Parent Portal User Guide - Mobile Version

March 2020



A. INTRODUCTION

- The RETSD Portal is best experienced through a computer and Web browser. The Web version will always provide access to the full feature set and data.
- Users can access most of the portal features with the convenience of using their mobile devices but are required to install the **Tyler Student 360** mobile application.
 - o Currently, Android users will also need to have a PDF viewer installed on their device.
 - Foxit PDF Reader is a free application and seems to work well with Tyler Student 360 application.
- Currently, the portal does not function fully on mobile Web browsers. This may change in the future, but for now, mobile users will need use the mobile application.





B. FIRST LOGIN

- Mobile Web browsers currently don't provide full access to report card PDF documents. This may change in the future, but in the meantime mobile users need to use the mobile application.
- The exception to this is for using the **Forgot your login information** feature which is required for setting up account passwords. This feature only works in the mobile Web version. It can be confusing, so we encourage mobile users to follow the steps in this guide for your first login.
 - 1. Schools will send out a notification to the email address of new portal users.
 - 2. While on your mobile device, open the email sent from <u>noreply@retsd.mb.ca</u> and tap the included link to go to the portal site.
 - This will open your mobile Web browser and go to the Parent Portal login site.
 - This will be the starting point for creating your account password.
 - 3. Tap the Forgot your login information link.

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- 4. Enter your email address for the User Name.
- 5. Tap the **Continue** button.
 - Another message will now be sent to your email address.
- 6. Tap the **Close** button.





- 7. Open this second email from noreply@retsd.mb.ca and tap on the here link.
 - This message seems to look terrible in some mobile email apps. It looks more presentable in a non-mobile email system.

8. Enter and then re-enter your new password for the portal. Remember, RETSD uses phrase-based passwords which have the following requirements:

- At least 14 character long (including spaces)
- At least one upper case character
- At least one lower case character
- Special character like punctuation or symbol

Examples include:

- The Bombers are Grey Cup Champs!
- My dog's name is Santa's L Helper.
- 9. Tap on the **Save** button to save your new password.

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C. INSTALLATION OF THE MOBILE APPLICATION

- 1. Using your mobile device, open the App Store (Apple iOS) or Google Play (Android).
- 2. In the Search field, enter: Tyler SIS Student 360.
 - More information about the application will be displayed.
- 3. Tap the Get button (iOS) or the Install button (Android)
 - Android users will need a PDF reader. We recommend installing the Foxit PDF Reader.

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4. Locate the application icon on your device and open it.



- 5. Read the information provided and tap the **Continue** button.
- 6. Type **River East Transcona** in the search field and tap the **Search** button.
 - The search should result in only one hit.



7. Tap the **River East Trancona School Division** item in the search results.

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		Q River East	Transcona	Cancel
Thanks for installing Tyler SIS Student 360!		Enter at least the school district	he first 3 characters of yo name.	our ZIP code or
Before you log in, select the school district where your student is enrolled.		Search Resul	ts cona School Division 🗲	
Please tap Continue to select a district. Settings can be hanged later from the Login screen.		Winnipeg, MB R2C 3		
NOTE: Not all Tyler SIS districts are using 360. If your district is not found, wait until you hear from your district that 360 has been enabled.				
Continued use of Tyler SIS Student 360 implies acceptance of our Privacy Policy.				
PRIVACY POLICY				
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- 8. Enter your email address and password.
 - Turn on the **Remember User Name** feature if the mobile device won't be used by others.
- 9. Tap the **Login** In button to enter the portal.

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Password	Links
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8 LOG IN Forgot your login information?	Fees & Billing \$0.00
	Student Schedule VIEW
	TODAY NEXT SCHOOL DAY.
	No schedule information.



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D. SELECTING A STUDENT

- 1. Tap on the Menu 🔲 (hamburger) icon.
- 2. Tap on the Select Student field
- 3. Scroll and tap on the list of students linked to the account at the bottom of the screen.
 - Please contact your school if there are issues regarding linked students.
- 4. Tap on the **Done** button.

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E. VIEW, SAVE AND PRINT REPORT CARDS

- Schools publish report cards as PDF documents using the appropriate Provincial template.
- Report cards documents can be printed and or saved locally.
- All report cards from 2016 onwards are available on the portal in their associated Academic Year.
- 1. Tap on the Academic Year icon and select the year required.
- 2. Tap on the Menu (hamburger) icon.
- 3. Tap on the Student Portfolio menu item.

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- 4. Tap on the report card that you wish to view.
 - The PDF report card will be displayed. Scroll through the multi-page document.
- 5. Tap the **Done** button when completed.

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595.6 KB - 1920 Q1 Report Card.pdf	/	Good understanding and app	fication of concepts and skills	70 to 79%
Added 2020-03-04 Schroeder D		Basic understanding and app	lication of concepts and skills	60% to 69%
AY 1920 Report Card			pplication of concepts and skills; see teacher comments	50% to 59%
		Does not yet demonstrate th grade of less than 50% are no	e required understanding and application of concepts and skills; Students with a final it granted source credit; see teacher comments	Less than 50%
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		Active participation in learning		
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Optional – Print and Save Report Cards

- 6. Tap the Share icon
- 7. Tap the **Print** icon and send the document to any connected wireless printer.
- 8. Tap the **Files** icon to save the PDF document to a location on your device.

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1 of 4 River E Transco		River East Transcona School Divisic Grades 9 to 12 Report Card Administration Collegia 589 Roch Street Wininge, MR SRX 2M6 (204) 667-2960		PDF Document - 712 K	
Student: Til	fany Hughes	Date Issued: 3/4/2020	Manitoba ID #10616		
	Academic A	chievement of Provincial Expectations	Percentage Grade		
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Good understanding and a	pplication of co	prospts and skills	70 to 79%		
Basic understanding and a	pplication of es	ncepts and skills	60% to 69%		
Limited understanding and	application of	concepts and skills; see teacher comments	50% to 59%		
Does not yet demonstrate grade of less than 50% are	the required u not granted co	nderstanding and application of concepts and skills; Student urse credit; see teacher comments	is with a final Less than 50%		
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F. CHANGING YOUR PASSWORD OR EMAIL ADDRESS

- 1. Tap on the Menu (hamburger) icon.
- 2. Tap on the **Settings** menu item.

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9:31 am - 10:00 am Social	l Studies 10G			9:31 a



Passwords

- a. Tap on the Change Password menu item.
- b. Enter your current password, enter and then re-enter your new password for the portal. Remember, RETSD uses phrase-based passwords which have the following requirements:
 - At least 14 character long (including spaces)
 - At least one upper case character
 - At least one lower case character
 - Special character like punctuation or symbol
- c. Tap the **Save** button.

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User Name @gmail.com		Must be at least 1	4 characters long one Uppercase character	
CHANGE PASSWORD			one Special (! @ # \$) character	
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© Copyright Tyler Technologies, Inc. All rights reserved.				
nghio received.				



New Email Address

- Portal users can now change the email address used by the school(s) without having to call or go to the school.
- Email address changes will automatically also change your portal Username to match this new email address.
 - a. Tap on the Change Email menu item.
 - b. Enter and then re-enter your new email address.
 - This will also be your new portal **Username**.
 - c. Tap the **Save** button.

	10:08 AM Settings	7 🗩	Init TELUS ♥ ✓ Settings	3:41 PM Change Email	4 🔳
User Name	@gmail.com		Current Email		_
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©	Copyright Tyler Technologies, Inc.				
	All rights reserved.				

G. STUDENT DOCUMENT MANAGEMENT

• This feature is currently only functional in the Web version of the Parent Portal.



Parent Portal User Guide

Web Version

March 2020



A. INTRODUCTION

- The RETSD Portal is best experienced through a computer and Web browser. The Web browser version will always provide access to the full feature set and data.
- Most commonly used browsers have been tested and will work with this portal including:
 - Microsoft Edge Chromium (used in this guide)
 - o Google Chrome
 - o Mozilla Firefox

Browser Icon	Name
0	Microsoft Edge
Ó	Google Chrome
(Mozilla Firefox

- Currently, browsers on mobile devices are not fully supported.
- Mobile device users need to download the mobile application. See the associated guide for more information.



B. FIRST LOGIN

- 1. Schools will send out a notification to the email address of new portal users.
- 2. Click the included link to go to the portal site.
 - This will open your Web browser and go to the Parent Portal login site.

	River East Tr	anscona School Division	
		589 Roch Street	
concerning your student	Parent Portal this service so you can stay up to date with your studen . This information can be accessed with a computer and cess the same data using the mobile application. The m	an Internet connection. It is compatible with the	e current versions of Microsoft Edge and Google
report card, please call t The website location: <u>ht</u> Parent/Guardian: Langs Username: <u>l.hughes@gr</u>			t portal. Should you require a printed copy of a
Student Name	School Name	Students	Grade
Kerry Hughes	Administration Office	Inked to	03
Max Hughes	Administration Office		01
Tiffany Hughes Please do not reply to th	Administration Office	- this user	

3. Click the Forgot your login information link.

\checkmark Tyler SIS 360 \leftarrow \rightarrow \circlearrowright \triangle https://	+ /tyler.retsd.mb.ca/TSI_Live_360/login	- 🗆 X
Tyler SIS		
	User Name Password Borgot your login information?	
360 Version v2019.6.0.13 C 10.13 (10.13.19203.2) R RI 10.13SP1 HF-29	© 2020 Copyright Tyler Technologies, Inc. All rights reserved.	



4. Enter your email address.

5. Click the **Continue** button.



6. You will receive another email with a reset password link. Click this link.





- 7. Enter your new (phrase-based) password and then repeat the entry. This password will need to fit the **RETSD** requirements:
 - At least 14 character long (including spaces)
 - At least one upper case character
 - At least one lower case character
 - Special character like punctuation or symbol •

Examples include:

- The Bombers are Grey Cup Champs!
- My dog's name is Santa's L Helper. •

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	Recenter Password*		
360 Version v2019.6.0.13 C 10.13 (10.13.19203.2) R RI 10.13SP1 HF-29	© 2020 Copyright Tyler Technologies, Inc. All rights reserved.		

8. You will then be able to login to the portal and access the student information.

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	User Name I.hughes	
	Password	
	Forgot your login information?	
160 Version v2019.6.0.13 2 10.13 (10.13.19203.2) 2 R110.13SP1 HF-29	© 2020 Copyright Tyler Technologies, Inc. All rights reserved.	

0 0 1

C. THE HOME SCREEN

• This screen provides a menu to all available areas and summary information about the selected student.







D. SELECTING THE STUDENT

- Portal accounts can now be linked to all the students that you have a connection with.
- Contact your school to make any required changes.
- 1. Click on the student selection list box
- 2. Click on the student name to display their associated information.



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School Life	^	Announcements	Fees & Billing
Announcements Calendar Fees & Billing		No announcements for current date.	No fees owed for this student.

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Transportation	*	Max Hughes 🔻	> >> 1 of 4	Student Summary
School Life Announcements Fees & Billing	^	Grade 01 - Administration Office		Academic Year - 1920 *
Student Portfolio		Announcements 04/03/20		Fees & Billing
		No announcements for current date.		\$40.00 Due



E. VIEWING AND SAVING REPORT CARDS

- Schools publish report cards as PDF documents using the appropriate Provincial template.
- Report cards documents can be printed and or saved locally.
- All report cards from 2016 onwards are available on the portal in their associated Academic Year.
- 1. Select the Academic Year for the report card you wish to view.
- 2. Click on the Student Portfolio menu item.

aily Student Activity	^ ^		<< <	Tiff	fany Hu	ghes		▼ ;	> >>	> 4 of 4		Student Summa
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- 3. Click on the File Name link for the report card that you wish to view.
 - The PDF document will appear in a new browser tab.

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4. Scroll through the PDF document and then click the **X** on the browser tab to return to the portal.

Optional

- a) Printing the Report Card
 - Click the **Print** icon to make a local printed copy of the report card.

b) Saving the Report Card

- Click the **Save** icon to save a local copy of this PDF document for your records.
- Choose the location, document name and then click the **Save** button.

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F. CHANGING YOUR EMAIL ADDRESS

- Portal users can now change the email address used by the school(s) without having to call or go to the school.
- Email address changes will automatically also change your portal Username to match this new email address.
- 1. Click on the Username icon located at the top right corner of the Home screen. It should be your initials.
 - A menu will appear.
- 2. Click on the Change Email Address menu item.
 - A new dialogue box will appear

★ Tyler SIS Daily Student Activity Attendance Student Schedule Transportation	^	Grade 09 - Administration Office	> >> 4 of 4	Aca 2	Select Language) Change Email Address Change Password Logout
School Life Announcements Calendar Fees & Billing	^	Announcements 04/04/20 No announcements for current date.		Fees & Billing No fees owed fo	r this student.
Student History Academic History Student Portfolio	^	Today's Attendance	0 Absent	Student Schedule No Schedule Informat	GO TO STUDENT SCHEDULE

- 3. Enter, and then re-enter your new email address.
- 4. Click the **Save** icon.



5. Make note that this new email address will also be your portal Username. Click the **Save** button to confirm this.

Note:
Your email address is also used as your User Name, so changes made here will also affect the name you use to log in.
5 Save Cancel



G. CHANGING YOUR PASSWORD

- 1. Click on the Username icon located at the top right corner of the Home screen. It should be your initials.
 - A menu will appear.
- 2. Click on the Change Email Address menu item.
 - A new dialogue box will appear

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Daily Student Activity	^ ^	< < Tiffany Hughes	> >> 4 of 4		S		
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Student History	^	Today's Attendance		Student Schedule		GO TO STUDENT SCHEDULE	
Academic History		0	0	No Schedule Information			
Student Portfolio		Tardy	Absent				

- 3. Enter your current (old) password.
- 4. Enter, and then re-enter your new password
- 5. Click the Save icon.



Remember, RETSD uses phrase-based passwords which have the following requirements:

- At least 14 character long (including spaces)
- At least one upper case character
- At least one lower case character
- Special character like punctuation or symbol

Examples include:

- The Bombers are Grey Cup Champs!
- My dog's name is Santa's L Helper.



H. RESETTING A FORGOTTEN PASSWORD

• Please reference the process for **First-Time Login** starting on step 3.

Tyler SIS		
	Pesword Forgot your login information2 Login	
360 Version v2020.1.0.5 C 10.13 (10.13.19203.2) R RI 10.13SP1 HF-33	© 2020 Copyright Tyler Technologies, Inc. All rights reserved.	

I. STUDENT DOCUMENT MANAGEMENT

- An additional menu item will appear if a student is receiving services from a divisional clinician.
- This area will provide access to clinical reports in PDF format.
- 1. Click on the **Student Document Management** link menu item.

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Daily Student Activity Attendance Student Schedule Transportation	^ ^	Grade 09 - Administration Office	▼ >>>> 4 of 4	Acade	Student Summary		
School Life Announcements Calendar Fees & Billing	^	Announcements 04/07/20 No announcements for curr	rent date.	Fees & Billing No fees owed for this student.			
Student Document Manageme	nt 1	Today's Attendance		Student Schedule	GO TO STUDENT SCHEDULE		
Student history		0	0	TODAY Tuesday 04/07	NEXT SCHOOL DAY Invalid date		
Academic History Student Portfolio		Tardy	ly Absent	12:00 - 12:00 AM No Classes Today			
		Calendar	GO TO CALENDAR	Upcoming Events	GO TO CALENDAR		
		< April 2020 Sun Mon Tue Wed Thu	> J Fri Sat	No upcon	ning events.		



- 2. Click on the View link associated with either the Summary Report or Consult Note.
 - This will display the PDF document on a new browser tab. •

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Grade 09 - Administration Office	of 4		Stu	dent Do	ocument M	anagement	
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	Birthdate (mm/dd/yy): 06/22/05 MET #:		25505 lin021				
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	SUMMARY OF STUDENT PROGRESS						
	SUMMARY OF SERVICES PROVIDED						
	STUDENT GOALSIOUTCOMES FOR NEXT YEAR						
	SERVICE/SUPPORT PLAN FOR NEXT YEAR						
	SIGNATURE						
	Signature:						
	Name and credentials:						
	Cc: Student Service File Parent/Guardian Pupil Support File(School)						
	Page 1 of 1 SS 4/2020 Hughes, Tiffany 2005-06-22						-

Optional

•

a) Printing the report

Click the **Print** icon to make a local printed copy of the report card.

- b) Saving the report
 - Click the **Save** icon to save a local copy of this PDF document for your records. •
 - Choose the location, document name and then click the **Save** button. •

