

# eSIS Home Report Card Access

**N.B.** There are a multitude of factors, such as your ISP, hardware and software combinations that may hinder your access to the eSIS report card.  
We are providing you with information on how to possibly resolve known issues.  
Please be aware that your ETI (Educational Technology Integrator) and IT academic consultants will strive to help you in the learning of the software but will not be able to troubleshoot home issues re eSIS home access.

## Who to contact:

The philosophy of writing comments	Student Success (Michael Kennedy)
Technical issues	<a href="#">IT administration (Web)</a>
How to use the eSIS reporting tool	IT academic consultants and ETIs

## Teacher User Manual

Quick and basic instructions have been included in the “**Teacher User Manual**” which is posted in First Class. Open your First Class account, locate and open the **Conferences folder > Application & Client Support > Elementary (1-6) Report Card > "Grades 1-6 eSIS RC User Guide v. 6.0 (Jan. 21, 2008).pdf"** From the 'table of contents' page, look up Home Access.

## Minimum requirements in order to access the eSIS report card from home

- Connectivity to the internet, high speed light or greater (Provider – i.e. Bell Sympatico, Rogers)  
**N.B.** If your ISP (Internet Service Provider) is **VIDEOTRON** you will **NOT** be able to access the eSIS report card as this provider has blocked the required ports.
- Operating system should be XP or greater. If you are using Vista, you will need to use Mozilla’s Firefox as your browser. Firefox v2.0x can be downloaded First Class or from the IT web site(see info further in documentation).
- Your computer account should allow you to download the Java applet required to run the program.
- Users should feel comfortable in modifying some of the system’s default settings.

## Basic Trouble Shooting

### Document by IT Administration posted in First Class:

Open your First Class account, locate and open the **Conferences folder > Application & Client Support > Elementary (1-6) Report Card > "Accessing eSIS from home"**

---

Below is the link to eSIS as well as some troubleshooting tips for those not able to connect. Please know there are an infinite number of PC configurations and it is impossible for the IT Department to provide assistance on all these variations.

<http://esis.ottawacatholicschools.ca>

Note: The first time you access the above URL through Internet Explorer, you will automatically be prompted to load JInitiator (or ActiveX); please accept all defaults. On some PCs the loading prompt will appear as a yellow bar directly under the address line and you will need to click in that bar on the message.

### **If you are having trouble accessing eSIS, things to try:**

- Remove Yahoo or Google toolbars that are loaded as they may be preventing eSIS from loading.
  - Sometimes the issue is around security settings on your PC. IT cannot recommend that you change the security settings as this may adversely affect other programs you have running on your personal PC but this may be the problem. You can try adjusting or reducing your security levels.
  - Try using Mozilla Firefox v2.0x (has worked particularly well for Vista users) as your internet browser (which can be downloaded from First Class (Conferences folder > Application & Client Support > Elementary (1-6) Report Card > “Firefox version 2 for esis rcard”) or from the Information Technology Academy Site (<http://www.ita.ottawacatholicschools.ca/OnlineDocs.html>). After loading Mozilla Firefox you will need to exit Firefox and then load the JInitiator which is attached. So after loading Mozilla Firefox: close Firefox; load and execute the attachment; reboot your PC and try accessing eSIS.
  - If you attempt to generate reports in eSIS, you may see a coloured bar with a message about pop-ups under the address field. Right click on the bar and choose Always allow pop-ups from this site. You may have to log into eSIS again but reports should work.
- 

## **Additional Detailed Trouble Shooting Tips**

### **Window's Vista (OS)**

Downloaded Firefox version 2.0x from First Class (Conferences folder > Application & Client Support > Elementary (1-6) Report Card > “Firefox version 2 for esis rcard”) or from the Information Technology Academy Site (<http://www.ita.ottawacatholicschools.ca/OnlineDocs.html>). Download (about 6 MB) and install the application on your Vista computer.

**N.B.** By default, Firefox will load with add-on features, to turn these off:

- Start > All Programs > Mozilla Firefox > Select **Mozilla Firefox (Safe Mode)**
  - Disable Firefox's automatic updates (Documentation at:
    - <http://www.ita.ottawacatholicschools.ca/PDF/FirefoxAutomaticUpdates.pdf>
- or
- <http://www.ita.ottawacatholicschools.ca/Tutorials/FirefoxAutomaticUpdates/FirefoxAutomaticUpdates.htm>

### **Window's XP (OS)**

- **Disable** ALL tools bars present in your browser. There are multiple toolbars out there and it is up to the user to determine if they need them. You will also need to manage your pop-up blocker.
  - For a list of possible toolbars and instructions on how to individually disable them, see the article “**Common Popup Blockers And How To Disable Them**” ([http://www.virtualhrcenter.com/popup\\_blockers.htm](http://www.virtualhrcenter.com/popup_blockers.htm))
  - For a quick video tutorial about toolbars and how to disable them: [http://www.associatedcontent.com/video/5937/how\\_to\\_disable\\_toolbars\\_for\\_internet.html](http://www.associatedcontent.com/video/5937/how_to_disable_toolbars_for_internet.html)
  - To view a video tutorial on how to **disable|enable, or how to manage** the pop-up blocker on your IE (Internet Explorer) browser go to: <http://www.occdsbhelp.ca/faq/viewtopic.php?t=46>
- **N.B.** When managing your pop-up blocker please ensure that you add the site:  
**\*.ottawacatholicschools.ca** to the allowable list.
- Access site using:  
<http://esis.ottawacatholicschools.ca> (you will be re-directed to the secure (https) site).

- If you have not yet done so, you will need to download and install JInitiator (A copy of the executable is available through First Class and is attached to the “Accessing eSIS from home” document which is posted in First Class. Conferences folder > Application & Client Support > Elementary (1-6) Report Card > "Accessing eSIS from home").
- Detailed instructions are included in your teacher manual ("Grades 1-6 eSIS RC User Guide v. 4.5 (Oct. 21, 2007).(From the 'table of contents' page, look up Home Access). In First Class: Conferences folder > Application & Client Support > Elementary (1-6) Report Card > "Grades 1-6 eSIS RC User Guide v. 6.0 (Jan. 21, 2008).pdf")

## Firewalls

A firewall is a hardware or software device which is configured to permit or deny data to enter your computer through a computer network (local or Internet).

Please ensure that ALL your firewall(s) grant access to JInitiator and eSIS. Confirm that ports 4444 and 4443 are open.