# 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. Sites automatically follow this setting when you visit them • Click the 3 dots at the top right corner (ellipsis) Sites can send pop-ups and use redirects • Click on Settings. • Click on Privacy and security. Don't allow sites to send pop-ups or use redirects Customized behaviors • Click on Site Settings Sites listed below follow a custom setting instead of the default • Scroll down to Content and select Pop-ups and redirects. Add • 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 Add Allowed to send pop-ups and use redirects to only allow pop-ups from District sites. • Close the windows. Clear the Cache To maintain the system periodically repeat these steps. • Open Chrome Delete browsing data Rasic • Click the 3 dots at the top right corner (ellipsis) Time range All time • Click on Delete browsing data. Browsing history • From the Basic tab for Time range, select All time. Deletes history, including in the search box • Check Browsing history, Cookies and other site data and Cached images and files. Cookies and other site data • Click Delete data at the bottom. Cached images and files Frees up 2.3 MB. Some sites may load more slowly on your next visit. • 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-ups need to be allowed. Pop-up Blocker • Open Chrome • Click on Chrome at the top right side of the menu. • Click on Preferences. Default behavior Sites automatically follow this setting when you visit the • Click Privacy and security. • Click Site Settings. Sites can send pop-ups and use redirects • Scroll down to Content and click Pop-ups and redirects. O Non't allow sites to send pop-ups or use redirects • Under Sites automatically follow this setting when you visit Sites listed below follow a custom setting instead of the default them, select Sites can send pop-ups and use redirects. \*Or you can add [\*.]lausd.net to the Allowed sites at the Add Not allowed to send pop-ups or use redirects bottom to only allow pop-ups from District sites. No sites added

Allowed to send pop-ups and use redirects

No sites added

Add

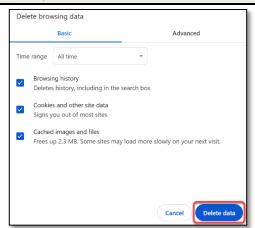
• Close the window.

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

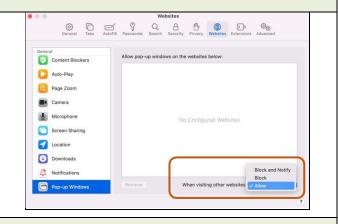
- Open Chrome
- Click the 3 dots at the top right corner (ellipsis)
- Click on Delete browsing data.
- From the Basic tab for Time range, select All time.
- Check Browsing history, Cookies and other site data and Cached images and files.
- Click Delete data at the bottom.
- Google Chrome may take a few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



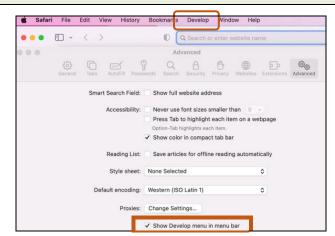
## Clear History To maintain the system periodically repeat these steps.

- 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.





## Welligent Technical Support Guide Minimum Requirements for Windows & Macintosh Computers Microsoft Edge Pop-up Blocker Pop-ups need to be allowed. • Open Edge. Site permissions / Pop-ups and redirects • Click the 3 dots at the top right corner (ellipsis). Blocked (recommended) • Click on Settings. • Click on Cookies and site permissions on the left side of the page. Block Add • Scroll down to Pop-ups and redirects. • Under Allow click Add. Enter [\*.]lausd.net and select the Add button. • Close the browser window. Allow Add (\*.]lausd.net Clear the Cache To maintain the system periodically repeat these steps • Open Edge. Delete browsing data • Click the 3 dots at the top right corner (ellipsis). Time range • Click on History. All time • Click on Trash can icon at the top of the page. Browsing history • For Time range, select All time. 1 item. Includes autocompletions in the address bar • Check Browsing history, Download History, Cookies and other site data ✓ Download history and Cached images and files. Cookies and other site data

- 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.
- Cached images and files
  Frees up less than 11.2 MB. Some sites may load more

  This will clear your data across all your synced devices signed in to 
  @lausd.net. To clear browsing data from this device only, sign out first.

  Clear now

  Cancel

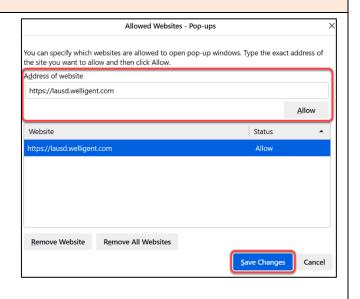
From 28 sites. Signs you out of most sites

### Mozilla Firefox

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

• Click Clear now button at the bottom.

- 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.

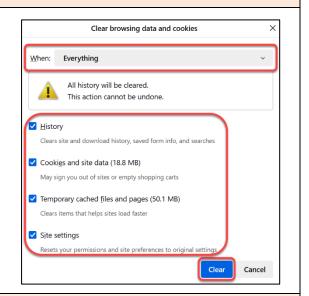


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Clear the Cache To maintain the system periodically repeat these steps

- 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 a Ticket: <u>lausd-myit.onbmc.com</u>