

Welligent Technical Support Guide

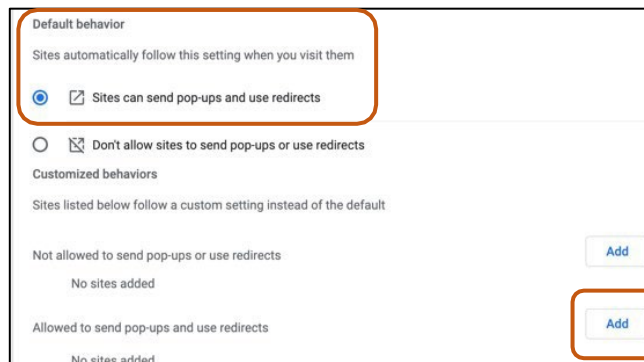
Minimum Requirements for Windows & Macintosh Computers

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

Chrome Settings on Windows

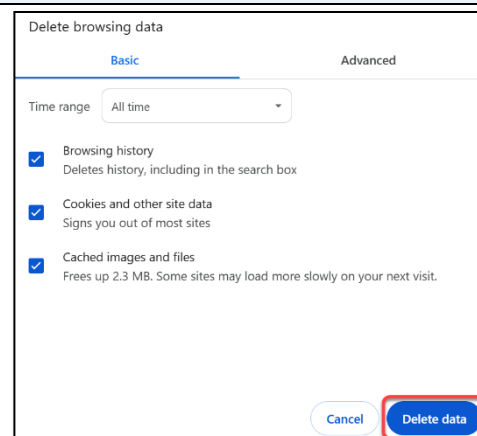
Pop-up Blocker *Pop-ups need to be allowed.*

- 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.*

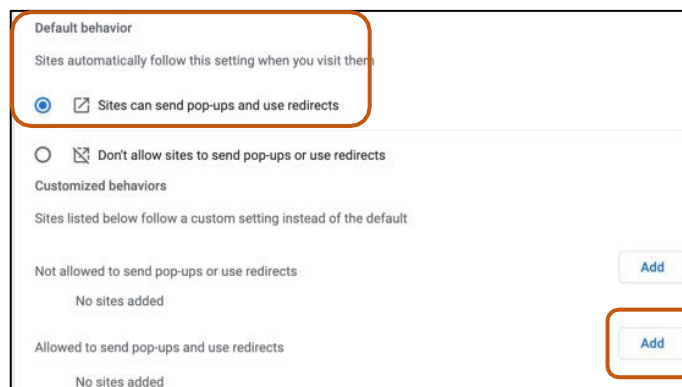
- Open Chrome
- Click the 3 dots at the top right corner (ellipsis)
- Click on Delete browsing data.
- From the Basic tab for Time range, select All time.
- Check Browsing history, Cookies and other site data and Cached images and files.
- Click Delete data at the bottom.
- Google Chrome may take a few 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.

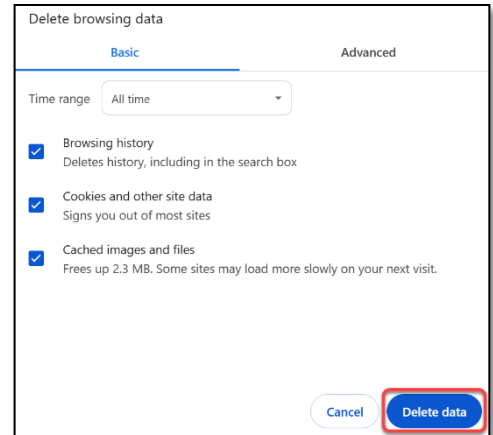


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Minimum Requirements for Windows & Macintosh Computers

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

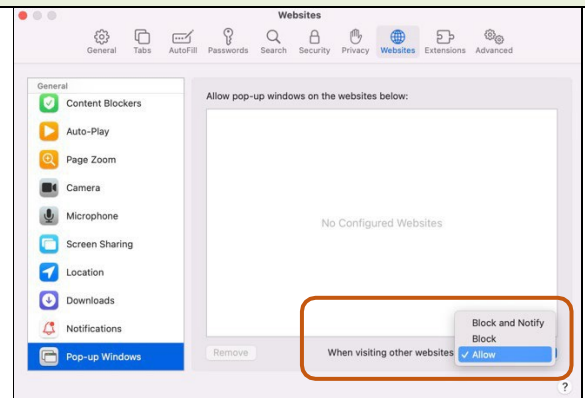
- Open Chrome
- Click the 3 dots at the top right corner (ellipsis)
- Click on Delete browsing data.
- From the Basic tab for Time range, select All time.
- Check Browsing history, Cookies and other site data and Cached images and files.
- Click Delete data at the bottom.
- Google Chrome may take a few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



Safari Settings on MAC

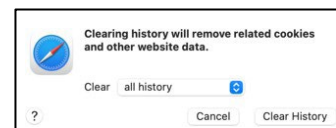
Pop-up Blocker *Pop-ups need to be allowed.*

- 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.



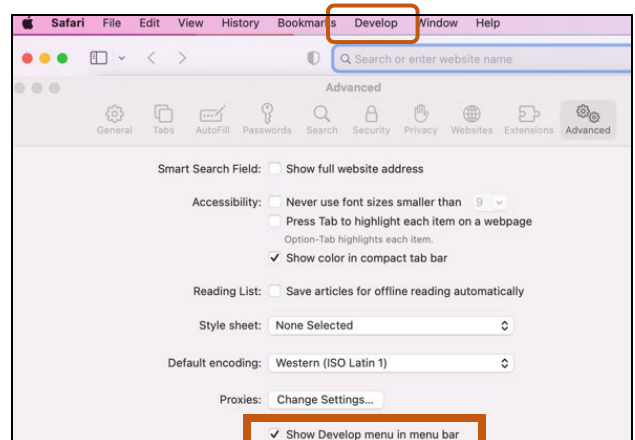
Clear History *To maintain the system periodically repeat these steps.*

- 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.



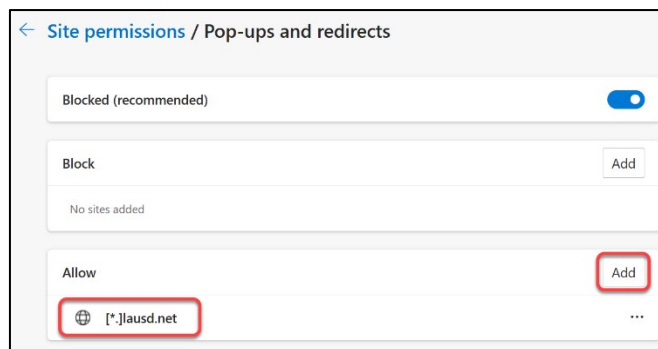
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Microsoft Edge

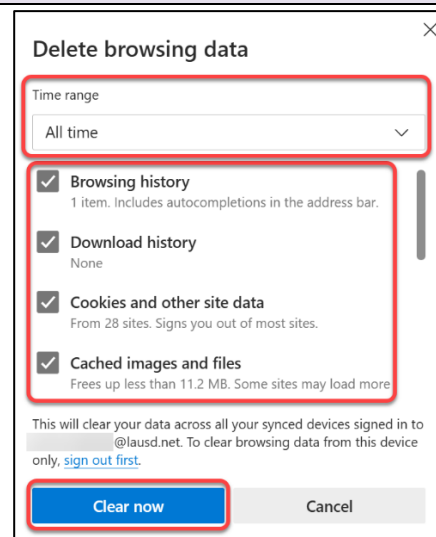
Pop-up Blocker *Pop-ups need to be allowed.*

- 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.



If you need assistance, please call the helpdesk at (213) 241-5200 option 8 or create a Ticket: laUSD.service-now.com