

Skyward has reported a problem with using Google Chrome version 69. See the message below. To check which version of Chrome you have, open Google Chrome, click the 3 dots to the left of the address bar, click Help, click About.

If you experience the problems reported below, please use the suggested fix or use Mozilla FireFox or Edge browsers for Skyward.

Thank you.

Help Desk

To create a ticket – Click the Start button, select Computer, Open the M:\drive, double click IT Help Desk icon



Skyward Issue - Student Management & Business Management **Chrome Update 69 Issues**

This is an important announcement for Student Management and Business Management customers who use Chrome and have applied the most recent Chrome Update.

What is the issue?

Issues have been detected with the most recent Chrome Update. Chrome Update 69 will cause a blank screen to appear when pop-up messages or pop-up windows are triggered. The only way to get the screen back is to **refresh using F5** or to **re-size the screen**. You can also close the screen by using the X, but the action will not be completed successfully.

How do I correct the problem?

Programming Request (PR) 3813417 has been created to resolve this issue. The update is currently being worked on. As soon as the update is available, a Group RMA will be sent to resolve the issue. In the meantime, we recommend refraining from updating to the new version of Chrome or to use a different browser.

Thank you,
Skyward Support Staff

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