## Technical Requirements

In order to use **myRCS**, you must have a computer running either Windows XP SP 3, Windows Vista or Mac OS X version 10.3.9 or newer, and Internet access.   The portal is optimized to use Internet Explorer 7.x. Other web browsers such as Firefox, Safari or Internet Explorer 8.x will work but may affect the formatting of your pages or reports. You should also have the latest Java runtime software installed, software that can display Adobe Portable Document Format (PDF) files on your computer and your browsers pop-up blocker disabled.
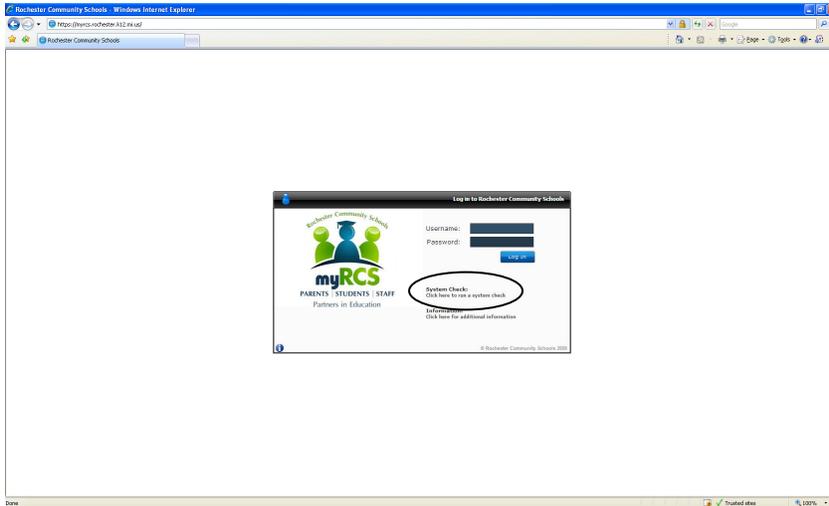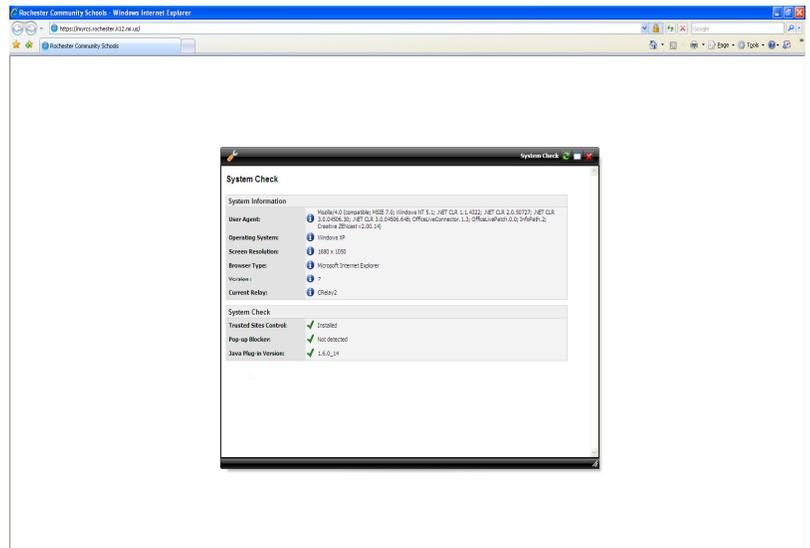
System Check

Users must run the **system check** on any computer connecting to **myRCS** for the first time or if they experience errors when attempting to login.

The system check will notify users with the following information:

Operating System
Screen Resolution
Browser Type
Browser Version
Pop-up blocker status
Java Plug-in version

If the system check identifies any issues with the users computer, the user must correct the issue before preceeding into the **myRCS** portal.

If you need help resolving any of the system check errors, please review the support documents located on the following website: http://www.rochester.k12.mi.us/myrcs.
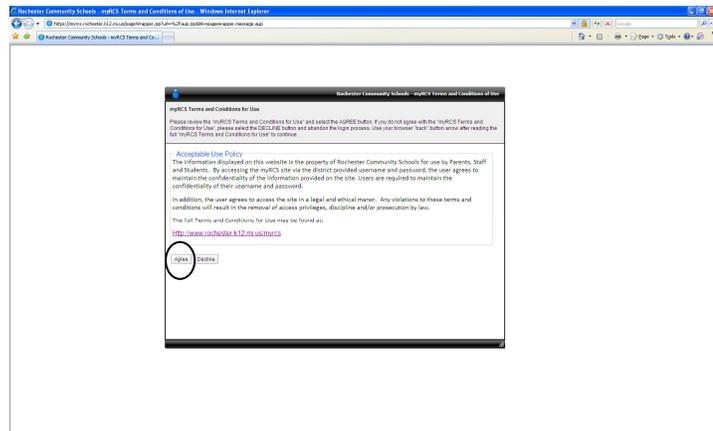
Terms of Use

Once you enter your user name and password, you will be asked to accept the myRCS Terms and Conditions for Use of the myRCS site. You are required to click on the *agree* button to enter the site.

The myRCS Terms and Conditions for Use can be found at:

http://www.rochester.k12.mi.us/myrcs

Security

Because you will be dealing with confidential personal information about your child (ren), you should make certain that your computer has up-to-date, properly configured, anti-virus/anti-spyware installed and has all necessary security updates for your computer's operating system and its' installed software applied before accessing **myRCS**. Although the access to **myRCS** and the data that is transmitted to your computer is secured via standard Internet security protocols, most cases of information compromise that occur on personal computers is caused by the failure to use basic, common sense, security measures. So keep your child's personal information safe by keeping your software up-to-date. Additionally, it is your responsibility to maintain the confidentiality of your User Name and Password that you use to access **myRCS**.

Support

Rochester Community Schools can only be responsible for providing links (URL's) to the **myRCS** portal website that is maintained by Rochester Community Schools. Rochester Community Schools cannot provide technical support for your computer, its operating system, installed software on your computer, or your Internet service.

We do provide help for the following:

Topic	Contact
myRCS User ID/Password Resets	your building secretary
Demographics (name, address, phone, e-mail address, birthday, ethnicity, etc.)	your building secretary or Student Enrollment
Grades	Individual teacher- email link located in student schedule
Schedule	Individual counselor email link located in student schedule
myRCS Help	http://www.rochester.k12.mi.us/myrcs
Attendance	Building Secretary, Attendance Secretary or Classroom Teacher
Frequently Asked Questions	FAQs link
If you are unable to resolve your issue using the information found on the myRCS Help site.	Support email: myrcshelp@rochester.k12.mi.us