



# Murdoch MacKay Collegiate

260 Redonda St. | Winnipeg, MB R2C 1L6 | Tel: 204.958.6460 | Fax: 204.224.5920  
Principal: Mr. J. Muller | Vice-principal: Ms. C. Kovacs | Vice-principal: Mr. D. Kupiak  
Email: mur@retsd.mb.ca | Web: www.retsd.mb.ca/school/mur

Dear Parent/Guardian/Student:

Here is some information about the Parent Portal that you may need to know:

**1. The Parent Portal site is:**

[https://tyler.retsd.mb.ca/TSI Live 360/](https://tyler.retsd.mb.ca/TSI_Live_360/)

**2. Browser Compatibility**

a. The portal works well with MS Edge, MS IE 11, and Google Chrome.

**3. Computers will need to have Adobe Acrobat installed in order to view the PDF report cards.**

a. We have heard of incompatibility with other PDF readers.

b. Users will need the Adobe Acrobat Reader. It is a free download:

<https://get.adobe.com/reader/>

c. Tyler is investigating this, but for right now users will need Acrobat.

**4. Mobile App**

a. There is a Tyler Technologies Mobile App.

b. It works great for everything, except (you guessed it) for viewing the report cards.

c. We will update this site as more information is released about the Mobile App.

**5. There is a RETSD page that has information about this service.**

a. It includes a introductory video, browser compatibility and a link for installing Adobe Acrobat Reader (free edition). The RETSD hopes to put more FAQs on this page as issues come up.

<http://retsd.mb.ca/Pages/Parent-Portal-Videos.aspx>

**6. Portal accounts have been created for all primary contacts of our SY students.**

a. The account credentials have been distributed with the Term 3 report card and send by mass email to all primary contacts that have email addresses in recorded in Tyler. If you have not received the report card then please have your son/daughter pick up their report card so that they can bring this important letter home to share with you.

b. These accounts can be shared at your discretion among all members of a household.

**7. Access at the Public Library**

a. If you are unable to access the Parent Portal from home another recommendation is to go to the public library and view the portal and report cards on one of their computers.

b. The Public Library has been tried, tested and it works perfectly.



## 8. Password Reset

- a. The portal login screen does have a “Forgot your password” link.
- b. Users should be able to have their account reset if they have an email address if they have an email address recorded in Tyler.
- c. If the user has forgotten their password and doesn’t have their email address recorded in Tyler, they will need to contact the school and be able to verify their identify.

Tyler SIS

User Name:

Password:

[Forgot your password?](#)  Login

Tyler SIS

User Name:

### Reset Your Password

User Name

A link to reset your password will be sent to the email address associated with this user name.

[Forgot your user name?](#)

Continue  Cancel

## 9. Data Errors

- a. If student contacts find any errors in the data (attendance, report cards, etc) they should contact the school office.