Welligent
ITD TECHNICAL SUPPORT

Minimum Requirements for Windows and Macintosh Computers

☑ Use the following Operating System and Browser Requirements:

OPERATING SYSTEM (OS)
Windows 7 or higher
Macintosh OS X

BROWSER
Internet Explorer 9, 10 or 11
Safari 4.x or higher

Not Yet Supported: *Mozilla Firefox® and Google Chrome*

Compatibility View Settings   *Allows Welligent to be compatible with several browsers*

WINDOWS
• Open **Internet Explorer**
• On the **Tools** menu, click **Compatibility View Settings**
• Under **Add this website** enter **https://welligent.lausd.net,** click **ADD** (it will display as **lausd.net**)
• Check the box next to **Display all websites in Compatibility View (for IE 10).** Remove all other checks.
• Check the box next to **Display intranet sites in Compatibility View (for IE 11).** Remove all other checks.
• Click on **Close**

Temporary Internet File Settings   *Refreshes the web page to the current information.*

WINDOWS
• Open **Internet Explorer**
• On the **Tools** menu, click **Internet Options**
• On the **General** tab, under Browsing History, click on the **Settings** button
• Under "Check for newer versions of stored pages:" select **Every time I visit the webpage**
• **Disk space to use** should be set at 250 MB
• Click on **Ok, Ok**

☑ Pop-up Blocker   *Turn off the Pop-up blocker for the Welligent web site.*

WINDOWS	MAC
• Click **Tools** from the IE Menu along the top • Select **Pop-up Blocker** • Click on **Pop-up Blocker Settings** • Type: **https://welligent.lausd.net** under address of website to allow • Click the **Add** button • Click **Close**	• Click on **Safari** menu (OS X), **Block Pop-up windows** should **not** have a checkmark in front of the choice • Click **Block Pop-up windows** to remove the **Checkmark** if one is there

Adjust Printing   *Print IEP documents on one sheet. Use a Laser Jet printer, preferably Lexmark or HP. Download and install the postscript printer driver from the manufacturer's website.*

WINDOWS	MAC
• Open **Internet Explorer** • On the **File** menu, click **Page Setup** • Reset all **Margins** to 0.25 inches • Under **Headers** and **Footers**, change all fields to **Empty** • Click on **OK** • Some printing problems may be resolved by downloading the latest Postscript (PS) printer driver from the Printer's company website and reinstall the driver	• IEPs can be printed from a Mac running OS X, but the print will be smaller than printing from MS Windows • Test the printing to evaluate for your needs

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Adjust Screen Resolution   *Use the preferred monitor resolution setting – 1024x768 pixels.*

WINDOWS	MAC
Windows XP • On the desktop, right-click on an empty space • Click **Properties** and select the **Settings** tab • Change **Screen resolution** to 1024x768 pixels • Click **Apply**, and then click **OK**	• On the **Apple** menu, click **System Preferences** (OS X), and then click **Monitors**/**Display** • Change **Colors** to Millions and **Resolutions** to 1024x768
Windows 7 • On the desktop, right-click on an empty space • Click on **Screen Resolution** • Change **Screen resolution** to 1024x768 pixels • Click **Apply**, and the click **OK**	

Clear Cookies and Temporary Internet Files   *Clear copies of web pages visited.*

WINDOWS	MAC

• Open **Internet Explorer**
• On the **Tools** menu, click **Internet Options**
• On the **General** tab under Browsing History,
    Click on the **Delete** button
• Select the check boxes next to:
    Temporary Internet Files and **Cookies**
• Click the **Delete** button at the bottom
• Click on **OK**
	• Open **Safari**
	• Click on **Safari** menu (OS X), click **Preferences**, then select
	• **Security**: Do not **Block Pop-up windows**
	• **Security**: Do **Enable** the three **Java checkboxes**
	• **AutoFill**: **Unselect** all three choices
	• Click on the Red button to close window
	• Click on **Safari** menu (OS X), click **Empty Cache**
	    Click on the **Empty** button

☑ Check your Computer's Updates   *Keep your computer up-to-date.*

WINDOWS	MAC
Windows XP • Quit all programs and open **Internet Explorer** • On the **Tools** menu, select **Windows Update** • Click the **Custom** button to start update search • Click **High Priority Updates ( )** at the left • Click on **Review & Install Updates** • Click on **Install Updates**	• Quit all programs • On the **Apple** menu, click **Software Update** • Install all Apple Updates
Windows 7 • Quit all programs and open **Internet Explorer** • On the **Tools** menu, select **Windows Update** • Click on **Check for Updates** at the left • Click **Install Updates** (Only Install Important Updates)	

🕐ⓘ Date and Time settings on Mac computers must be accurate:

• *If the date and time settings are inaccurate, security messages will continually appear while using Welligent.   Follow the steps below to verify date and time:*   OS X: On the **Apple** menu, click **System Preferences**, then **Date & Time**