Welligent Support
TECHNICAL GUIDE

Minimum Requirements for Windows & Macintosh Computers

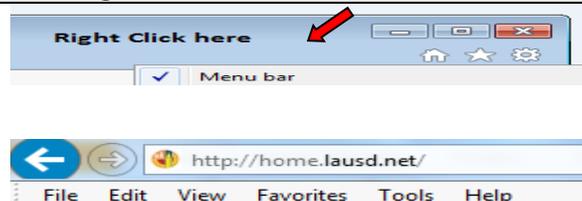## Welligent Supported Operating Systems and Browser Versions

OPERATING SYSTEM (OS)	BROWSER
Windows 7 or higher	Internet Explorer 11
Mac OS	Safari 6.x or higher

NON-COMPATIBLE BROWSERS: Mozilla Firefox, Google Chrome and Windows Edge

WINDOWS

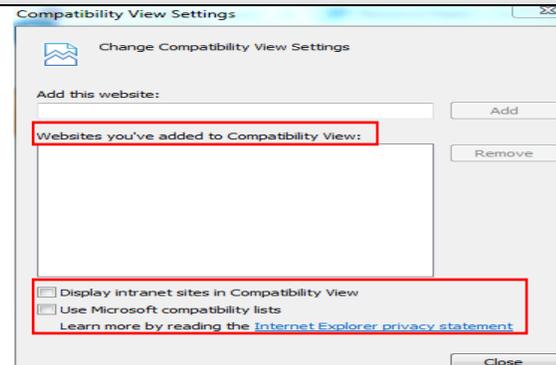### Display Internet Explorer Menu Bar   *Allows you to follow the settings instructions listed below*

- Open **Internet Explorer**   {Fig.1}
- Top right of screen, **right-click** on a blank area of the **Title Bar** to display pop-up menu (Fig.1)
- **Click** on **Menu Bar** to activate (Fig.1)
- The Menu Bar displays at top left (Fig.2)   {Fig.2}

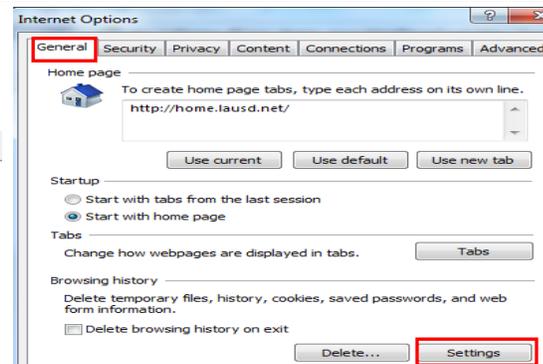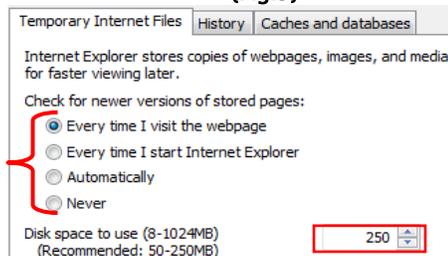### Clear Compatibility View Settings *Required for Version 8*

- Open **Internet Explorer**   {Fig.3}
- From the Menu Bar click on **Tools**, click **Compatibility View Settings**
- If l**ausd.net** is displayed under **Websites you've added to Compatibility View,** it needs to be removed: 1. Click on **lausd.net** and it will highlight in blue
  2. Click on the **Remove** button on the right
- Remove the checkboxes next to **Display intranet sites in Compatibility View** & **Use Microsft compatibility list**
- Ensure that the settings are blank as shown in *(Fig.3)*
- Click on **Close**

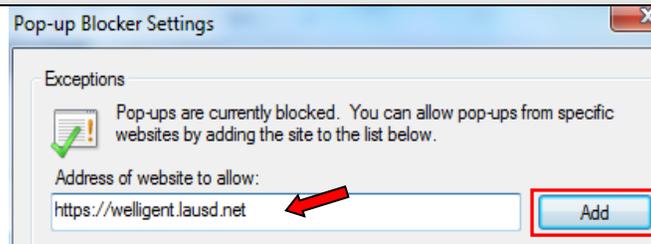### Temporary Internet File Settings   *Refreshes the web page to the current information*

- Open **Internet Explorer**   {Fig.4}
- On the **Tools** menu, click **Internet Options**
- On the **General** tab, under Browsing History, click on the **Settings** button *(Fig.4)*   {Fig.5}
- Under "Check for newer versions of stored pages:" Select **Every time I visit the webpage** (Fig.5)
- **Disk space to use** should be set to **250 MB** (Fig.5)
- Click on **OK,** and **Ok** to close screen

Pop-up Blocker   *Turn off the Pop-up blocker for the Welligent website*

- Click **Tools** from the IE Menu bar   {Fig.6}
- Select **Pop-up Blocker**
- Click on **Pop-up Blocker Settings**
- Type: **https://welligent.lausd.net** under address of website to allow *(Fig.6)*
- Click the **Add** button *(Fig.6)*
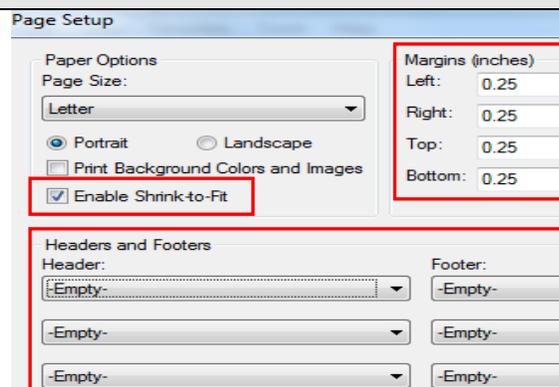- Click on **Close**

Phone: (213) 241-4174
Live Chat: http://helpdesk.lausd.net

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WINDOWS

Adjust Printing   *Print IEP documents on one sheet*
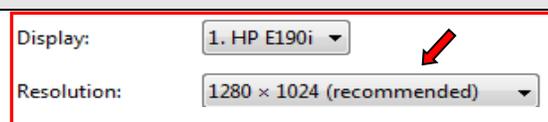
- Open **Internet Explorer**   {Fig.7}
- On the **File** menu, click **Page Setup**
- Reset all **Margins** to 0.25 inches *(Fig.7)*
- Check the box next to **Enable Shrink-to-Fit** *(Fig.7)*
- Under **Headers** and **Footers**, change all fields to **Empty** *(Fig.7)*
- Click on **OK**

*NOTE: Some printing problems may be resolved by downloading
 the latest **Postscript (PS)** printer driver from the printer's company website and reinstall the driver.

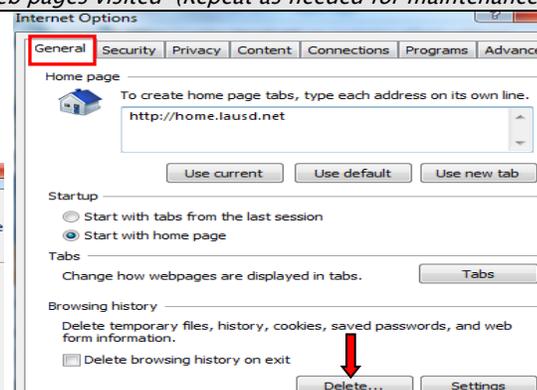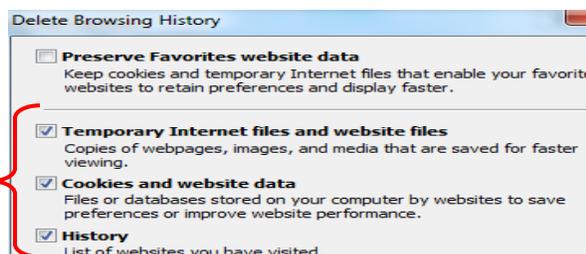### Adjust Screen Resolution   *Change the appearance of your display*

- On the desktop, **right-click** on an empty space
- Click on **Screen Resolution**
- Change **Resolution** to the **(recommended)** setting depending on the monitor
- Click **Apply**, and then click **OK**

Clear Cookies and Temporary Internet Files   *Clear copies of web pages visited (Repeat as needed for maintenance.)*

- Open **Internet Explorer**   {Fig.8}
- On the **Tools** menu, click **Internet Options**
- On the **General** tab under Browsing History, Click on the **Delete** button *(Fig.8)*
- Select the check boxes next to:**Temporary Internet files**, **Cookies** & **History** *(Fig.9)*
- Click the **Delete** button at the bottom
- Click on **OK**

{Fig.9}

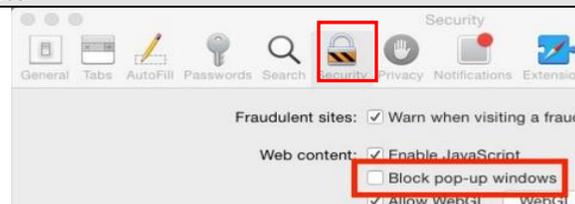## MAC

Pop-up Blocker   *Turn off the Pop-up blocker for the Welligent website*

- Top left of the screen, click on **Safari** menu   {Fig.10}
- Click on **Preferences**
- Click on the **Security** icon found at the top of the row (Fig.10)
- Under **Web content,** uncheck **Block Pop-up windows** it should **not** have a checkmark in front of the choice (Fig.10)
- Top left, click on the **Red** button to close window

Clear Cookies and Website Data   *Clear copies of web pages visited (Repeat as needed for maintenance.)*

- Click on **Safari** menu, click on **Preferences**   {Fig.11}
- Click on the **Privacy** icon found at the top of the row (Fig.11)
- Click on **Manage Website Data** (Fig.11)
- Once Website Data loads, click on **Remove All** button
- Click on **Remove now** button
- Click on the **Done** button
- Top left, click on the **Red** button to close window