# Parent Portal – parent is unable to view the Report Card

All current web browsers will be able to display PDF files within the browser without needing to use Adobe Reader. However, in some cases, there may be settings set incorrectly in the browser that will cause the report card not to display.

### Browser on a smartphone or iPad/tablet

All smartphones and Android/iOS tablets experience the same issue – only the first page of the Report Card will display. You will need to use the Tyler SIS Student 360 app. Please see <u>How to for parents – view Report Cards</u> for instructions on installing and using that.

### Internet Explorer

Internet Explorer is no longer supported by Microsoft, and Tyler 360 will not open at all in IE. Please use an up to date browser. We generally recommend Google Chrome, but Microsoft Edge and Firefox will both work fine, as will Safari on a Mac, although Chrome is preferred on Mac computers.

### Google Chrome

If you are using Chrome, you may encounter this screen when attempting to open the Report Card:

Tyler SIS
Student Information System
PDF
2c366640-2bc2-4401-95f0-b4b5a9ed7106
Open

This is due to an incorrect Setting. To correct that:

- 1. Click the ... menu in the top right corner
- 2. Select Settings
- 3. On the left side of the page, click Privacy and security
- 4. Click Site Settings

Settings		Q Search settings	
÷	You and Google	Privacy and security	
自	Autofill		
0	Privacy and security	Clear browsing data Clear history, cookies, cache, and more	•
۲	Appearance	Site Settings	
Q	Search engine	Control what information websites can use and what content they can show you	· ·
	Default browser	More	~
ப	On startup		

- 5. Scroll down to the bottom of the list
- 6. Select PDF documents

Settings		Q :	Search settings		
<b>.</b>	You and Google			Serial ports Ask when a site wants to access serial ports	•
	Autofill		[];	File editing	•
<b>e</b>	Appearance		Par	PDF documents	7
Q	Search engine		Q	Protected content	Ļ
回 し	Default browser On startup		Ċ	Clipboard Ask before accessing	•
Advanc	ed	•	⊟	Payment Handlers Allow sites to install payment handlers	•
Extensi About C	ons Chrome	ß	A	Insecure content Insecure content is blocked by default on secure sites	Þ

7. Toggle the option "Download PDF files instead of automatically opening them in Chrome" off (so it looks like the screenshot below):



## Mozilla Firefox

You may encounter this screen, and/or an error from another program when attempting to open the Report Card:

Tyler SIS							
Student Information System							
To correct the setting that cause	To correct the setting that causes this:						
<ol> <li>Click the ≡ menu</li> <li>Select Options</li> <li>Ensure the General tab is</li> </ol>	s selected						
🔆 General	General						
Home	Startup						
<b>Q</b> Search	Restore previous session         Warn you when quitting the browser						
Privacy & Security	Always check if Firefox is your default browser						
4. Scroll down to the Applic	cations heading						

5. Set the Action beside Portable Document Format (PDF) to Preview in Firefox

#### Applications

Choose how Firefox handles the files you download from the web or the applications you use while browsing.

♀ Search file types or applications					
Content Type	Action				
🔋 irc	🕄 Always ask				
🔋 ircs	Always ask				
mailto	Use Outlook (default)				
Portable Document Format (PDF)	Preview in Firefox	~			