

Welligent Technical Support Guide

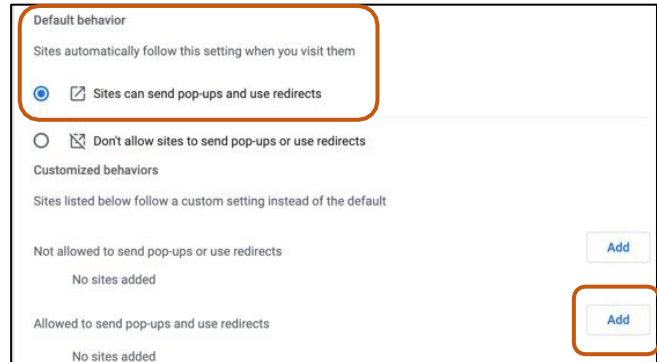
Minimum Requirements for Windows & Macintosh Computers

Windows 10 or higher:	Google Chrome	Microsoft Edge	Mozilla Firefox	
Mac OS:	Google Chrome	Microsoft Edge	Mozilla Firefox	Safari 6.X or higher

Chrome Settings on Windows

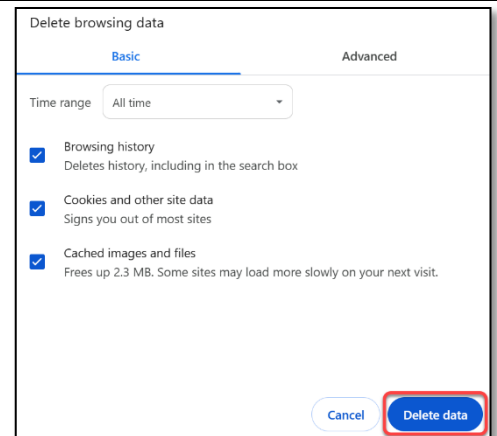
Pop-up Blocker *Pop-ups need to be allowed.*

- Open Chrome.
- Click the 3 dots at the top right corner (ellipsis)
- Click on Settings.
- Click on Privacy and security.
- Click on Site Settings
- Scroll down to Content and select Pop-ups and redirects.
- Select the radio button Sites can send pop-ups and use redirects.
Or you can add [.]lausd.net to the Allowed sites at the bottom to only allow pop-ups from District sites.
- Close the windows.



Clear the Cache *To maintain the system periodically repeat these steps.*

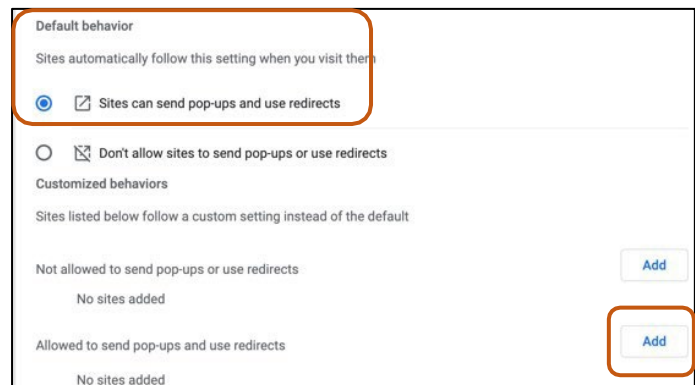
- Open Chrome
- Click the 3 dots at the top right corner (ellipsis)
- Click on Delete browsing data.
- From the Basic tab for Time range, select All time.
- Check Browsing history, Cookies and other site data and Cached images and files.
- Click Delete data at the bottom.
- Google Chrome may take a few moments to clear all the cache. After this process is finished, close the Internet browser window before opening it again.



Chrome Settings on MAC

Pop-up Blocker *Pop-ups need to be allowed.*

- Open Chrome
- Click on Chrome at the top right side of the menu.
- Click on Preferences.
- Click Privacy and security.
- Click Site Settings.
- Scroll down to Content and click Pop-ups and redirects.
- Under *Sites automatically follow this setting when you visit them*, select Sites can send pop-ups and use redirects.
Or you can add [.]lausd.net to the Allowed sites at the bottom to only allow pop-ups from District sites.
- Close the window.

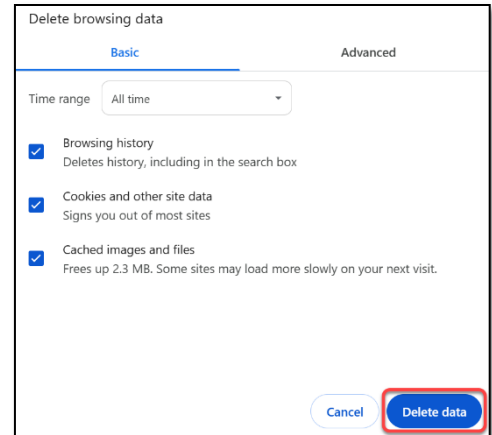


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Minimum Requirements for Windows & Macintosh Computers

Clear the Cache, Cookies and History *To maintain the system periodically repeat these steps.*

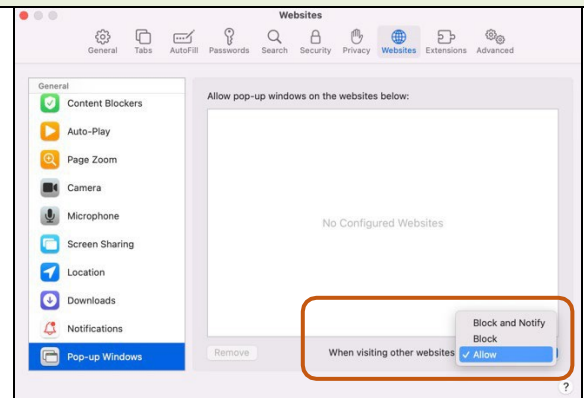
- Open Chrome
- Click the 3 dots at the top right corner (ellipsis)
- Click on Delete browsing data.
- From the Basic tab for Time range, select All time.
- Check Browsing history, Cookies and other site data and Cached images and files.
- Click Delete data at the bottom.
- Google Chrome may take a few moments to clear all the cache. After this process
- is finished, close the Internet browser window before opening it again.



Safari Settings on MAC

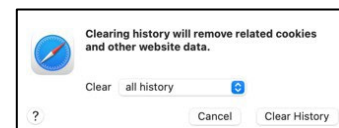
Pop-up Blocker *Pop-ups need to be allowed.*

- Open Safari.
- Click on Safari at the top right side of the menu.
- Click on Preferences.
- Click on the Websites tab.
- On the left, scroll down to the bottom and click on Pop up Windows.
- For *When visiting other websites*: select Allow.
- *Or After using Welligent comeback to Websites and only allow for welligent.lausd.net
- Close the window.



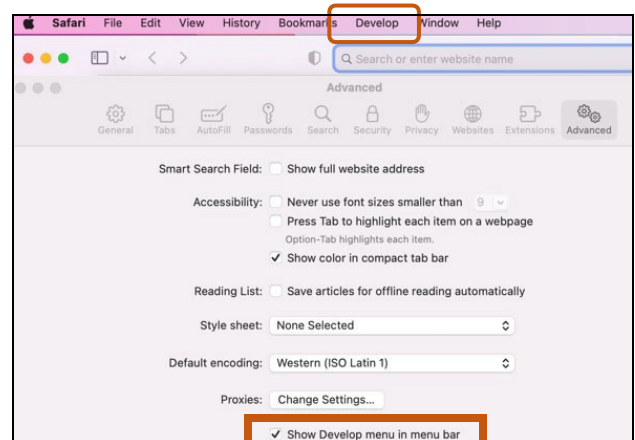
Clear History *To maintain the system periodically repeat these steps.*

- Open Safari.
- Click on Safari at the top right side of the menu.
- Click on Clear history.
- For Clear selection, select all history.
- Click the Clear History button.



Clear Cache *To maintain the system periodically repeat these steps.*

- Open Safari
- Click on Safari at the top right side of the menu.
- Click on Preferences.
- Open
- Click on the Advanced tab of the menu that pops up.
- At the end of the tab, select the box for Show Develop menu in menu bar and close the Preferences menu.
- Click the Develop tab from the Safari menu at the top of the page.
- Click Empty Caches from the dropdown menu.
- To repeat go directly to Develop and Empty Caches.



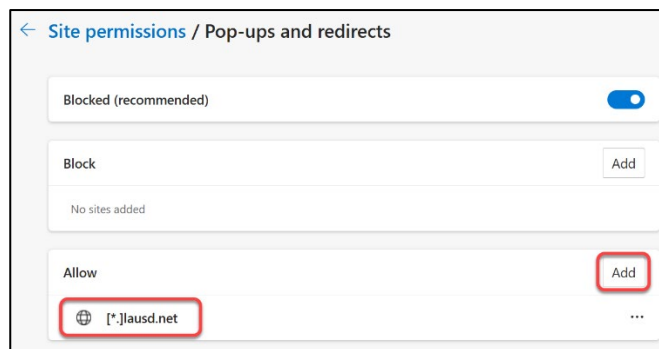
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Microsoft Edge

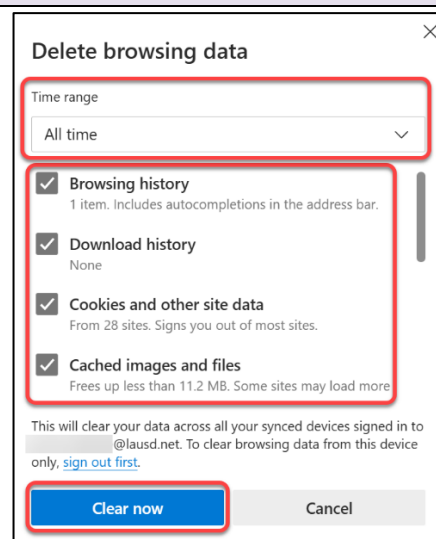
Pop-up Blocker *Pop-ups need to be allowed.*

- Open Edge.
- Click the 3 dots at the top right corner (ellipsis).
- Click on Settings.
- Click on Cookies and site permissions on the left side of the page.
- Scroll down to Pop-ups and redirects.
- Under Allow click Add. Enter **[*.]laUSD.net** and select the Add button.
- Close the browser window.



Clear the Cache *To maintain the system periodically repeat these steps*

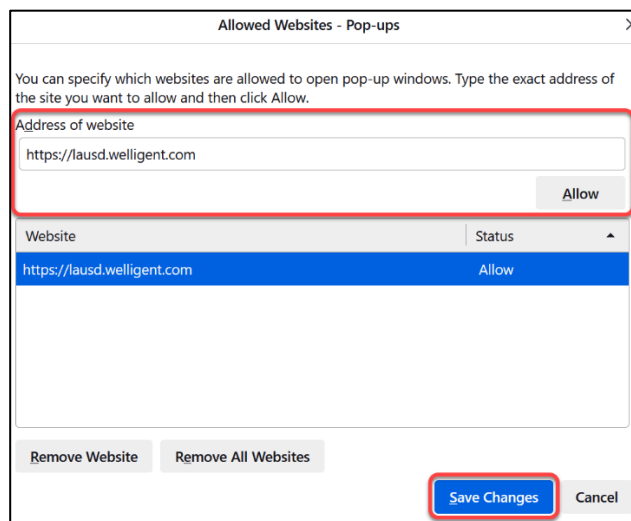
- Open Edge.
- Click the 3 dots at the top right corner (ellipsis).
- Click on History.
- Click on Trash can icon at the top of the page.
- For Time range, select All time.
- Check Browsing history, Download History, Cookies and other site data and Cached images and files.
- Click Clear now button at the bottom.
- Google Chrome may take a few moments to clear all the cache. After this process is finished, close the Internet browser window before opening it again.



Mozilla Firefox

Pop-up Blocker *Pop-ups need to be allowed.*

- Open Firefox
- Click the three-line icon (Hamburger button) at the top right corner.
- Click on Settings.
- Click on Privacy & Security on the left side of the page.
- Scroll down to Permissions.
- Click on Exceptions.
- Enter Address of Website <https://laUSD.welligent.com> and Click Allow.
- Save Changes and Close the browser window.

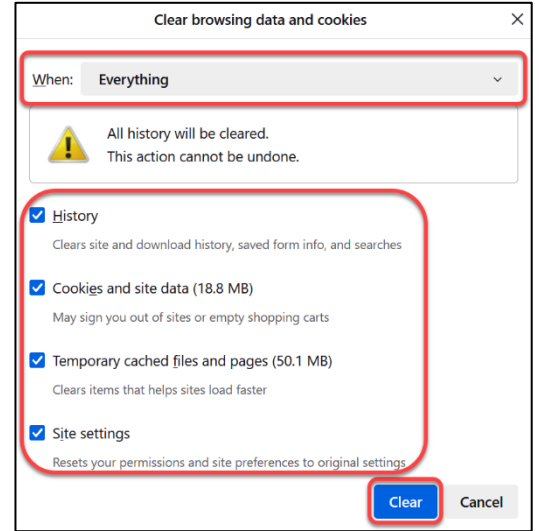


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Clear the Cache *To maintain the system periodically repeat these steps*

- Open Firefox.
 - Click the three-line icon (Hamburger button) at the top right corner.
 - Click on Settings.
 - Click on Privacy & Security on the left side of the page.
 - Scroll down to Cookies and Site Data.
 - Click on Clear Data.
 - In the When dropdown, select Everything.
 - Check History, Cookies and site data, Temporary cached files and pages, and Site settings.
 - Click the Clear button at the bottom.
 - Firefox may take a few moments to clear all the cache.
- After this process is finished, close the Internet browser window before opening it again.



If you need assistance, please call the helpdesk at (213) 241-5200 option 8. Or, create an online ticket at: lausd.service-now.com/esc then select "Request Software Application Technical Support".