

# Tyler Technologies:

## ERP SaaS Deployment Overview

*The purpose of this review with a Tyler Technologies Deployment Engineer is to provide a general overview of how to access Enterprise ERP and the other SaaS/Hosting tools available. More in-depth review/training on EERP and other special products will be provided during the Implementation Phase of this project.*

### 1. Notification of Access Granted Email

- Sent to site contacts and Implementation PM
- Use as Site Report of products deployed (including URLs and account information)
- Save a copy for future reference.

### 2. User Accounts:

Separate user account types are included in the deployment of a new installation:

- **Hub** accounts are created by the Federation with your chosen Identity Provider or Admin Center Okta Local User Store.
- **Enterprise ERP** user accounts will be created and assigned Roles within the product.
- **Cloud Admin** uses the **tylerhost** accounts (user list included in the Access Granted email) and may be used for Excel Cubes. Google Authenticator is required for MFA.
- **Admin Center** accounts are created by the Federation with your chosen Identity Provider or Admin Center Okta Local User Store.
- **Tyler Community** logins are required for **Tyler Deploy** access and uses MFA. Request an account at <https://tylertech.com/tyler-registration>.

**Note:** For any accounts above to be interconnected via HUB, the email addresses must match. Not all products are accessible via HUB.

### 3. Tyler Hub:

- Tyler Hub brings permissions-based data to a central screen and enables you to visualize standard sets of data for various job functions, monitor key processes, quickly execute routine tasks, and eliminate time-consuming data searches.
- For the best application performance, users should use Google Chrome with pop-up blockers turned off.
- Users will be prompted with an Okta login screen which will redirect to your Federation once an email address and password has been entered.
- Tyler Menu
  - Anyone with an account in your organization's Federation will be able to log into Hub, but menu access is dependent on the user and roles configured in HUB and EERP. Permissions will be handled by Implementation. Once these have been configured, users can be managed by an EERP Administrator.
  - Any users not provided before the initial deployment will be created with support by the Implementation team.

**Note:** Nonproduction environments (Train, Test, Impl, etc) are on servers with power saving settings enabled. When you go to nonproduction Hub URL, you may be presented with a page that says "Please wait this page will be refreshed automatically" as the automation rules turn these servers on. It will redirect you to the login page once the servers are up, which should take less than 5 minutes.

### 4. Tyler Hosting Services Secure Gateway:

- This portal will be used to reset Cloud Admin account passwords.

- Additional [Tyler Hosting Services Secure Gateway](#) documentation will be provided in a notification of access granted email.
- The Secure Gateway uses tylerhost accounts.

#### 5. [Cloud Admin:](#)

- [Cloud Admin](#) gives the ability for you to manage some administrative tasks that are not available through the Munis ERP application.  
Current features include:
  - Active Directory and SQL account management.
- Cloud Admin uses the tylerhost accounts Format: XXXXfirstInitialLastname (XXXXJSmith)
- Additional Cloud Admin documentation is in the Notification of Access Granted email sent at the end of the deployment.

#### 6. [Admin Center:](#)

- The Admin Center is a centralized administrative tool to manage Tyler Identity Workforce and participating Tyler solutions such as Access Apps and serves as a starting point for administrative tasks typically performed by IT administrators.
- Only participating Tyler products and applications are available for management using the Admin Center.
  - **tylersupport1 – tylersupport5** accounts are added and are to be used by Tyler staff to support your site
- The email invitation will contain a link to the Admin Center and any additional instructions you may need to follow to set up your initial account. We recommend you bookmark the URL in the invitation for quicker navigation in the future.
- The link to Admin Center is in the Access Granted email.

#### 7. [Tyler Deploy:](#)

- Tyler Deploy is Tyler's unified deployment utility. You can receive new deployments, upgrades, and patches for EERP and over 30 products and tools using Tyler Deploy.
- You must have a [Tyler Community login](#) to access Tyler Deploy. [To register please click here](#) or follow the registration prompts in the top right of <https://tylercommunity.tylertech.com/>
  - After you have a Tyler Community account approved you must login to <https://www.tylertech.com/tyler-login> to activate the account.
  - Once your account is activated you can access Tyler Deploy at <https://tylerdeploy.com>
- Automatic Updates
  - All updates are currently scheduled to automatically be applied. The exact schedule can be viewed in <https://tylerdeploy.com> > Automatic Updates.
  - Scheduling Munis updates are done through Tyler Deploy Automatic Updates. Automatic schedule of updates is adjustable (Click here for documentation).
  - Please follow Munis Release Information on Tyler Community for information on the service pack release schedule.
- Munis ERP database [Data Refresh](#).
- The Standard environments are:
  - Production/Live – Primary use during Implementation Phase and when EERP is live.
  - Train – Nonproduction environment intended for training.
  - Test – Nonproduction environment intended for training and testing.
  - Impl – Uses pre-populated demo data for Implementation Consultants to show integrations and processes withing EERP. *DO NOT refresh IMPL from Production*. The Impl environment is temporary during the Implementation Phase. After your Go-Live, you must reach out to

Sales to keep the Impl environment (additional cost) and the environment will change to either test2 or train2.

- Tyler Deploy [FAQ](#)

#### 8. [Tyler's Backup/Retention Policy:](#)

- Full backups are performed daily of each client's Production application and database servers after normal business hours.
- Tyler Production Backups are scheduled:
  - Daily
  - Weekly
  - Monthly
- Backup Retentions are:
  - 7-day rotation: 7 daily backups
  - 30-day rotation: 4 weekly backups
  - 90-day rotation: 3 monthly backups

We recognize that some clients may want to retain backup data for longer periods. If your organization wants to receive a copy of monthly backups before deletion, please contact Tyler System Management (TSM) via the [Online Support Client Portal](#). Upon client request, we will set up a script to allow the secure transfer of monthly backup data from Tyler's backup system to the location of the client's choosing before deletion of the data.

#### 9. [Post Install:](#)

- Roles and users will need to be created with support by your Implementation team.
- Multiple URLs found in the completion email are not accessible websites, but rather connection URLs used in your EERP and Special Products instances. Most notable is Cubes which is a connection string for use in Excel and Mobile URLs require additional setup in their connecting applications.
- If you have questions about a task (creating a backup or deploying an update), you can reach out to our TSM team by opening a ticket via the [Online Support Client Portal](#) for assistance.
- **Whats Next:** Your Implementation team will be reaching out to schedule your next steps.