

Email Changes for Tyler SIS Clients

January, 2022

In order to enhance security, Tyler Technologies is pleased to announce a change to how emails are delivered by the Tyler SIS (SIS K-12) application. This change will reduce the likelihood that emails from Tyler SIS will be marked as spam, lower the chance of email spoofing, and help receiving mail servers validate that email messages are not forged or altered in transit.

To continue using your current email addresses and domain to send email from Tyler SIS, you will need to complete the DKIM Domain Verification process detailed below.

What changes are required?

To complete the Domain Verification process, you will need to create a TXT record for the DKIM public key in your public DNS server and update your SPF DNS record if one currently exists.

The DNS record should use the following format, in which you will change “example.com” to your domain name:

Name	Type	Value*
sisk12._domainkey. example.com	TXT	p=MIGfMA0GCSqGSIb3DQEBAQUAA4GNADCBiQKBgQCoVJyIH49g7MqYVTBKex5YcEqRbgSVXFGs/XmIKLxVF0wmFfh7Ai5nxgkH/N6ABOlyQbOFFt5Hqq4YnWfgXCVFkZVAhNOq5QdMat71e9tQsZjBI1zE4wipbtmLuV5JuFtXWYpqYDLPee49By8TL4jv4yE+5RP6tGt6cqZzYkhqjwIDAQAB

*Be sure to remove any line breaks when creating the TXT record.

With the DNS record in place, send an email to technicalsupportquestions@tylertech.com with the subject “SIS Domain Verification” and include the domain name in the email. We will add the domain to the SIS email system and confirm with you once the verification is complete.

Additionally, if you have an SPF DNS record currently configured, you will need to add “include:amazonses.com” to the SPF record. For example, a record with only this entry would look like: “v=spf1 include:amazonses.com ~all”



I have questions about this process. Who should I contact?

We're here to help with any questions or issues that come up. You can always reach out to us by emailing technicalsupportquestions@tylertech.com, and we'll work with you to answer any questions you may have.

We thank you for working with us through this change, and look forward to serving you and your district for many years to come!

