Parent Portal User Guide -
Mobile Version
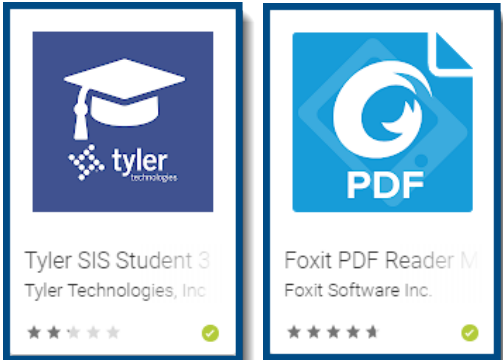
March 2020

# 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.
    - o   **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.

Apple iOS	Android
Tyler Student 360	**Tyler Student 360 and a PDF Reader**
Tyler SIS Student 3 Tyler Technologies, Inc ★★☆☆☆	Tyler SIS Student 3 Tyler Technologies, Inc ★★☆☆☆ Foxit PDF Reader M Foxit Software Inc. ★★★★☆

River East Transcona
SCHOOL DIVISION

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 **noreply@retsd.mb.ca** 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.
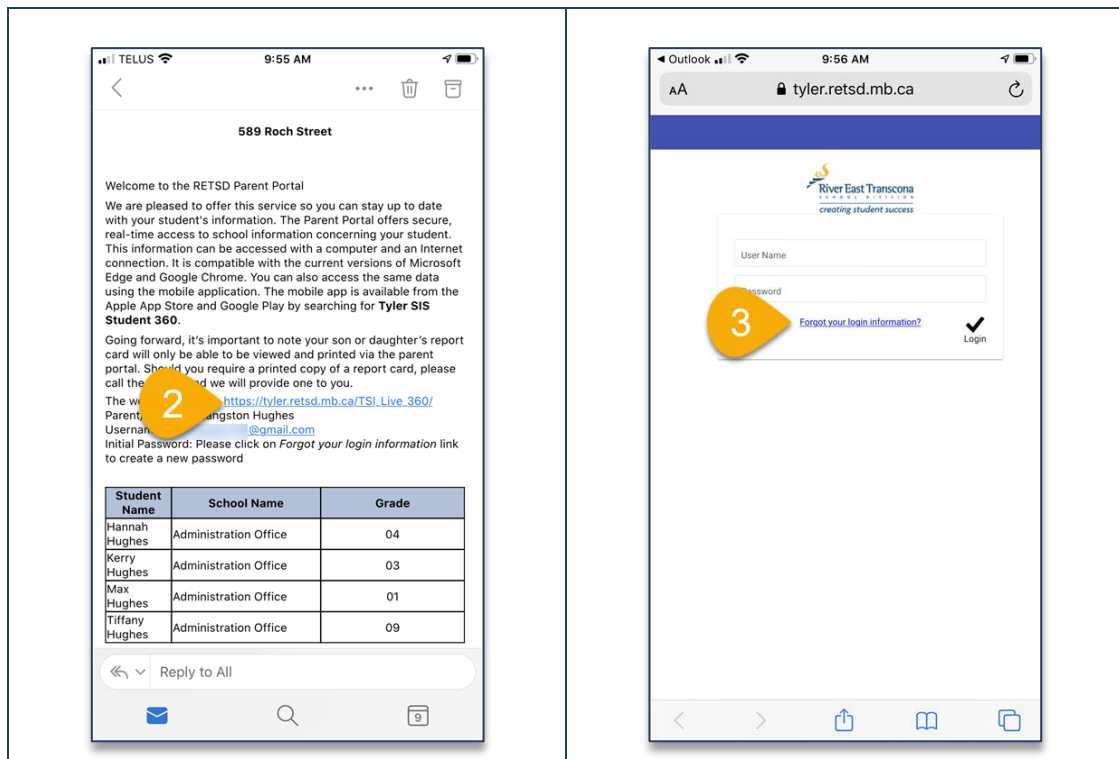
4. Enter your email address for the **User Name**.

5. Tap the **Continue** button.
   - Another message will now be sent to your email address.

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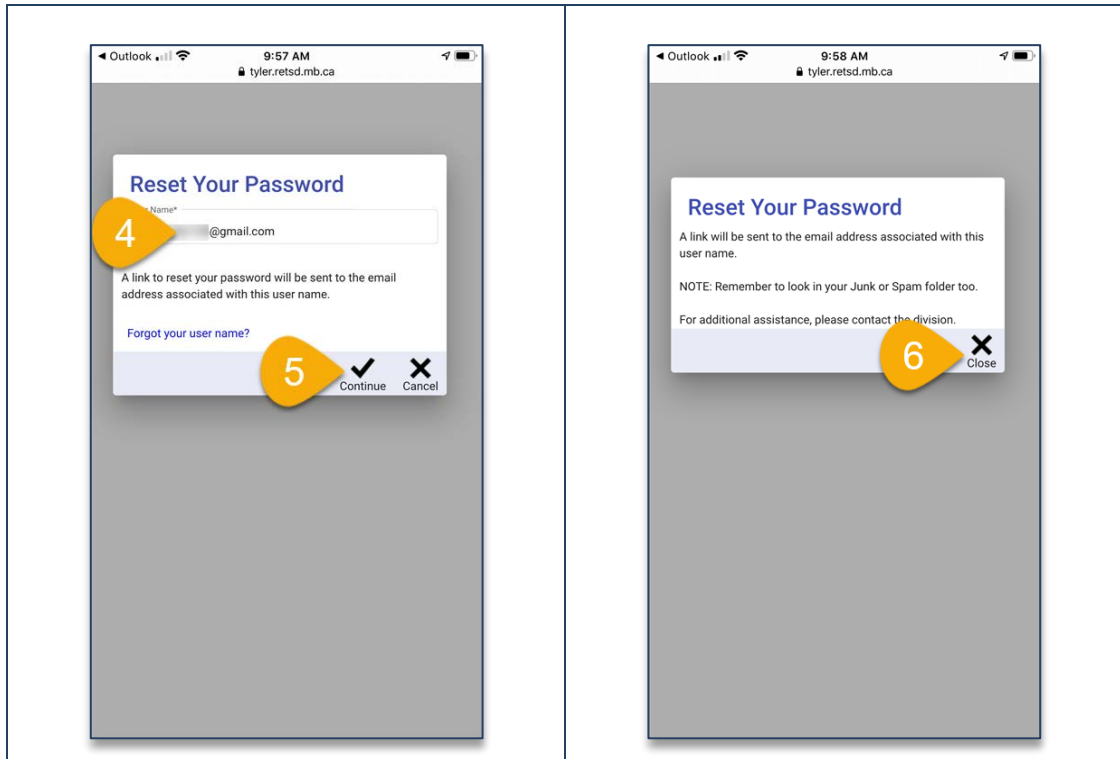
7. Open this second email from **noreply@retsd.mb.ca** and tap on the **here** link.
   - This message seems to look terrible in some mobile email apps. It looks more presentable in a non-mobile email system.

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!
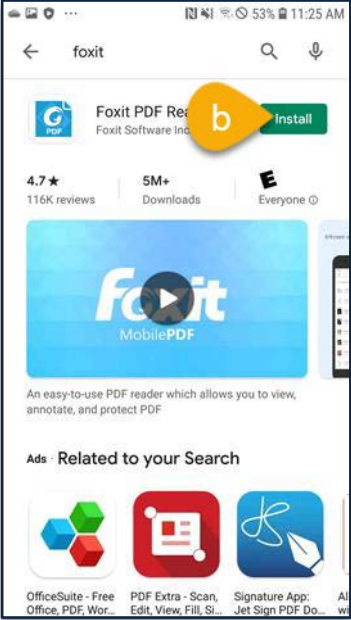   - My dog's name is Santa's L Helper.

9. Tap on the **Save** button to save your new password.
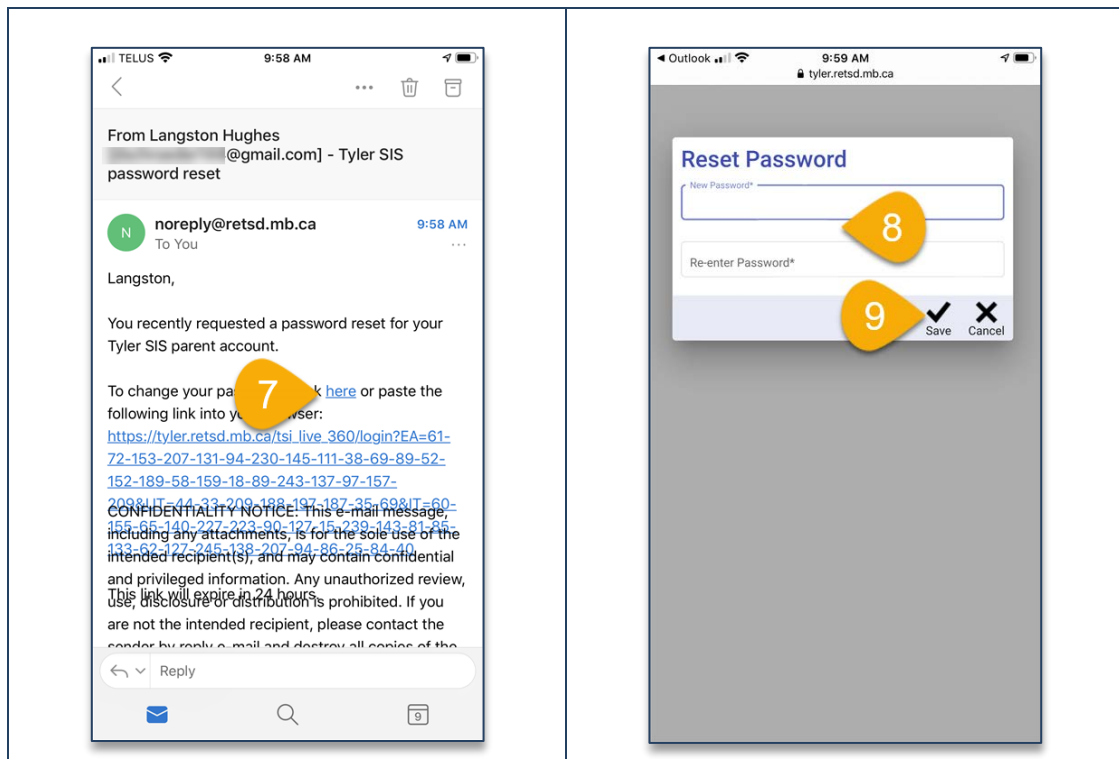
C. INSTALLATION OF THE MOBILE APPLICATION

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**.

Apple iOS	Android

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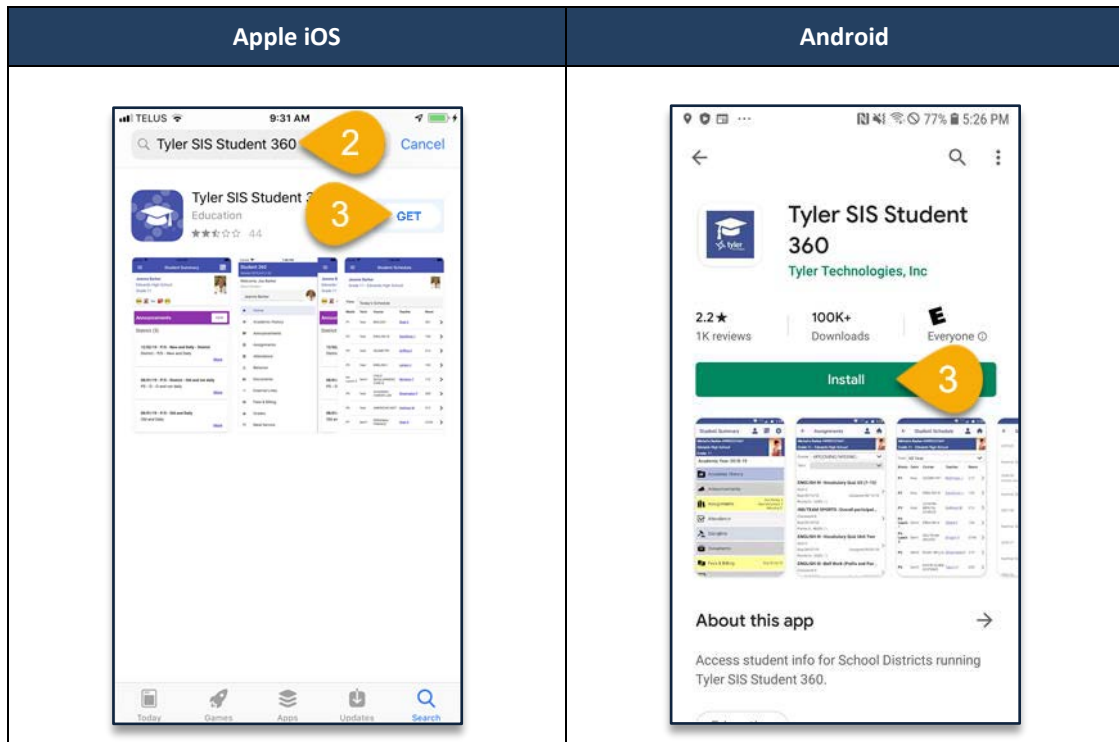
Apple iOS	Android
	Note: You can choose any PDF reader app that you prefer. **Foxit** has been tested and works.

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.
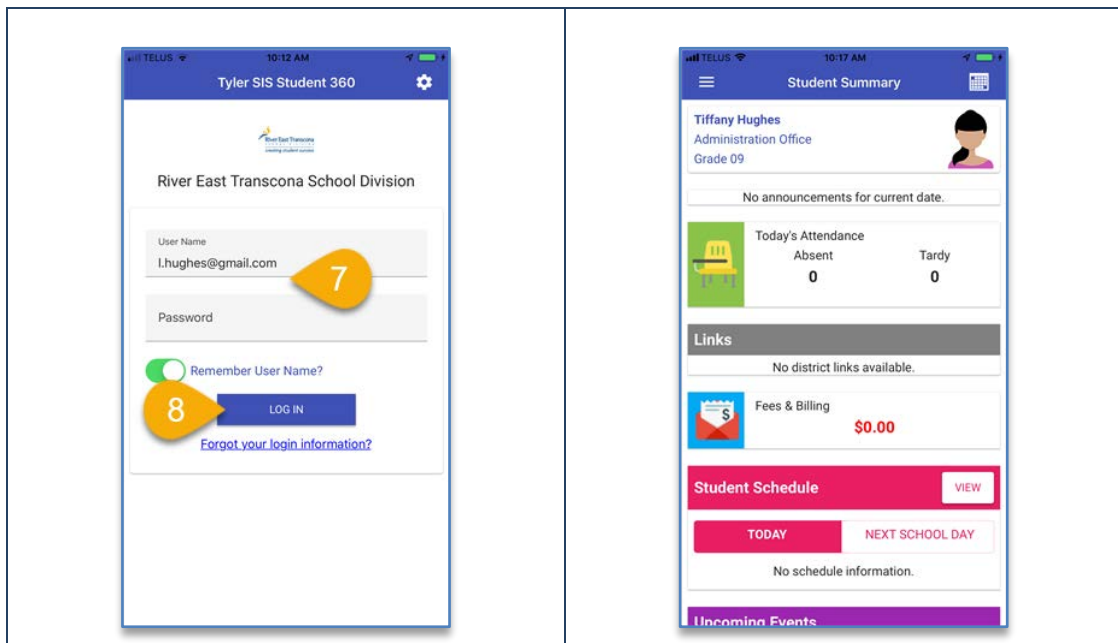   - The search should result in only one hit.

7. Tap the **River East Trancona School Division** item in the search results.
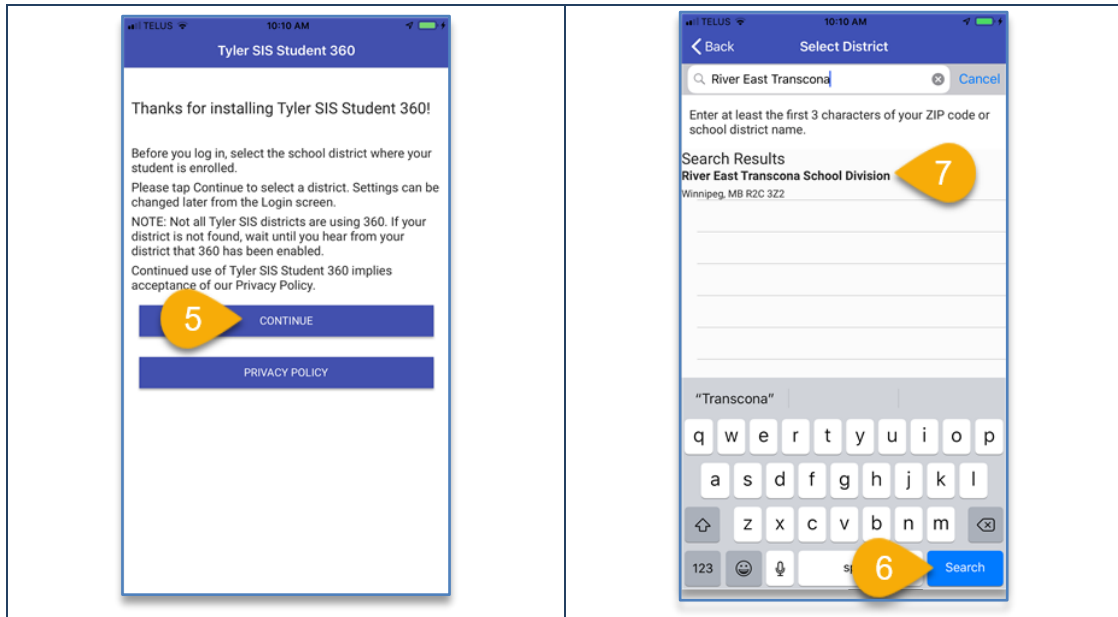
8. Enter your email address and password.
   - Turn on the **Remember User Name** feature if the mobile device won't be used by others.
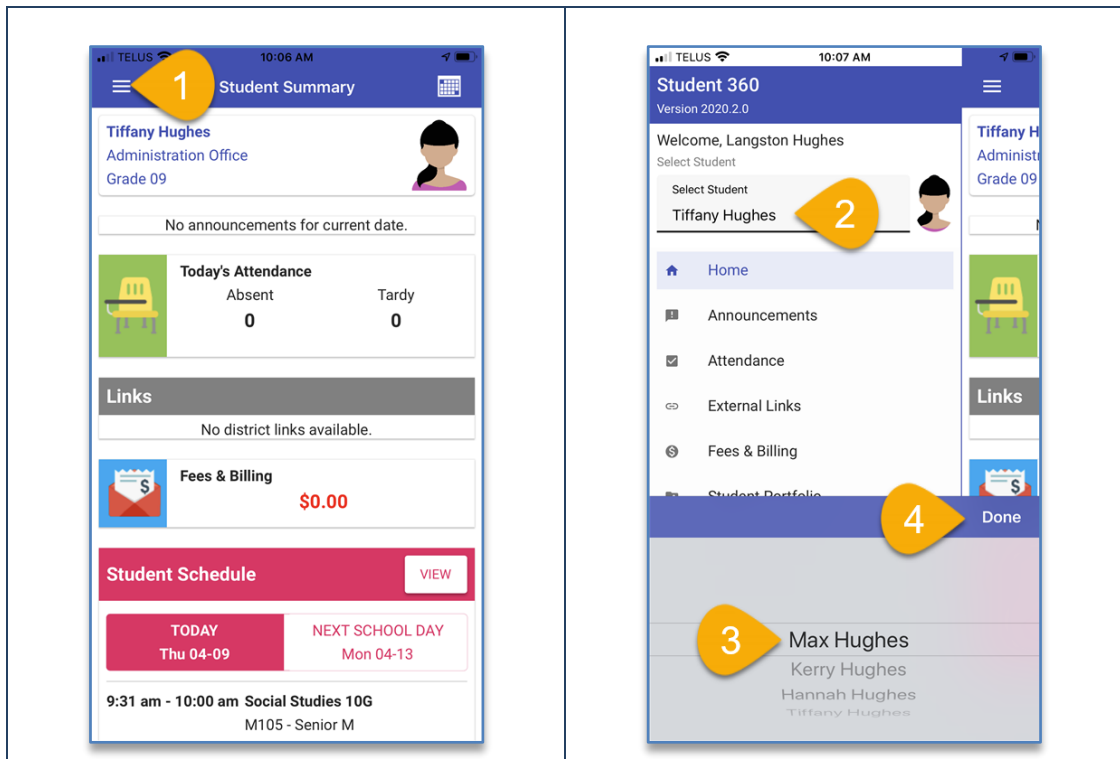
9. Tap the **Login** In button to enter the portal.

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.
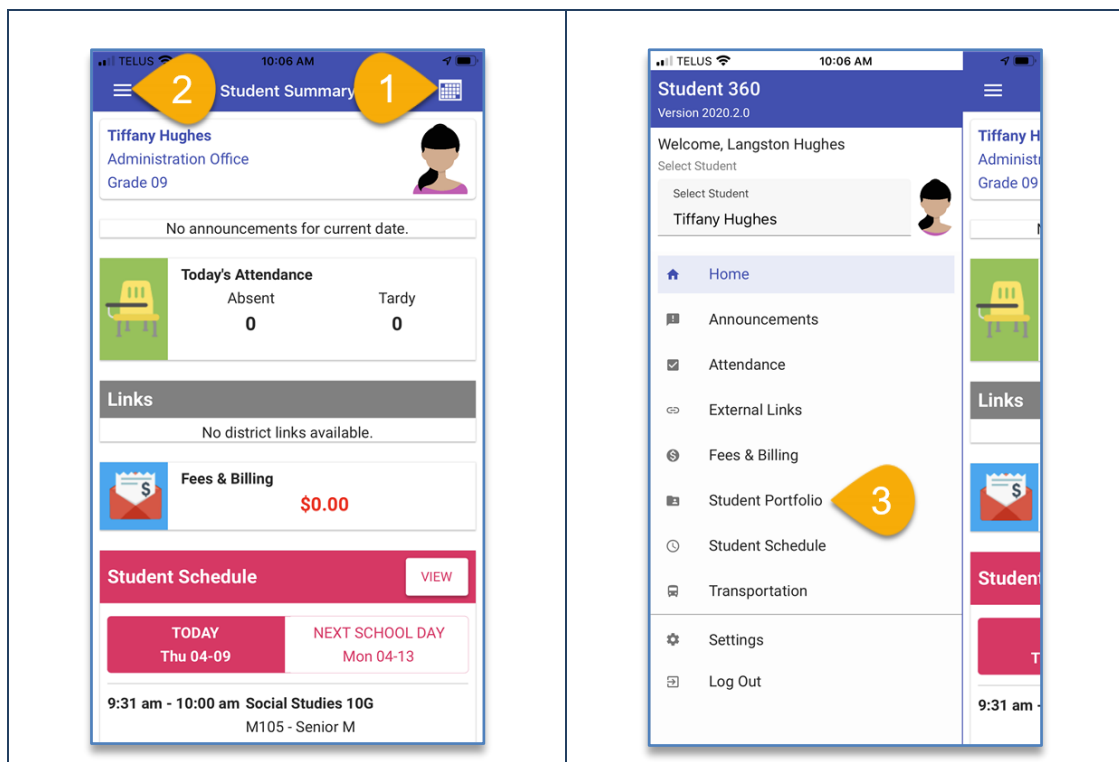
4. Tap on the report card that you wish to view.
   - The PDF report card will be displayed. Scroll through the multi-page document.

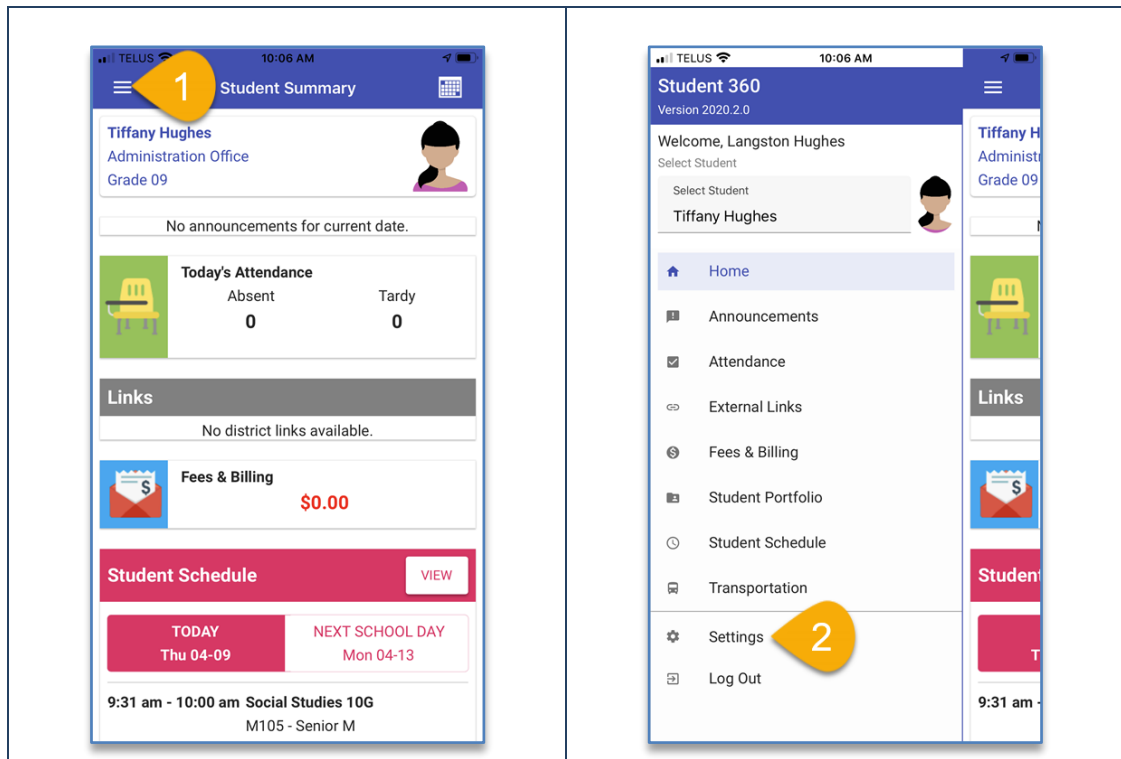5. Tap the **Done** button when completed.
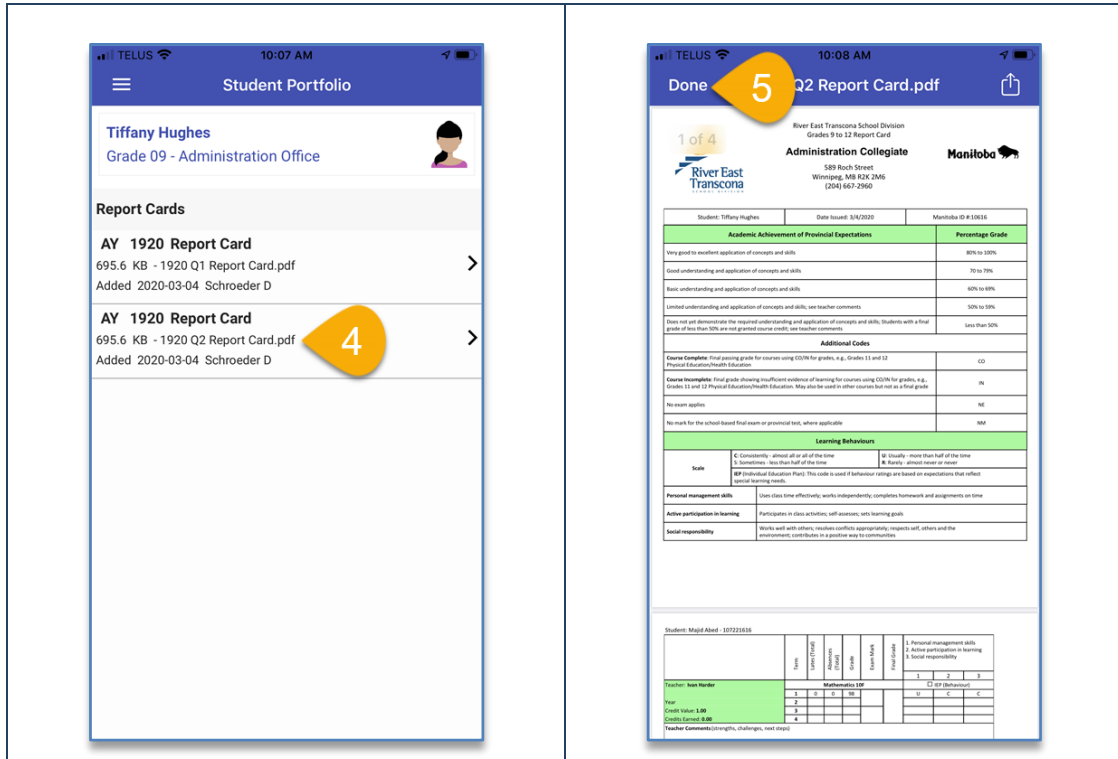
Optional – Print and Save Report Cards

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.
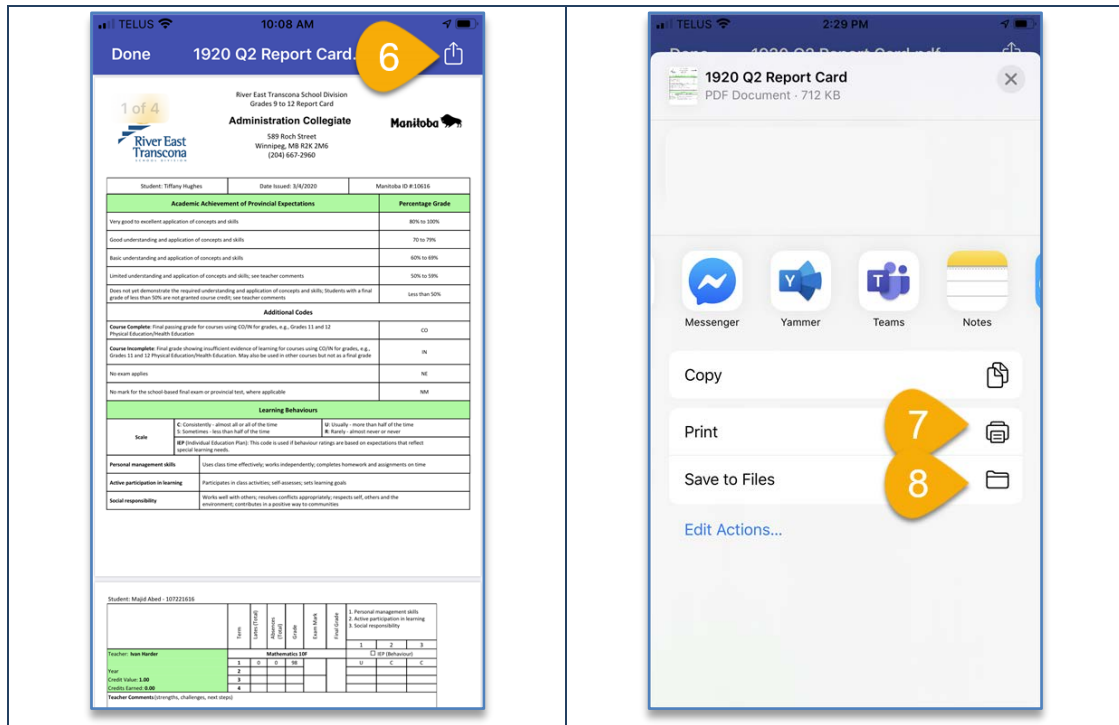
F. CHANGING YOUR PASSWORD OR EMAIL ADDRESS

1. Tap on the **Menu** (hamburger) icon.

2. Tap on the **Settings** menu item.

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.
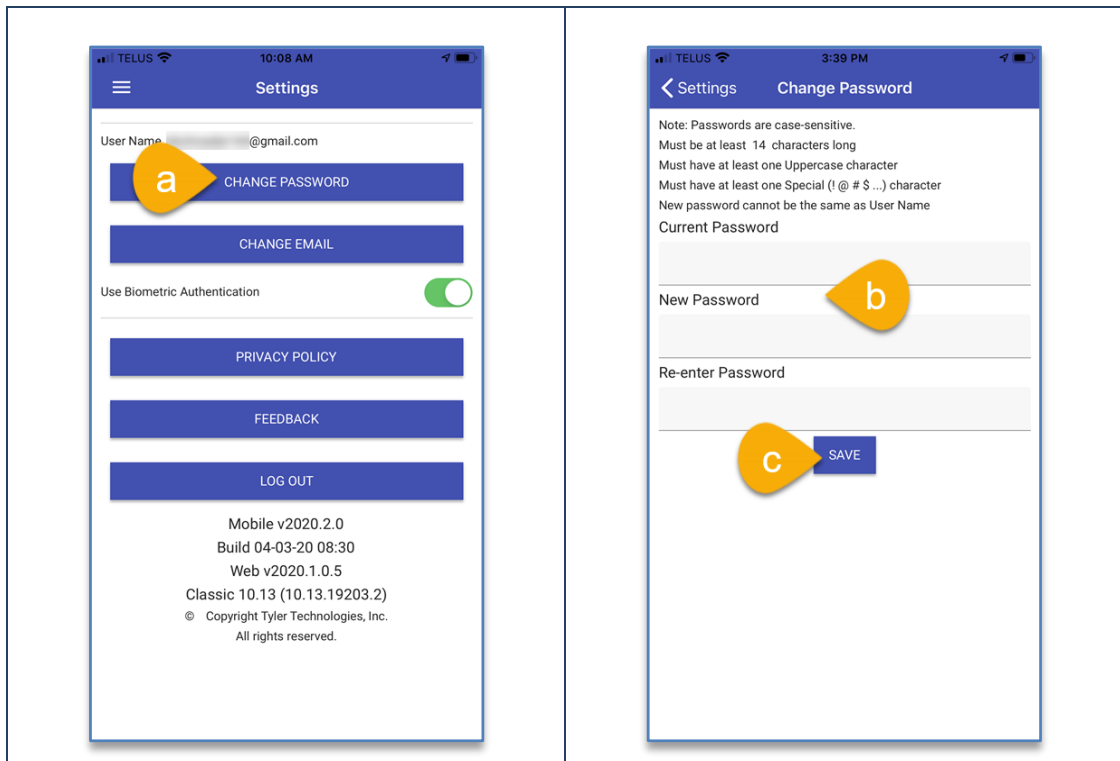
New Email Address

- 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.
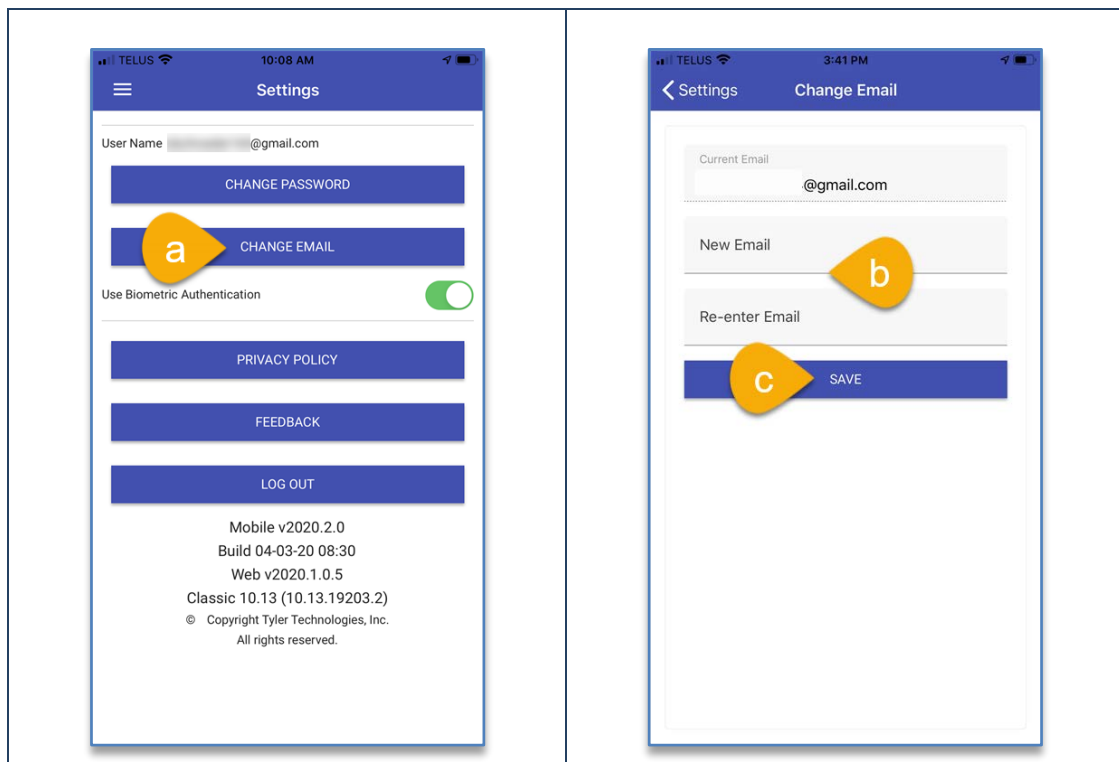
G. STUDENT DOCUMENT MANAGEMENT

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

Parent Portal User Guide
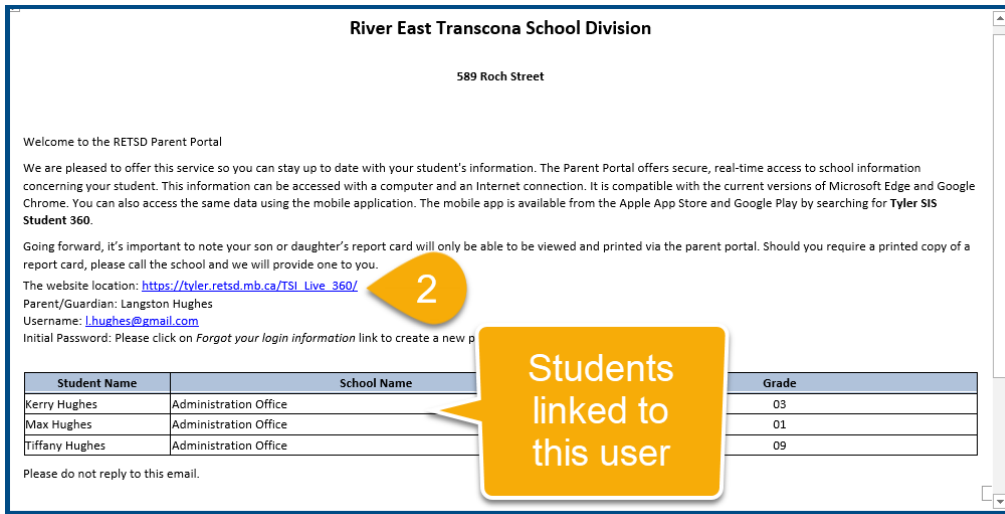
Web Version

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:
  - o Microsoft Edge Chromium (used in this guide)
  - o Google Chrome
  - o Mozilla Firefox

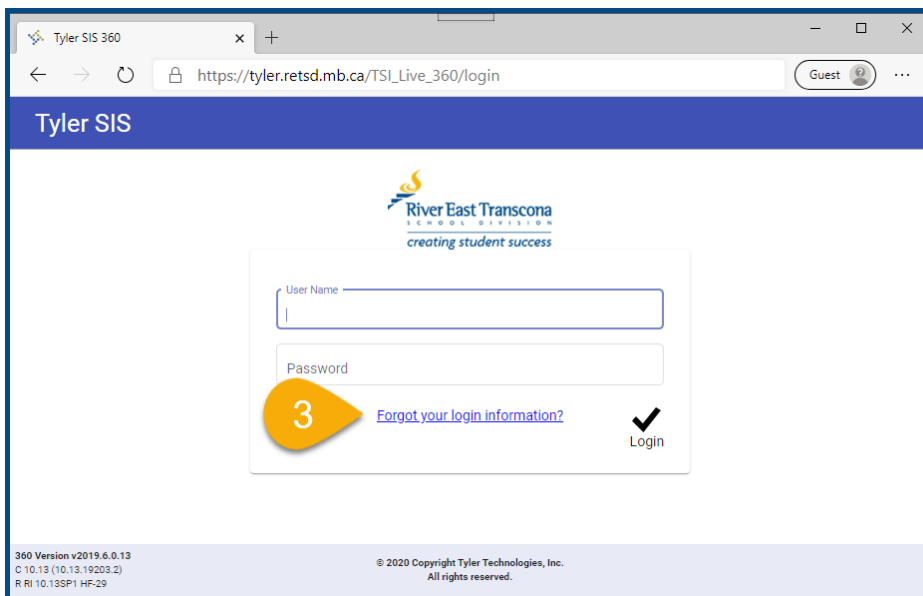| Browser Icon	Name
	Microsoft Edge
	Google Chrome
	Mozilla Firefox

- 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 Transcona School Division

589 Roch Street

Welcome to the RETSD Parent Portal

We are pleased to offer this service so you can stay up to date with your student's information. The Parent Portal offers secure, real-time access to school information concerning your student. This information can be accessed with a computer and an Internet connection. It is compatible with the current versions of Microsoft Edge and Google Chrome. You can also access the same data using the mobile application. The mobile app is available from the Apple App Store and Google Play by searching for **Tyler SIS Student 360**.

Going forward, it's important to note your son or daughter's report card will only be able to be viewed and printed via the parent portal. Should you require a printed copy of a report card, please call the school and we will provide one to you.

The website location: https://tyler.retsd.mb.ca/TSI_Live_360/ **2**
Parent/Guardian: Langston Hughes
Username: l.hughes@gmail.com
Initial Password: Please click on *Forgot your login information* link to create a new p

Students linked to this user

Student Name	School Name	Grade
Kerry Hughes	Administration Office	03
Max Hughes	Administration Office	01
Tiffany Hughes	Administration Office	09

Please do not reply to this email.

3. Click the **Forgot your login information** link.

Tyler SIS 360

https://tyler.retsd.mb.ca/TSI_Live_360/login

Tyler SIS

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creating student success

User Name

Password

3 Forgot your login information?   ✔ Login

360 Version v2019.6.0.13
C 10.13 (10.13.19203.2)
R RI 10.13SP1 HF-29

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4. Enter your email address.

5. Click the **Continue** button.

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

Langston,

You recently requested a password reset for your Tyler SIS parent account.

To change your password, click here or paste the following link into your browser:
https://tyler.retsd.mb.ca/TSI_Live_360//login?EA=109-245-28-165-191-227-43-19-24-161-35-44-28-228-180-15-170-107-94-149-1
13&UT=44-33-209-188-197-187-35-69&IT=224-232-15-29-226-12-156-165-79-80-243-88-115-70-94-36-234-107-237-122-114-151-2

This link will expire in 24 hours.

CONFIDENTIALITY NOTICE: This e-mail message, including any attachments, is for the sole use of the intended recipient(s), and may contain confidential and privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

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.
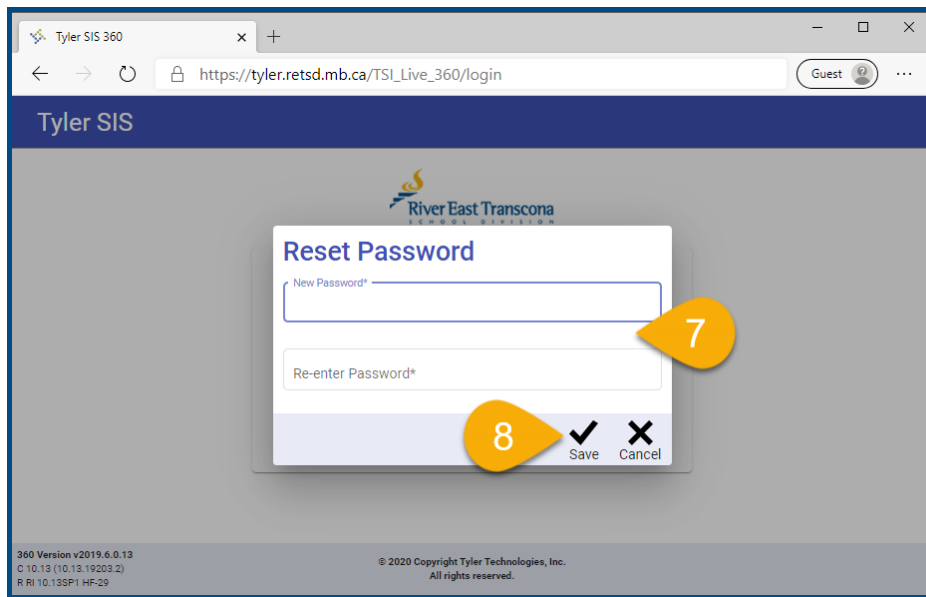
8. You will then be able to login to the portal and access the student information.
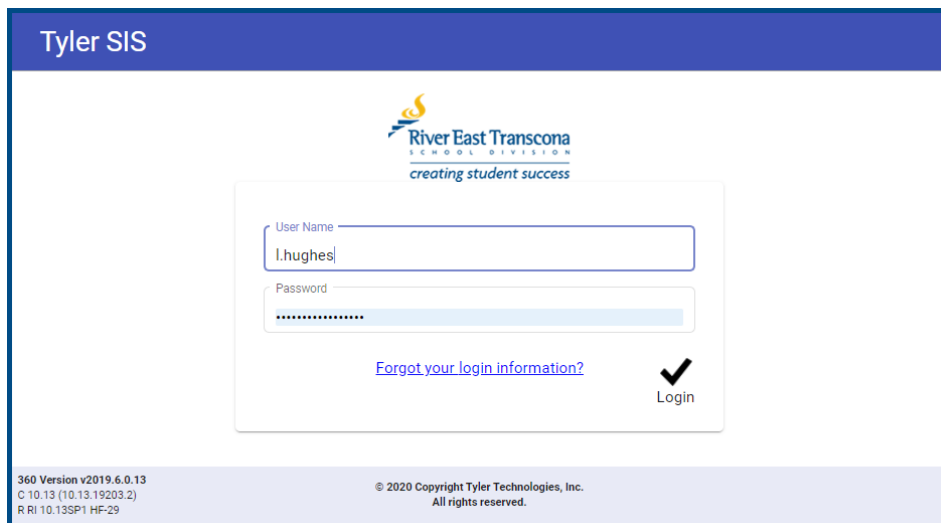
C.   THE HOME SCREEN

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

Area	Description
1	Student selection
2	User settings
3	Academic Year selection
4	Screen settings
5	Information Menu
6	Visible information "Cards"

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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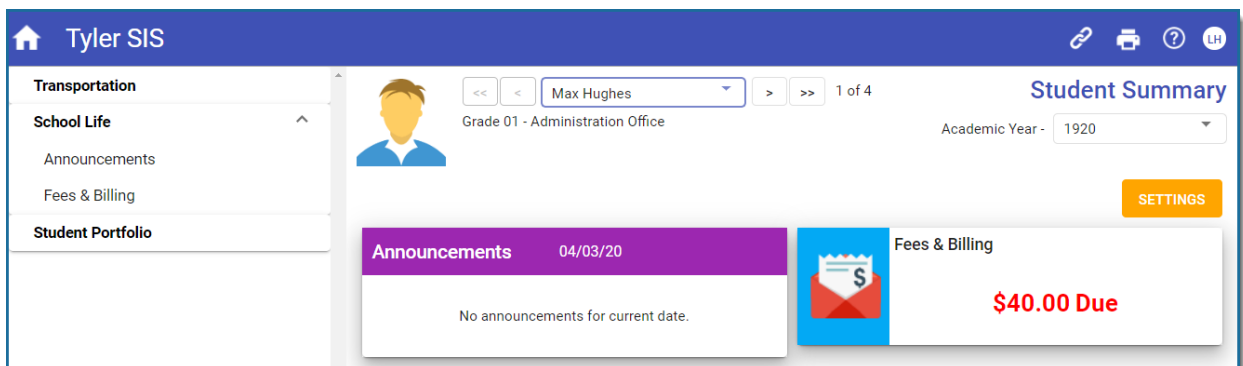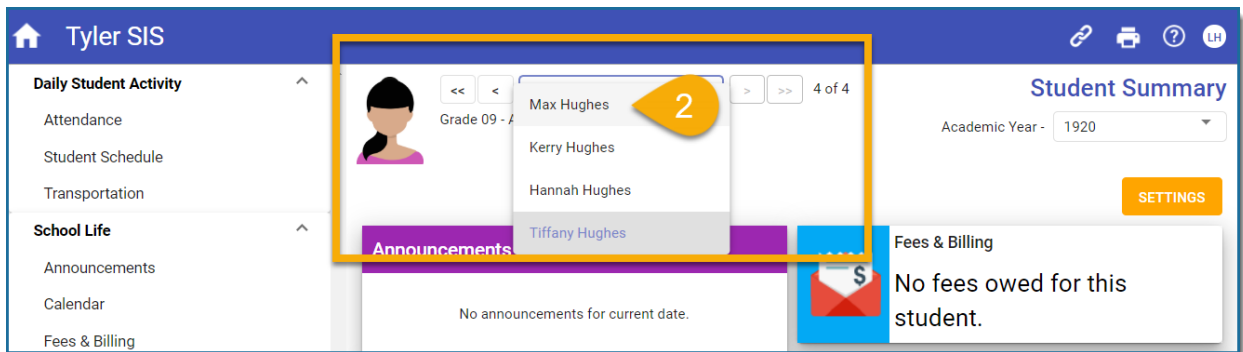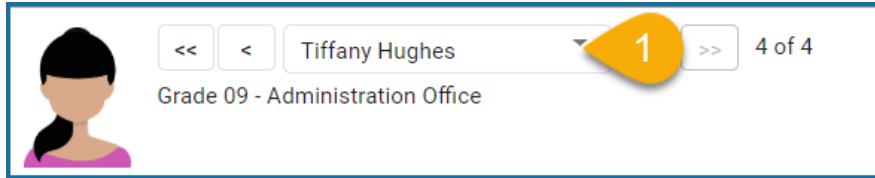
E. VIEWING AND SAVING REPORT CARDS

- 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.

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.
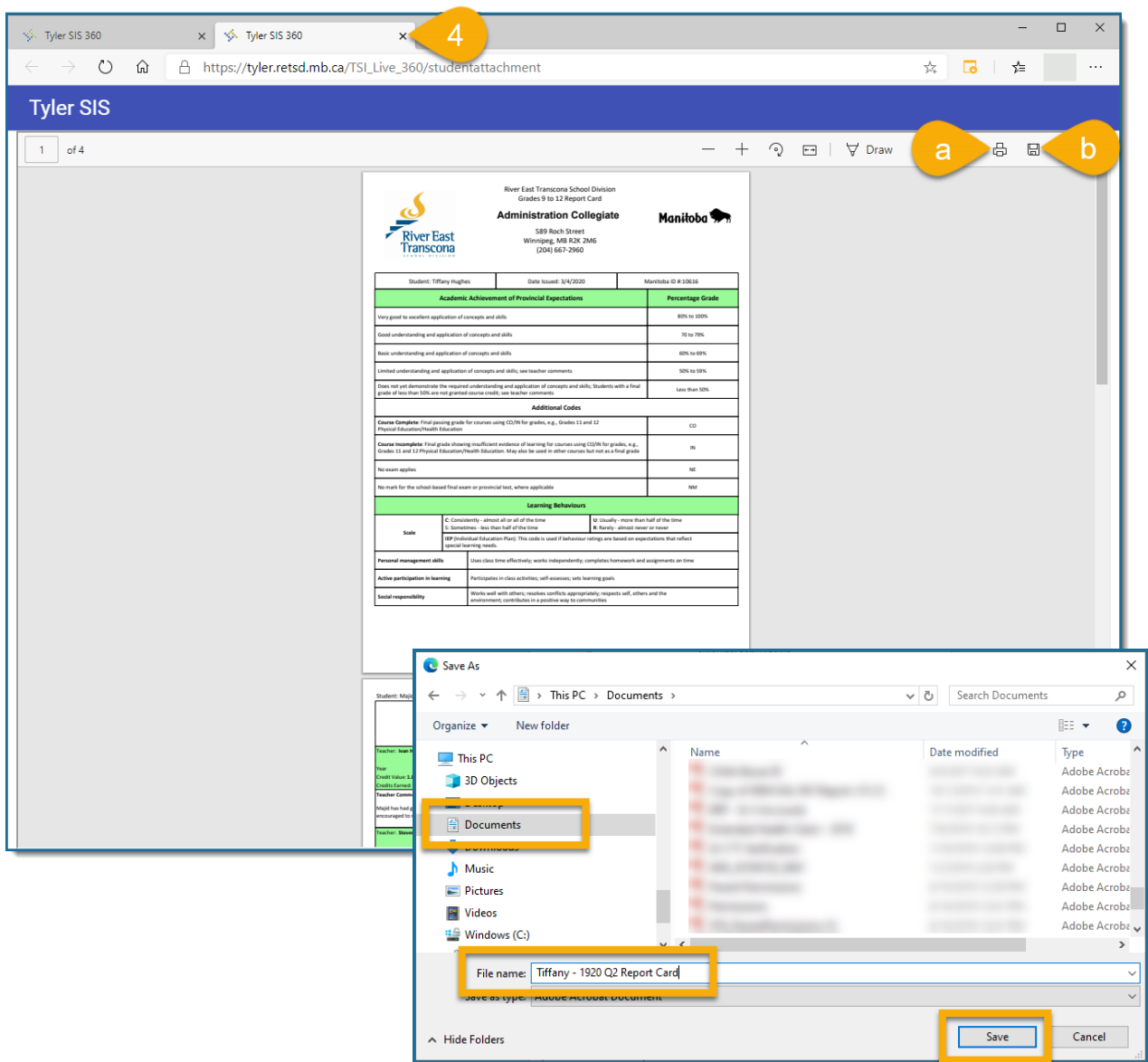
Optional

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.

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
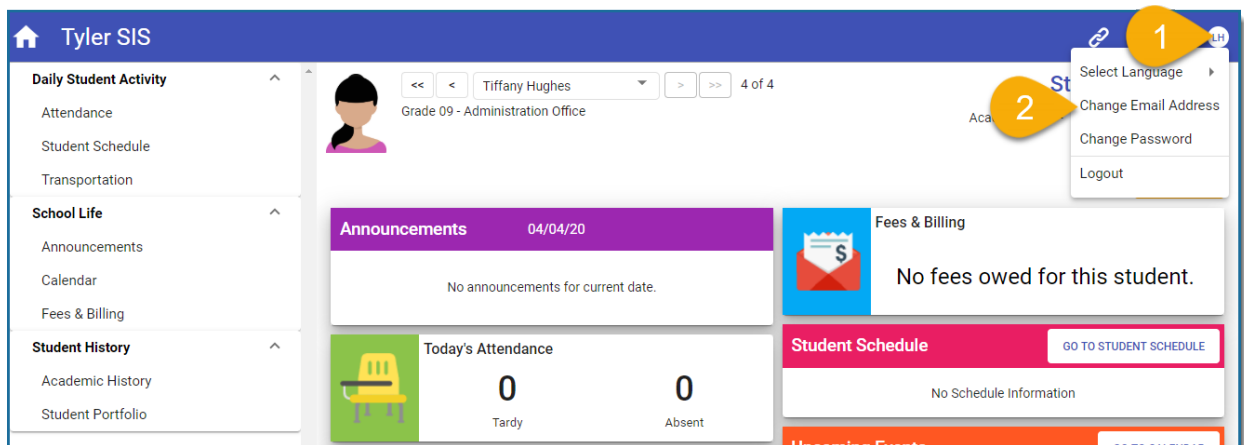
3. Enter, and then re-enter your new email address.

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.

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
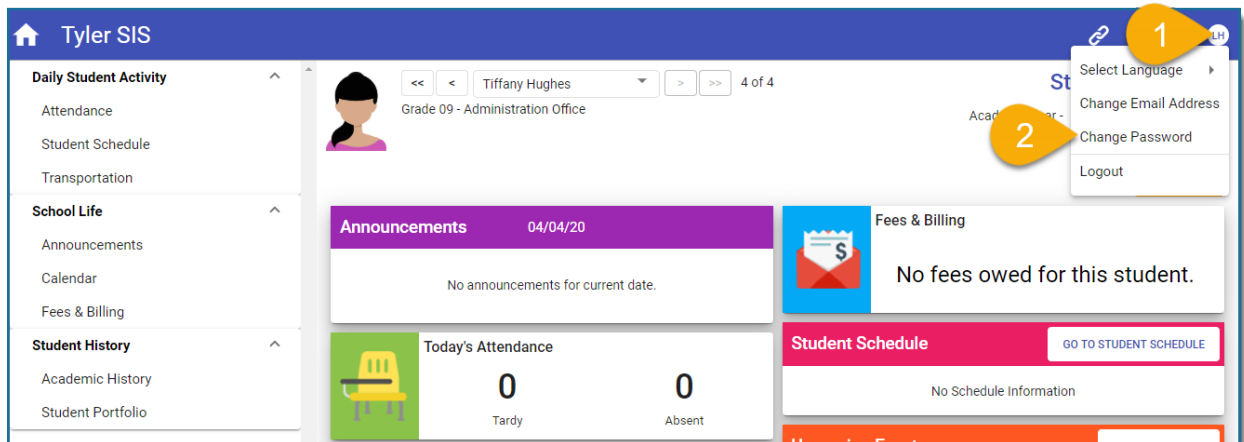
3. Enter your current (old) password.

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.

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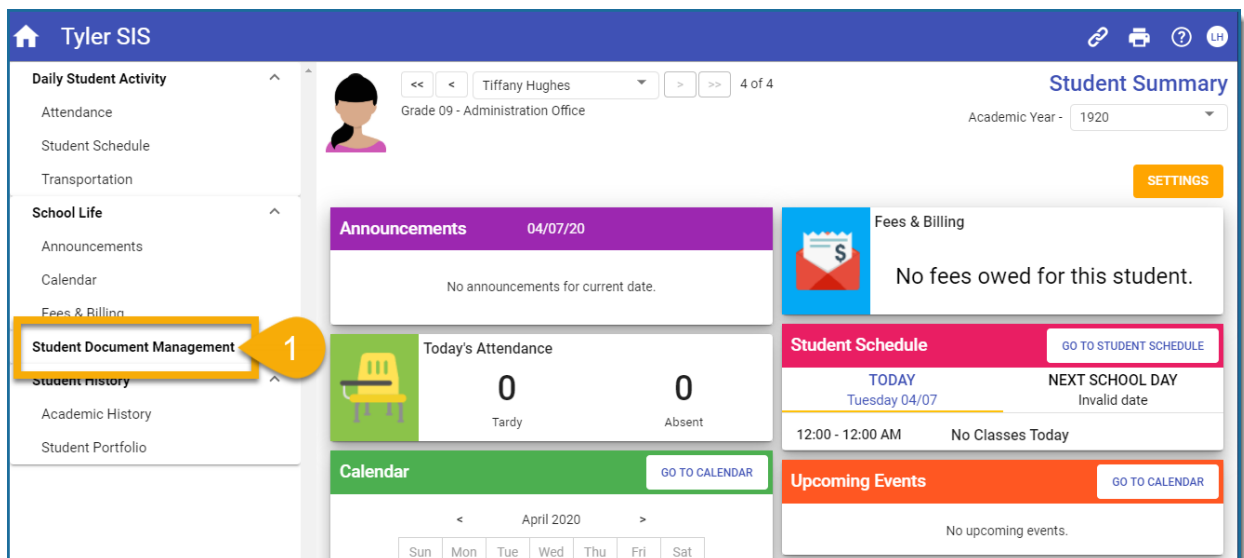
H.   RESETTING A FORGOTTEN PASSWORD

- Please reference the process for **First-Time Login** starting on step 3.
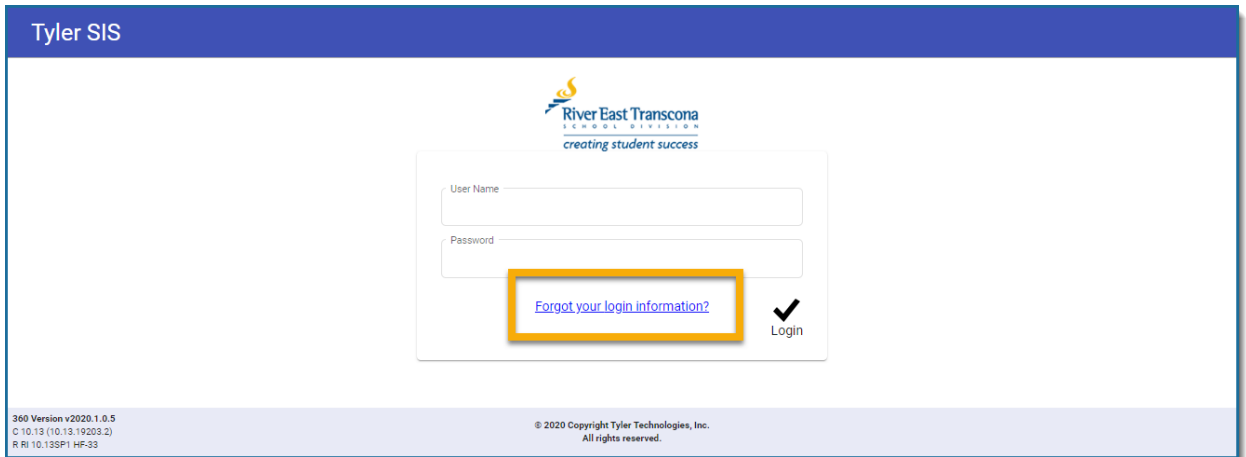
I.   STUDENT DOCUMENT MANAGEMENT

- 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.

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.

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.