

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

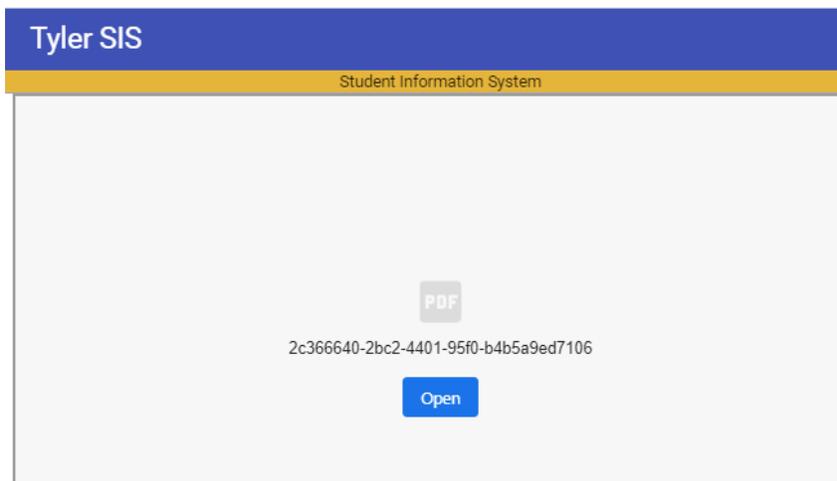
All smartphones and Android/iOS tablets experience the same issue – only the first page of the Report Card will display. You will need to use the Tyler SIS Student 360 app. Please see [How to for parents – view Report Cards](#) for instructions on installing and using that.

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.

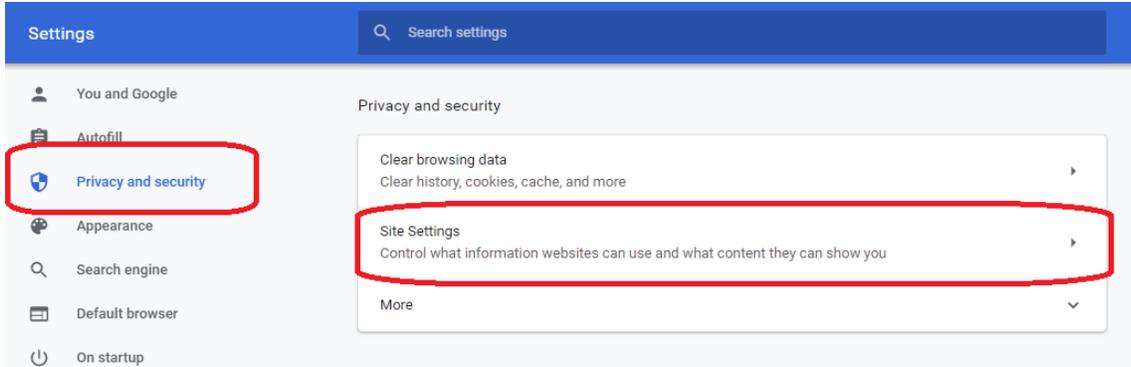
Google Chrome

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

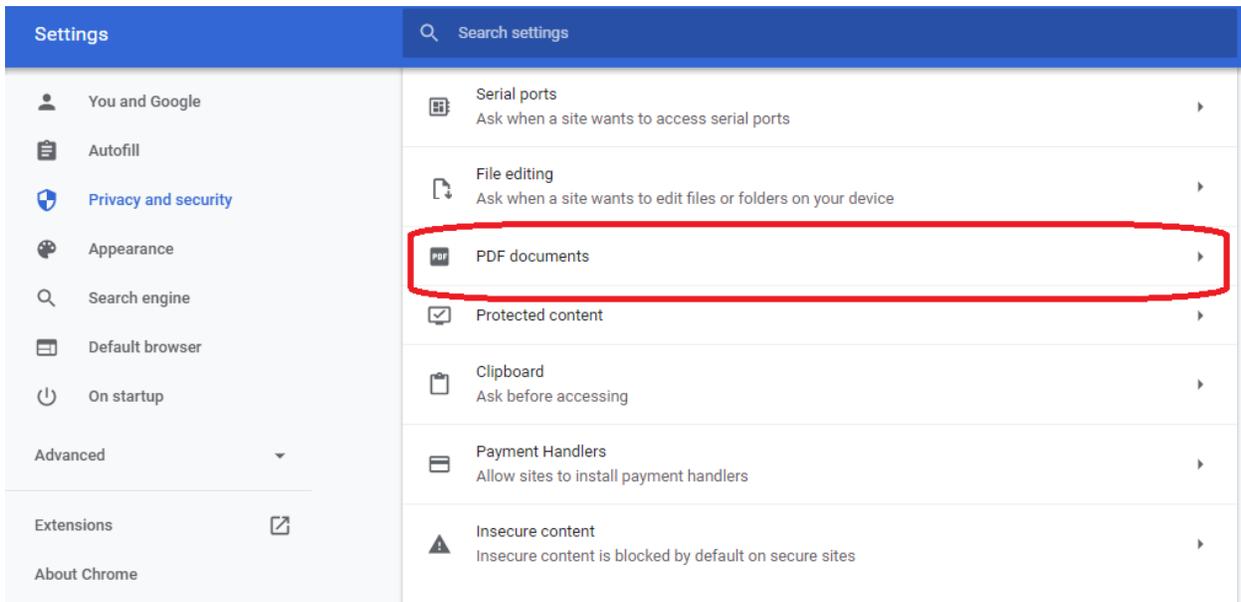


This is due to an incorrect Setting. To correct that:

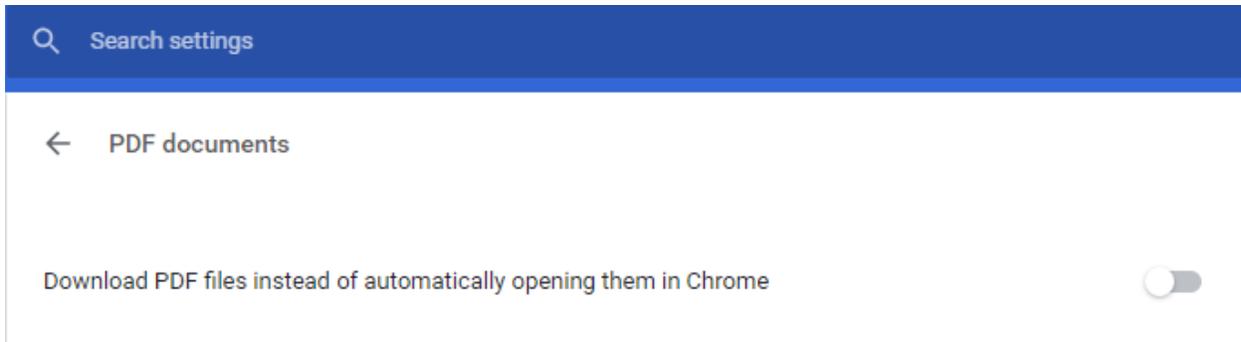
1. Click the ... menu in the top right corner
2. Select Settings
3. On the left side of the page, click Privacy and security
4. Click Site Settings



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

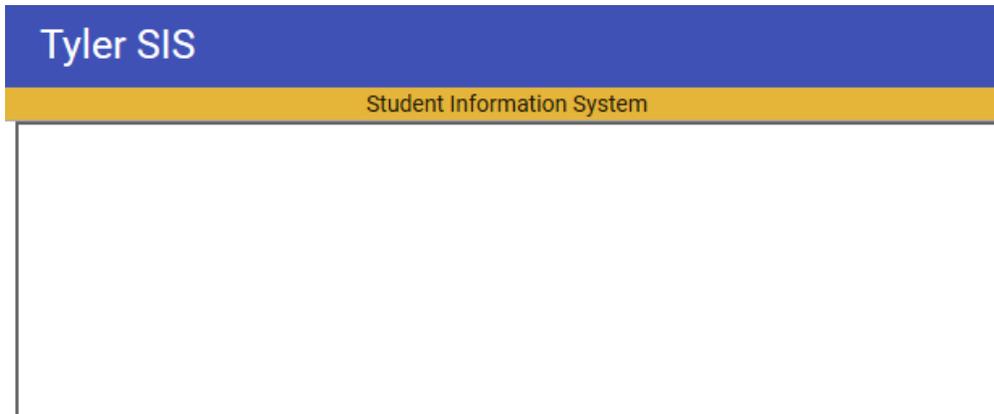


- 7. Toggle the option “Download PDF files instead of automatically opening them in Chrome” off (so it looks like the screenshot below):



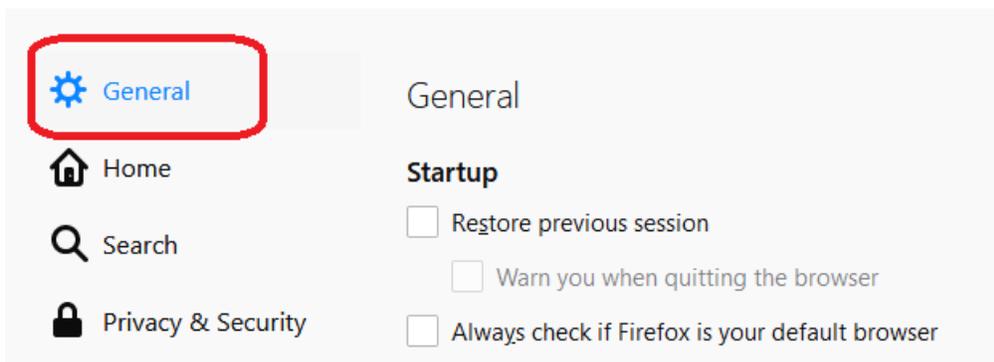
Mozilla Firefox

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



To correct the setting that causes this:

1. Click the ☰ menu
2. Select Options
3. Ensure the General tab is selected



4. Scroll down to the Applications 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.

