THE SESIS TEAM | Ensuring all students have access. Together we can!

NYC Department of Education

DOE DIIT Technical Support for SESIS Users

Introduction

Use this guide to determine if your Department of Education (DOE) or non-DOE computer meets the minimum operating system and browser requirements for SESIS to minimize potential connectivity issues. Included in this guide is how to get technical support from the Division of Instructional and Information Technology (DIIT) DOE help desk.

Checking System Compatibility

SESIS works best on the following operating systems and web browsers:

Operating Systems	Web Browsers
- Microsoft Windows 10 or later - Mac OS X 10.9 or later - iOS - Android - Chrome OS (Chromebook)	- Google Chrome 88 or later (**Note:** DOE issued Chromebooks with Google Chrome 72 installed or later are compatible with SESIS.) - Microsoft Edge 88 or later - Apple Safari 13 or later

Note: The DOE no longer supports the Internet Explorer (IE) browser. Although you may still be able to access SESIS using IE, the Encounter Attendance service record screen **is not supported** on **any version of Internet Explorer** or any browser not listed in the above table.

Getting Support for DOE Computers

If you are using SESIS on a DOE computer and are experiencing connectivity issues, please contact the DOE help desk at **(718) 935-5100** to report the problem. The DOE help desk will open a ticket and assign the appropriate DOE DIIT technical team member to assist you.

When you call the DOE help desk to report an issue, please have the following information available to open the ticket:

- The Asset Tag and or Serial Number from your DOE computer

- Your school, floor, and room number

- Days/times when you are available to work with the DOE DIIT technical team

- Your contact information or alternate contact information if someone else from your site can assist if you are not available

After a ticket is assigned, the DOE DIIT technical team will:

- Contact you by phone/email

- If the problem cannot be resolved remotely, or if you are not available to work with the DOE DIIT technical team remotely, a technician will be sent to your site.

Note: If the age of your equipment is identified as a contributing factor during the troubleshooting process, the DOE DIIT technical team will advise you so that you can consult with your office to procure a replacement.

Getting Support for non-DOE Computers

If you connect to SESIS from a non-DOE computer, please note that the DOE support options are limited. Before requesting SESIS support, verify that you have installed one of the supported browsers. If you have trouble installing one of the supported browsers, you may contact the DOE help desk at **(718) 935-5100**.

Google Chrome - https://www.google.com/chrome/browser/desktop

Microsoft Edge (Windows 10 Only) - https://www.microsoft.com/en-us/edge

Apple Safari - https://support.apple.com/downloads/safari