

VALLEY STREAM UNION FREE SCHOOL DISTRICT THIRTY

Clear Stream Avenue School

Forest Road School

Shaw Avenue School

Ryan Meloni
Director of Technology

Tel: (516) 612-7621
Fax: (516) 568-2436
E-mail: rmeloni@vs30.org

Date: August 31, 2010
To: All Staff
From: Ginny Hiller
Subject: Browser Requirements for e-School Use

It has come to my attention that some users are experiencing a problem with e-School on their home computers. This is most likely due to the browser employed on those computers, especially those using Firefox.

e-school is best supported by Internet Explorer 7. The following are some recommendations as to what options you have:

- Firefox is not supported
- We recommend that you check the browser version first. This is done by opening Internet Explorer and going to the "Help" Menu. Click the last option on the "Help" menu called "About Internet Explorer". A window will open with the version number.
- If using Internet Explorer 6 or less, upgrade to Explorer 7. This can be done by going to the "Tools" menu in Internet Explorer and clicking on the "Windows Update" option.
- If using Internet Explorer 8 and you are experiencing a problem, run IE 8 in compatibility mode (see image 1. below for a picture of the compatibility mode button)



- For MAC users, e-school supports Safari 3.2 or higher.

If you encounter any other problems please refer to Chapter 2 in the Help section in e-school. On the menu on the left side click *Help*, then *Reference Manuals*. Under Introduction to e-School select *Getting Started-Access and Navigation*. Pages 3-14 will give you specific information on how to adjust settings on PC as well as MAC computers.