

SIS K-12 – Requirements for User Devices

Overview

SIS K-12 is a web-based application with accompanying mobile app. The web application is compatible with a wide range of browsers running on PC, Mac, Chromebook, and Android / Apple tablets. The mobile app is available from Google Play and Apple iTunes.

The requirements listed below apply to all users including staff, parents, and students.

Device Compatibility

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

Supported browsers are

- PC with Chrome, Firefox, or Edge (new Chromium-based version)
- Mac with Chrome, Firefox, Safari
- Chromebook and Android tablet with built-in Chrome
- iPad tablet with built-in Safari

NOTE: The older Internet Explorer browser is no longer supported. The legacy version of Edge (Version 44 and earlier) is no longer recommended by Microsoft. The latest Chromium-based version of Edge is available for Windows 7, 8, and 10.

The web application requires

- Physical display size 9 inches or larger
- Resolution 1280 x 768 or higher

The mobile app is designed to be used on phones. It is supported on all devices that can access the Apple App Store, Google Play, or Amazon App Store for Android (Android 5 on Android phones and iOS 12 for iPhones).

Browser View/Zoom

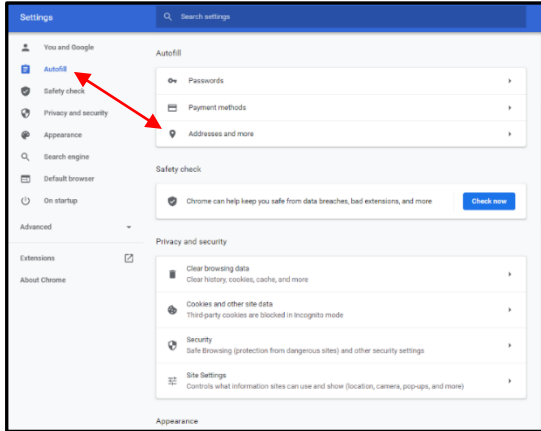
Browsers can magnify the display by setting a Zoom percent. When the Zoom setting is higher than 100%, some parts of the application may be obscured due to larger than expected text. Tyler recommends setting the Zoom to the default 100% level. For all supported browsers, pressing **Ctrl+0** on the top row number keys (not the 10-key number pad) resets scaling to the default. In Macintosh use **Command+0**.

Browser Autofill


Several screens, including SIS Classic's Search Students and 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.

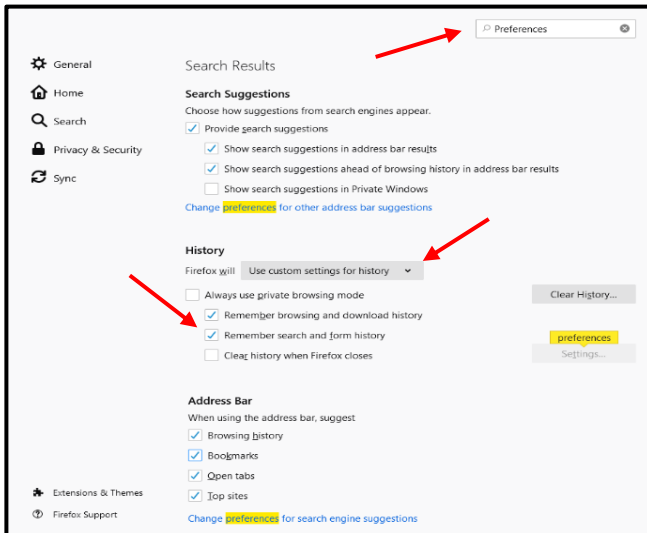
Chrome

Select the **Menu icon** , select **Settings**, click **Autofill**, and **Addresses and more** to activate.



Firefox

Select the **Menu icon**  and choose **Options** (Windows) or **Preferences** (Mac). Either option uses the same gear icon. In the Search field type Preferences. In the **History** section, select either **Remember History (default)** or **Use custom settings for history** and make sure to check **Remember search and form history**.



Edge

Choose **Windows Settings > Profiles > Save and fill addresses**.


Multiple Browser Sessions

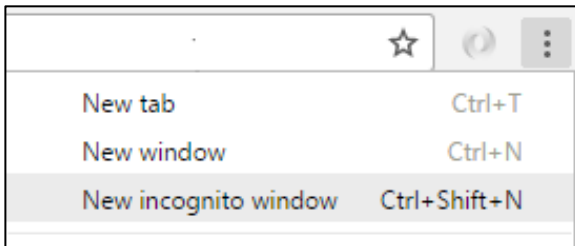
Occasionally, it is necessary to use two areas of SIS simultaneously. Using two tabs within the same browser session results in SIS converging upon one area and may result in data corruption when adding or updating data. Multiple browser sessions work without errors. This can be achieved two ways:

- Using multiple different browsers.
- Using multiple sessions within the same browser.


NOTE: Staff users can open both Classic SIS and 360 at the same time from a single login. In this case, Classic and 360 run in separate tabs in the same browser session.

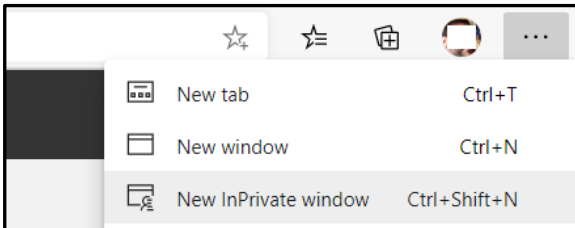
Chrome

Select the **Menu** icon  and select **New incognito window** (or keystroke Ctrl+Shift+N). Incognito windows in Chrome are all separate instances of the browser, so open as many as needed.



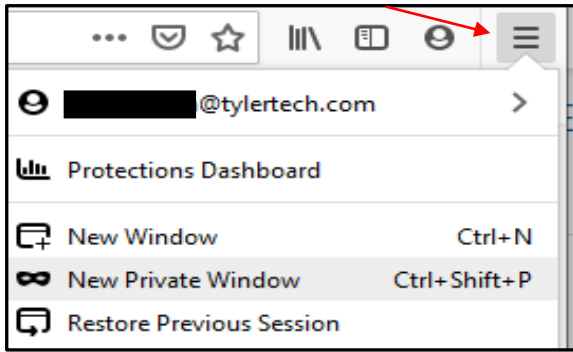
Edge

Select the **Menu** icon  and select **New InPrivate window** (or keystroke Ctrl+Shift+N). Like Chrome, multiple InPrivate windows are each their own separate instance, so open as many as necessary.



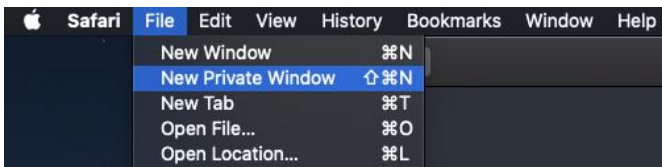
Firefox

Select the **Menu** icon  and select **New Private Window** (or keystroke Ctrl+Shift+P). Unlike Chrome and Edge, Private Windows in Firefox are not independent from one another, so only one Private Window can be used at a time.



Safari

Select **File > New Private Window** from the menu. This works similarly to Chrome and Edge where each Private Window is its own separate process, so multiple Private Windows work with SIS independently.



Browser-specific Pages and Notes

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

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.

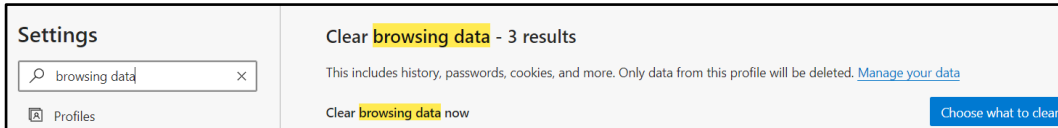
Clearing Browser Cache

Modern web browsers 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 removes 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.

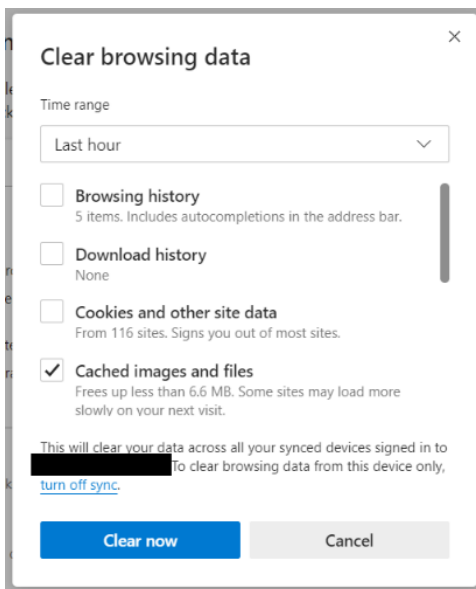
Note that you should only need to do this if SIS or Student 360 aren't behaving as expected.

Microsoft Edge


1. Select the **Menu** icon  and choose **Settings**.
2. Search for **Cache** or **Browsing Data**.
3. To the right of **Clear browsing data now** select **Choose what to clear**.

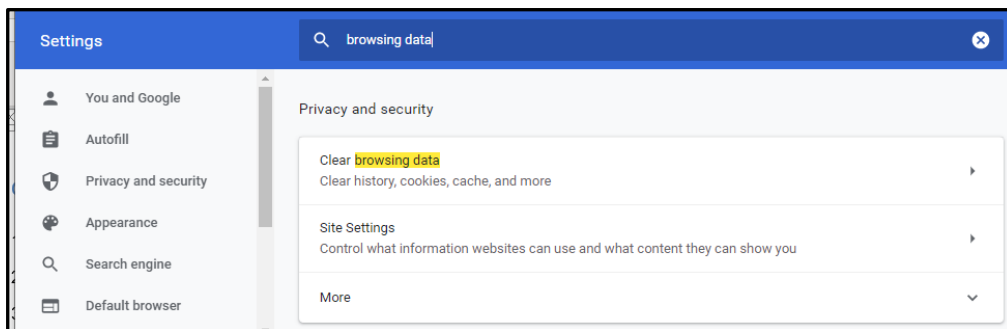


- Check only **Cached images and files** and press **Clear Now**. Selecting any other items may result in the browser deleting other data.



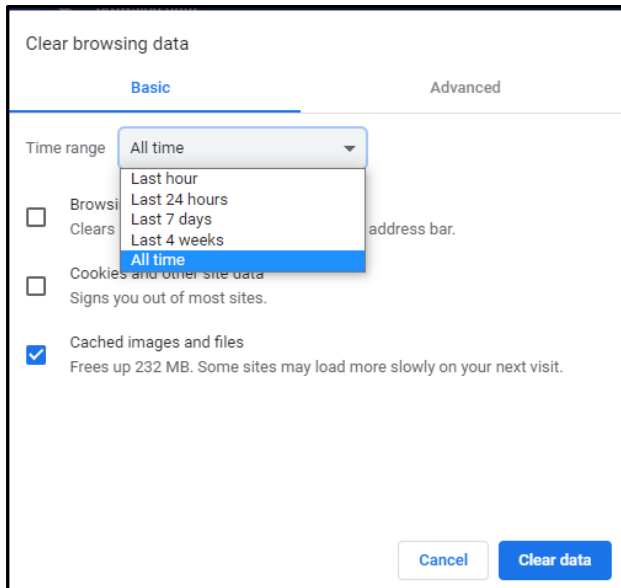
Google Chrome

1. Select the **Menu** icon  and choose **Settings**
2. In the **search** box, search for **browsing data**.



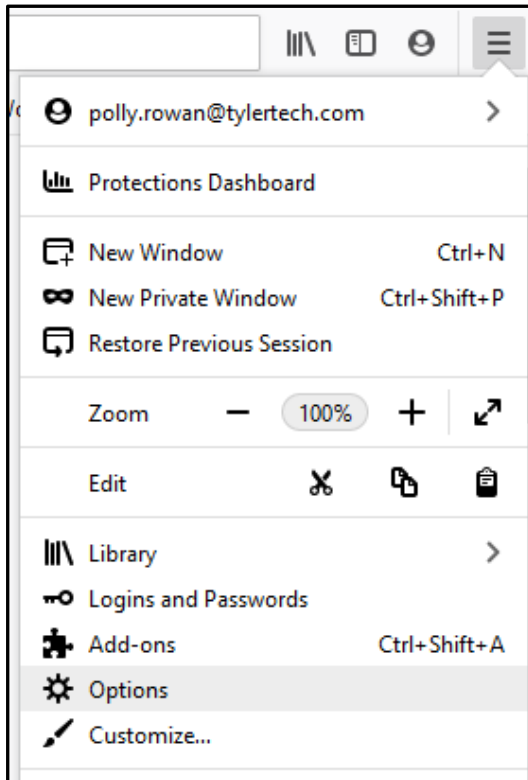
3. Select **Clear browsing data** from the search results.

4. Select the **Time Range** and check **Cached images and files**.

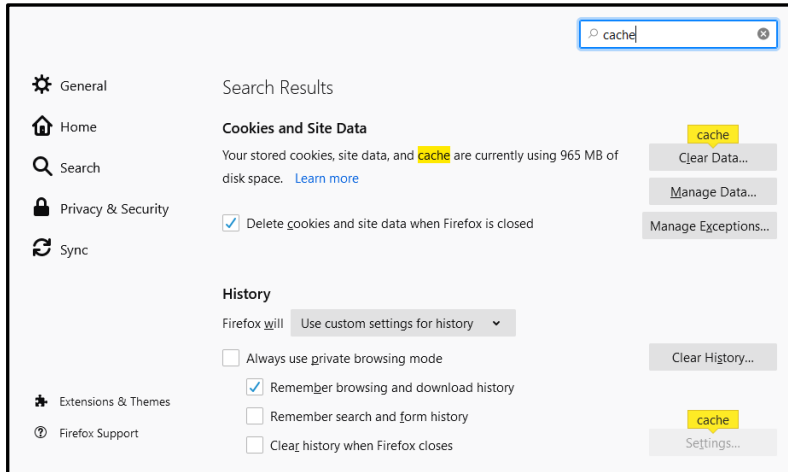


Mozilla Firefox

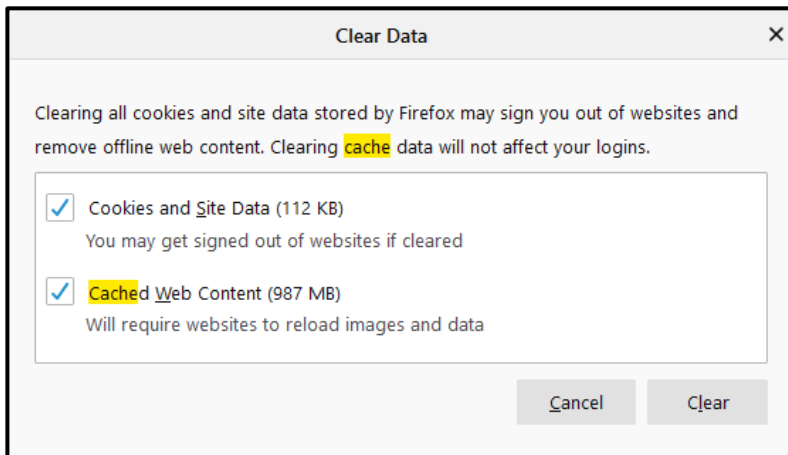
1. Select the **Menu** icon  and choose **Options** (Windows) or **Preferences** (Mac). Either option uses the same gear icon.



2. In the **search** box, search for **cache**.

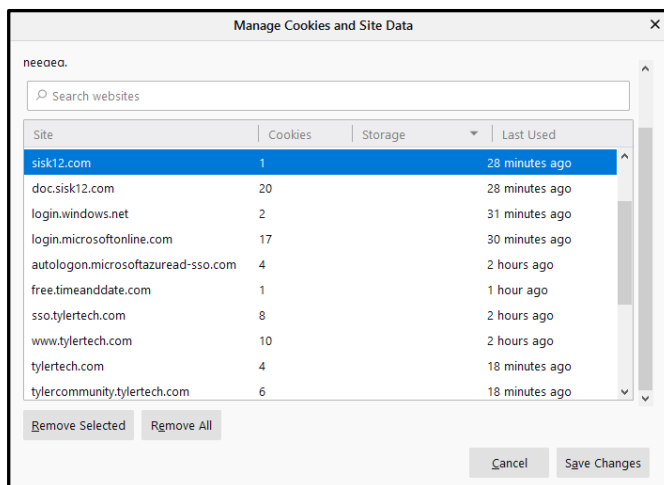


3. Under **Cookies and Site Data**, click **Clear Data**.



4. Check **Cached Web Content** then select **Clear**.

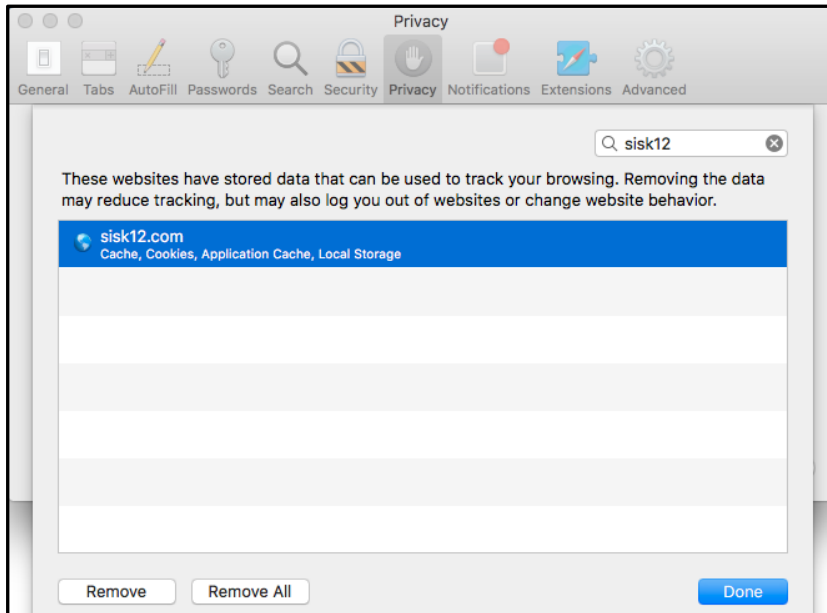
NOTE: Or, as shown on the first screen, select **Manage Data** to clear the data for just your SIS instance.



Apple Safari

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

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



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