



ADVANCED PREPARATION

SYSTEM REQUIREMENTS:

- MS Office & Google Chrome

BEFORE THE TRAINING DATE:

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

- **Notify Your IT Department.** Add the following URL to your web filters: train.tylertech.com. (Web filters will prevent connection if the URL is not added ahead of time). RDP over HTML document for IT personnel.
- **Install Google Chrome.** Ask your IT Department for assistance on this step.
- **Certify Microsoft Office License.** In order to be in compliance with Microsoft licensing requirements you acknowledge that you and/or the person attending this Virtual Learning Lab has a licensed copy of Microsoft Office installed on the PC that will be used to access our training environment. Please notify Tyler immediately if you are unable to meet this requirement.
- **Plan Conference Call Connection.** Confirm your telephone has loud speakers and mute capabilities, or connect a headset to your phone with a microphone and mute capabilities so that you can communicate with the instructor and class participants.
- **Print Training Materials.** Make sure you have the most recent version of Adobe Acrobat Reader. Download the software for free from <http://get.adobe.com/reader/>. Open and print the training materials for your course. If possible, print the guide double-sided. Check to make sure the entire document printed correctly. If not, you can find help on [Adobe's Acrobat Help / Troubleshoot PDF printing | Acrobat Reader](#) page.
- **Complete required pre-work.** Make sure you have completed any required pre-work before coming to class. Pre-work is listed on the cover page of your course guide as well as in the session information in Tyler U.
- When you have successfully completed the above steps, you are ready for training! You will receive an email the day before class with your login information.

ON THE DAY OF TRAINING

- At least 30 minutes prior to your training start time, open the email you received with the login information. Follow the instructions in the email to join the virtual lab with your unique login. If you have any connection issues, call 1-888-654-3293, option 4.

COURSE REGISTRATION REQUIREMENTS

- Go to <https://tylertech.com>.
- Log in with your tylertech.com username and password, or — register for a new account, if needed. (If you are registering for a new tylertech.com account, wait until you're approved then revisit these steps.)
- Once logged in, click **Client Support**. Select your product.
- Under Tyler University, click **Start Learning**. Click the **Calendar** option.
- Locate the session you want to enroll in and click the title. **Request** the session.

REFUND/CANCELLATION POLICY

For virtual learning labs, you may transfer to a future session, send someone to take your place or cancel without penalty up to 3 business days before your scheduled class. If you provide Tyler with less than 3 days' notice, or fail to attend, you will be liable for the entire class fee. Questions? Please call us at 1-888-654-3293.

FOR COURSES APPLICABLE FOR CPE CREDIT:

COMPLAINT RESOLUTION POLICY

For more information regarding administrative policies, such as complaints and cancellations, please contact Mark Brumley at [800-646-2633 Ext. 4720](tel:800-646-2633).

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