

## System Requirements:

1. Google Chrome.
2. Adobe Reader.

## Before the Training Date:

Please complete these steps no later than 1 day prior to the training date.

- **Install Google Chrome.**
- **Plan your call with speakers or a headset.**
- **Add [noreply@tyleru.tylertech.com](mailto:noreply@tyleru.tylertech.com) to your whitelist.** This ensures you receive important class information from Tyler U. Tyler U emails include information such as how to complete prework, how to download student materials, and how to connect to your session.
- **Download Adobe Acrobat Reader.** Download the software for free from <http://get.adobe.com/reader/>
- **Print Training Materials.** Open and print the training materials double-sided for your course.
- **Complete required prework before class.** Make sure you have completed any required prework (such as watching any required videos) before attending.

After completing the above steps, you are ready to register for training!

## COURSE REGISTRATION

1. Log in here: <https://www.tylertech.com/tyler-login>
2. Once logged in, click **Client Support**
3. Select your product from the Portfolio page.
4. Under Tyler University, click **Start Learning**.
5. Go to Learn > **Events Calendar**.
6. Locate the course you want to enroll in and click the title.

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Use the filters on the left to narrow down your search, if needed.

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7. From the session's View Details dropdown on the Event Details page, select **Request** or **Add to Cart** to enroll in the course.

For paid sessions, check out using the shopping cart to complete enrollment. You will receive an email with login information, prework completion instructions, a guide printout, and a calendar invite after enrolling. Save the invite to access the training environment easily on the day of training.



## ON THE DAY OF TRAINING

Please ensure that you open the email containing the login information **30 minutes prior** to the start of your training session. Follow the instructions provided in the email to access the virtual lab with your unique login credentials. If you encounter any connectivity problems, reach out to either [tyleru@tylertech.com](mailto:tyleru@tylertech.com) or your instructor for assistance.

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To ensure a seamless experience, it's crucial to log in early before the session begins. Failure to do so may result in connection issues and prevent you from attending the session. Please note that session fees are non-refundable in case of improper setup or late arrival. You can find our full session policies [below](#).

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## LATE/CANCELLATION POLICY

Please note the following policies regarding attendance and cancellation of classes at Tyler U:

### Classroom Policies - Paid Sessions

- Classes start on time and access to the classroom will be closed 10 minutes after the start time. If you are late, you will not be allowed to enter and will be asked to reschedule. The instructor will not review any course material that was already discussed or covered.
- If you are unable to attend the class, you may send another registered Tyler U user to take your place or withdraw/cancel without penalty up to 3 business days before the scheduled class. However, if you no show, arrive late, are disruptive, or fail to participate fully, you will not receive completion/CPE credit. Additionally, you will not receive a refund or credit for the session fee.
- Tyler U reserves the right to cancel a session if the minimum registration targets are not met. If a session is cancelled due to low registration, enrollees will be given a full refund.

### Classroom Policies - Non-Paid Sessions

- Classes start on time and access to the classroom will be closed 10 minutes after the start time. If you are late, you will not be allowed to enter and will be asked to reschedule. The instructor will not review any course material that was already discussed or covered.
- If you are unable to attend the class, you may send another registered Tyler U user to take your place or withdraw/cancel without penalty up to 1 business day before the scheduled class. However, if you no show, arrive late, are disruptive, or fail to participate fully, you will not receive completion credit.

## COMPLAINT RESOLUTION POLICY

For more information regarding administrative policies, such as complaints and cancellations, please contact Stefan Handlong at 888-654-3293 Ext. 77-7481.

*Tyler Technologies, Inc. is registered with the National Association of the State Board of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit.*

*Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.learningmarket.org](http://www.learningmarket.org)*

