom 360 may do so with the following browsers:

- PC with Microsoft Edge (Windows 10)
- PC and Mac with Firefox or Chrome
- Mac with Safari version 10 or later (included with Mac OS X 10.10 and later)

Internet Explorer (IE) is not supported. Android tablets and iPads are not currently supported. Tablet support is planned for a later release of Classroom 360.

Proprietary and Confidential   Tyler SIS   June 8, 2017

Tyler School Solutions   Page 2

Classic Portal

If your district is not yet using Student 360, then parents and student can access the "Classic" portal. The Classic portal is compatible with the following browsers

- PC with IE9-11, Edge, Firefox, or Chrome

    - On Windows XP and Windows Vista, use Firefox

- Mac with Safari, Firefox, or Chrome

- iPad with built-in Safari browser

- Android with built-in Chrome browser.

For the Classic Portal on PC and Mac, the screen resolution must be set to at least 800x600. Note that on smaller iPads and Android tablets, some controls may be difficult to use. The Classic Portal is not supported on iPhone or Android phones.

In-browser Text Scaling

All browsers support some form of scaling text on the page, and depending on your screen resolution and browser zoom levels, some parts of the application may be obscured due to larger than expected text. Tyler recommends setting your browser scaling option to the default 100% level. For all supported browsers, pressing Ctrl + 0 on the top row of number keys (not the 10-key number pad) will reset scaling to default. This is Command + 0 on Mac OS X.

Using Multiple Browser Sessions

Occasionally you may need to use two areas of SIS simultaneously. Using two tabs within the same browser session will result in SIS converging upon one area, and data corruption when adding or updating data. Multiple browser sessions will work, though. This can be achieved two ways:

- Using multiple browsers.

- Using multiple sessions within the same browser. This is supported only with IE and Chrome.

  - IE: From the menu, select File → New Session. This will open a new browser window with its own independent session. You can use new sessions to log into SIS multiple times.
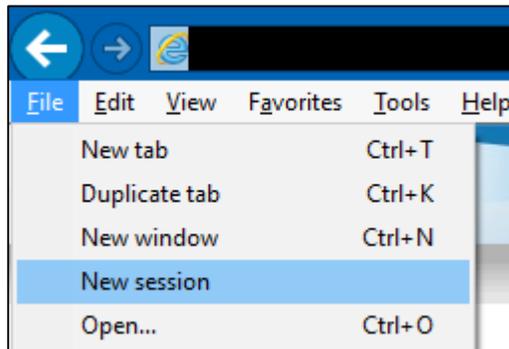
  - Chrome: Open a new incognito window. Incognito windows in Chrome are all separate instances of the browser, so you can open as many as you need.
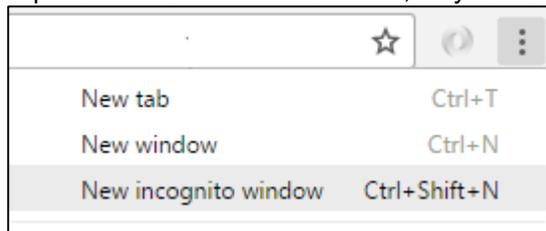
Note that staff users can open both Classic SIS and 360 at the same time from a single login. In this case, Classic and 360 will run in separate tabs in the same browser session.

Browser-specific settings for Staff Users

The rest of this document applies only to staff users, not to Portal users. Some browsers require specific configuration in order to be compatible with Tyler SIS. If you are using one of these browsers, follow the steps below.

Keep Adobe Flash up-to-date

Two features of Tyler SIS rely on Adobe Flash.

- Upload Student/Staff Photos from Photographers

- Copy Address to Clipboard on Family Data

Adobe frequently updates Flash to add features and fix security issues. When a high-priority Flash issue is discovered, some browser vendors may block the plug-in until Adobe releases an update which will cause these features to not function.

Auto-complete settings in Internet Explorer and Chrome

Several screens, including Student User-Defined Data, can save previously-entered data as suggestions for auto-completed fields. All supported browsers have this functionality, but you need to be sure those options are enabled.

- Internet Explorer: Go to Tools → Internet Options → Content → Auto Complete → Settings and be sure that the checkbox for Forms is checked.

- Chrome: On the settings page in the Passwords and Forms area, be sure Enable Autofill to fill out web forms in a single click is enabled.

- Firefox: On the preferences page, choose Privacy → select either Remember History (default) or Use custom settings for history and make sure "Remember search and form history" is checked.

Browser-specific Pages and Notes

Certain pages within the application work differently with different web browsers or are only supported with some browser configurations. These notes below will explain the differences in appearance and functionality with supported web browsers.

Student Photo – Take Photo Screen

This page uses an Active X control in order to access the supported DCS-9xx series of cameras from D-Link. Only Internet Explorer supports Active X controls. For more information, see the document *Setup for Using Camera* on the Tyler SIS support site.

Lunch POS by Student

The F1, F2, etc. keys are used as system shortcuts in Mac OS X which vary depending on the model of Mac computer and version of OS X installed. As a result these keys are disabled on the Mac with the Lunch POS screens. For best keyboard navigation results, use a supported browser on Windows.

Some of the Function key shortcuts in Edge for Windows 10 use the same keys as the Lunch POS. You may experience unexpected results using Edge on the Lunch POS screen.

Clearing Browser Cache

Modern web browsers will cache resources (pages, images, etc.) and periodically check for updated versions of those resources. Sometimes those updated resources don't get downloaded by the browser. Clearing the browser cache will remove those files from the device, which forces the device to re-download these resources. Each browser has its own menu options for clearing the cache, and those methods are listed below.

Note that you should only need to do this if SIS or Student 360 aren't behaving as expected.

Internet Explorer 11

- Select **Tools > Internet Options**.

- In the **Browsing History** section, click **Delete**

- On the Delete Browsing History window, make sure **Temporary Internet files and website files** is selected. You may also delete cookies, but you will be logged out of SIS if you do.

- Click the **Delete** button.
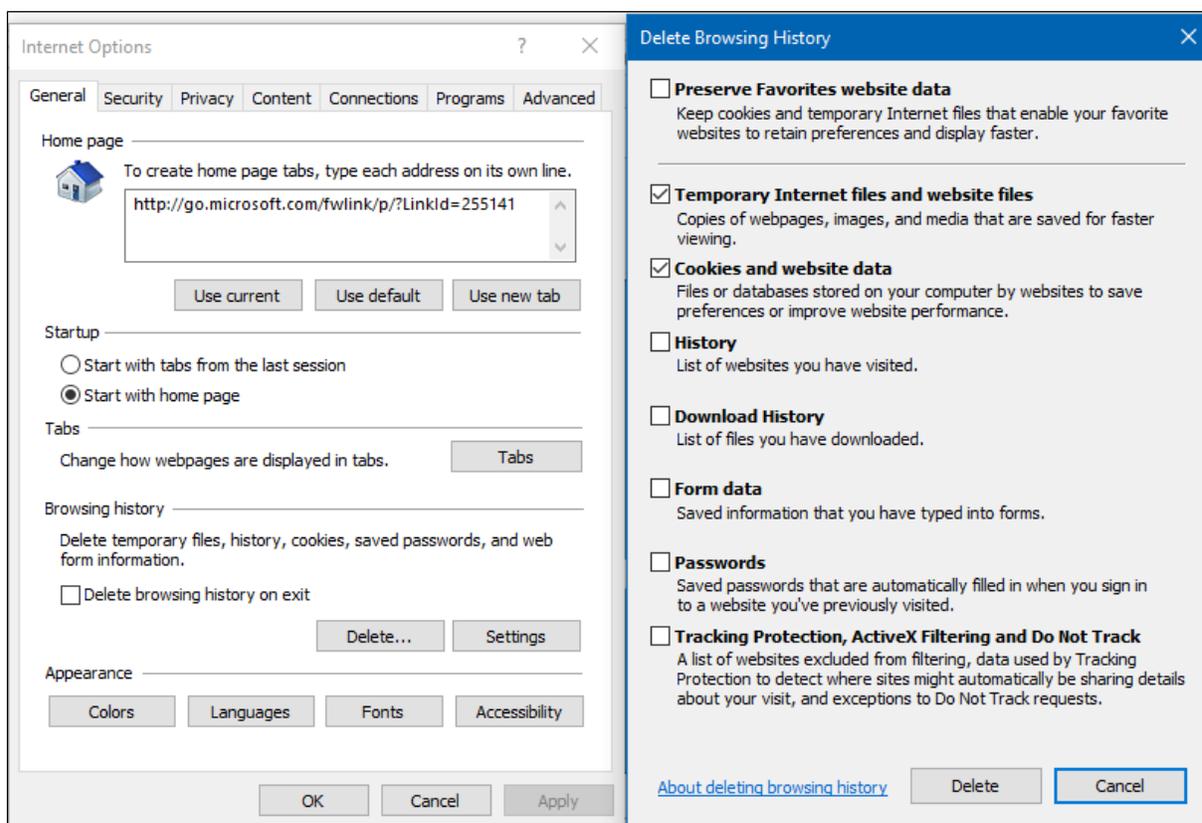
Microsoft Edge

- Select the **Advanced** menu (… icon) and choose Settings.

- Click the **Clear browsing data** button.

- Check the box for **Cached data and files** and click **Clear**. You may also delete cookies, but you will be logged out of SIS if you do.
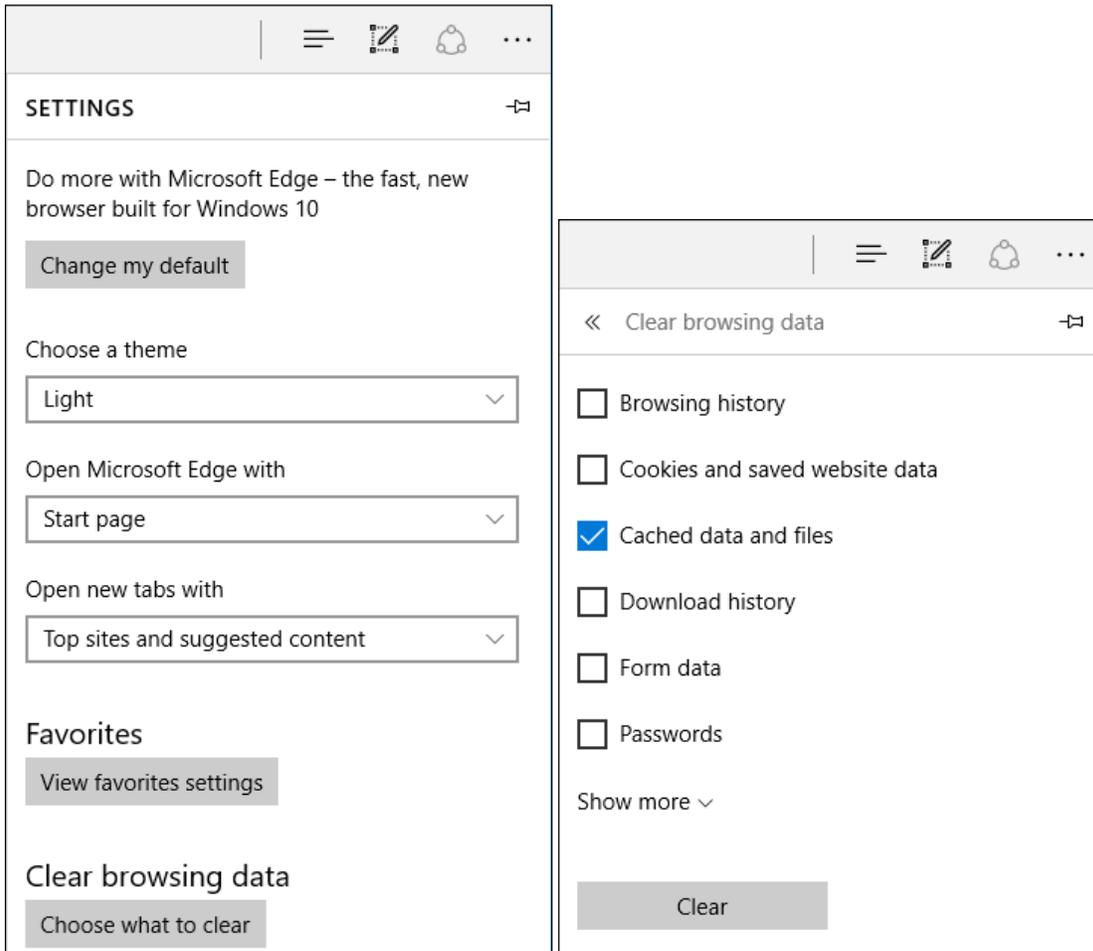
Google Chrome

- Select the hamburger menu (three vertically-aligned dots) and choose **Settings**

- In the **search** box, search for "**browsing data**".

- Select **Clear browsing data** from the search results

- Check the box for **Cached images and files**.
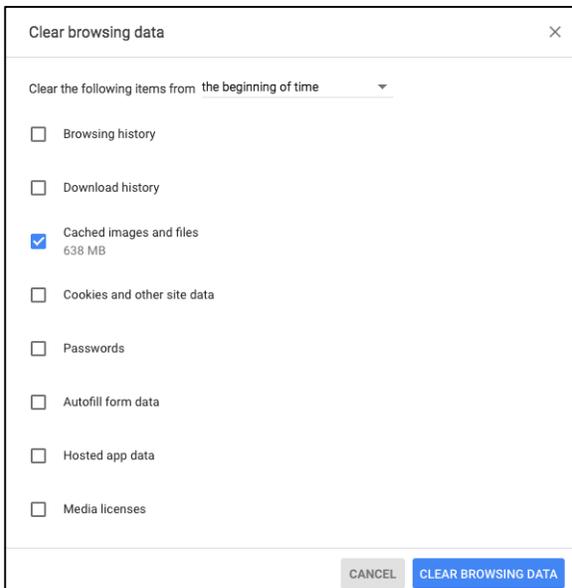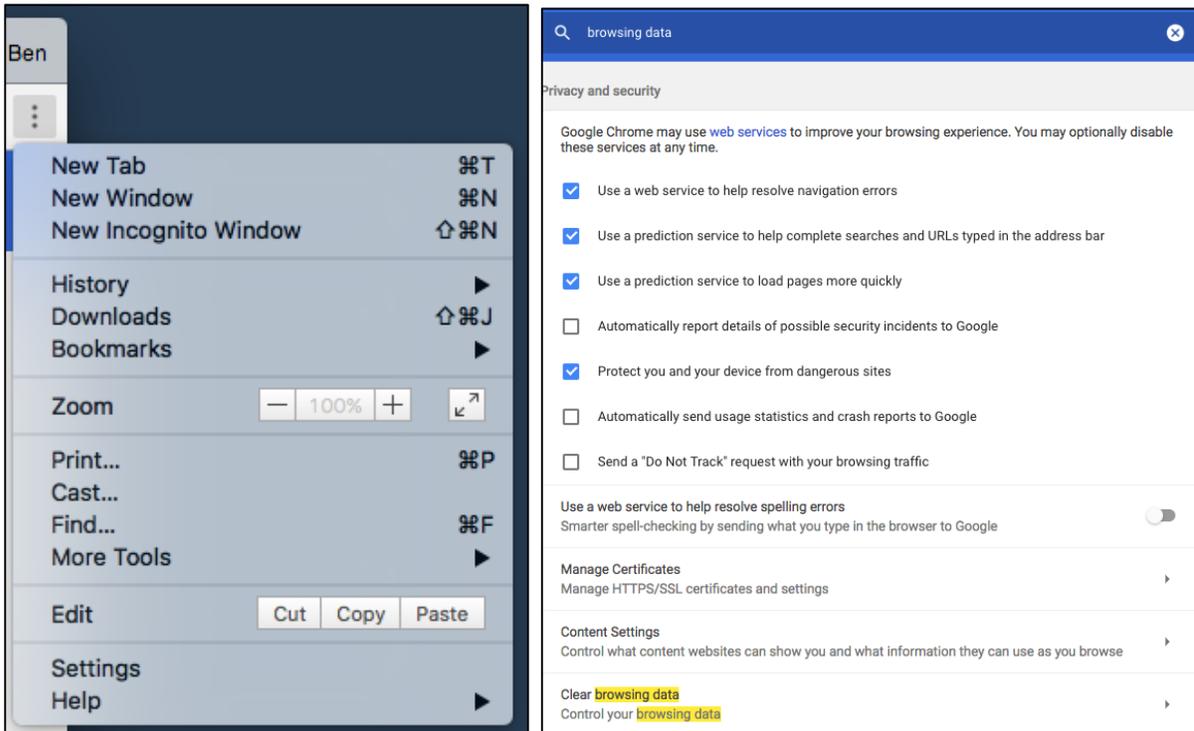
Mozilla Firefox

- Select the hamburger menu and choose **Options** (Windows) or **Preferences** (Mac). Either option uses the same gear icon
- Select **Advanced**, and then choose the **Network** tab
- Under **Cached Web Content**, click the **Clear Now** button

Apple Safari

Note that the default option in Safari for clearing browsing data will also clear your history and cookies if you Remove All, so you need to clear the data for just your SIS instance.

- Select the **Safari** menu and choose **Preferences**.
- Go to the **Privacy** tab and click **Manage Website Data**.
- Search for the server with your SIS instance. If the district is Tyler-hosted, search for sisk12.com
- Select the entry and click **Remove Data**. This only removes the cached data for SIS.