



# Welligent Support TECHNICAL GUIDE

Phone: (213) 241-5200, #8

## 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

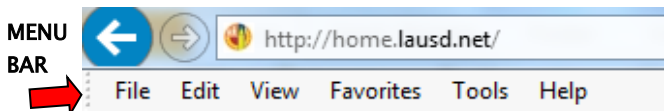
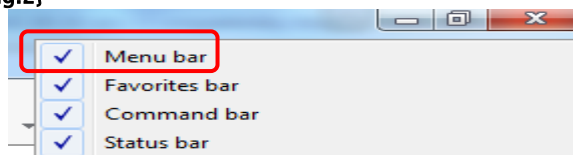
#### How to access the Menu Bar on Internet Explorer *In order to follow the settings instructions on this form*

- Open **Internet Explorer**
- Top right of screen, **right-click** on a blank area of the **Title Bar** to display pop-up menu (Fig.1)
- Once the pop-up menu displays, **click** on the checkbox next to **Menu Bar** (Fig.2)
- Once checked, the **Menu Bar** will display at the top left of your screen

{Fig.1}



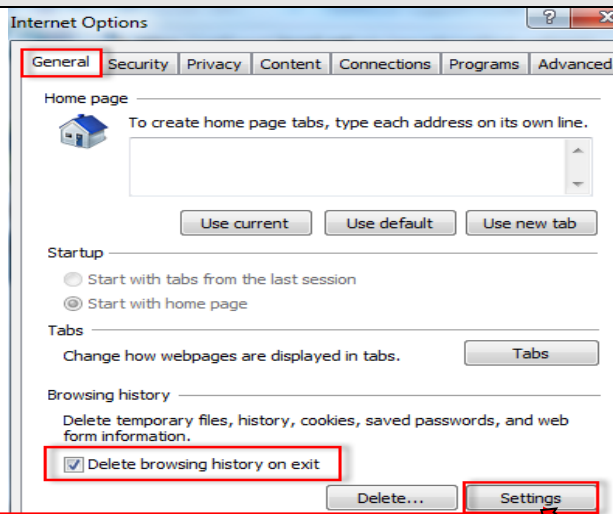
{Fig.2}



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

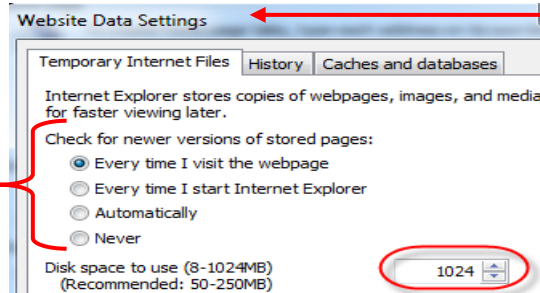
- Open **Internet Explorer**
- Click on **Tools** from the Menu Bar, click on **Internet Options**
- On the **General** tab, under Browsing History, click on the check box next to  **Delete browsing history on exit**. Next, click on the **Settings** button (Fig.3)

{Fig.3}



- The **Website Data Settings** screen will display and default to **Temporary Internet Files** tab (Fig.4)
- Under "Check for newer versions of stored pages:" Select **Every time I visit the webpage** (Fig.4)
- **Disk space to use** should be set to **1024 MB** (Fig.4)

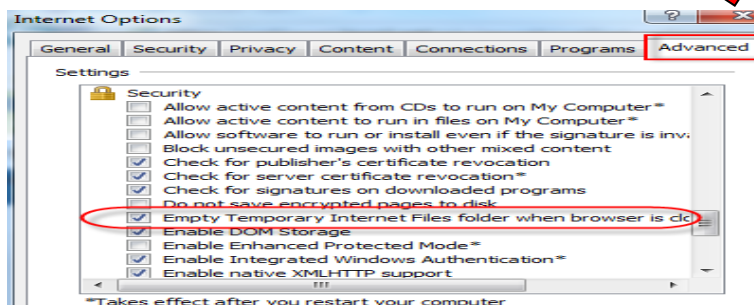
{Fig.4}



- Click on **OK**

- Next, click on the **Advanced** tab (Fig.5)
- On Settings, using the right scroll bar, scroll down to the **Security** section (Fig.5)
- Under **Security**, select the check box next to  **Empty Temporary Internet Files folder when browser is closed** (Fig.5)
- Click on **OK**

{Fig.5}



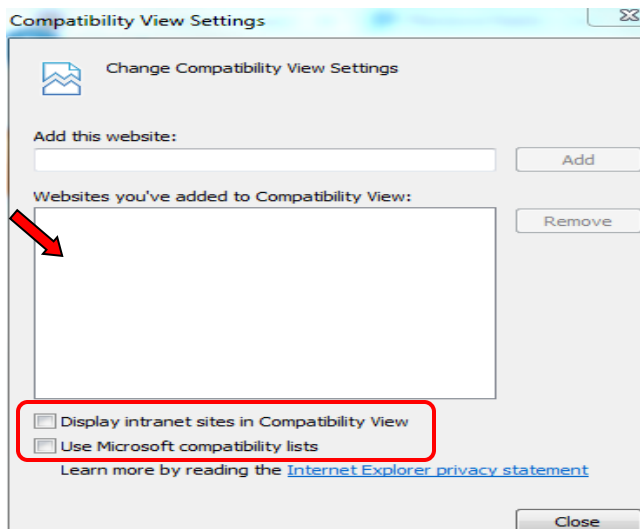
## Minimum Requirements for Windows & Macintosh Computers

### WINDOWS

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

- Open **Internet Explorer**
- From the Menu Bar click on **Tools**, click **Compatibility View Settings**
- If **lausd.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 Microsoft compatibility list**
- Ensure that the settings are blank as shown in (Fig.6)
- Click on **Close**

{Fig.6}



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

- Open **Internet Explorer**
- Click **Tools** from the Menu bar
- Select **Pop-up Blocker**
- Click on **Pop-up Blocker Settings**
- Type: **https://welligent.lausd.net** under address of website to allow (Fig.7)
- Click the **Add** button (Fig.7)
- Click on **Close**

{Fig.7}

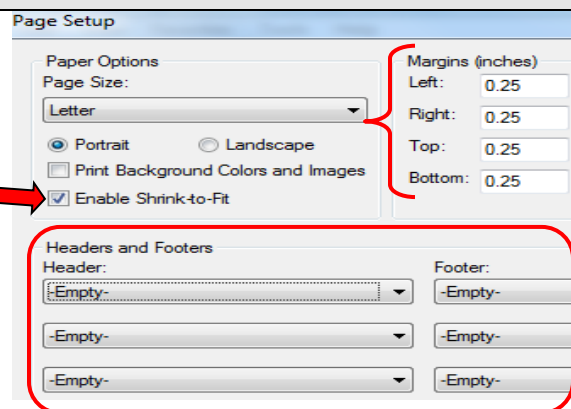


#### Adjust Printing *Print IEP documents on one sheet*

- Open **Internet Explorer**
- On the **File** menu, click **Page Setup**
- Reset all **Margins** to 0.25 inches (Fig.8)
- Check the box next to  **Enable Shrink-to-Fit** (Fig.8)
- Under **Headers and Footers**, change all fields to **Empty** (Fig.8)
- Click on **OK**

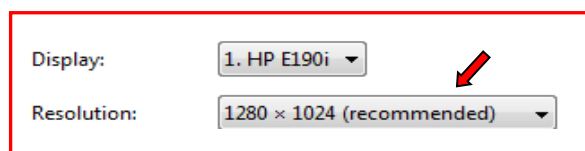
{Fig.8}

\*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
- Click **Apply**, and then click **OK**



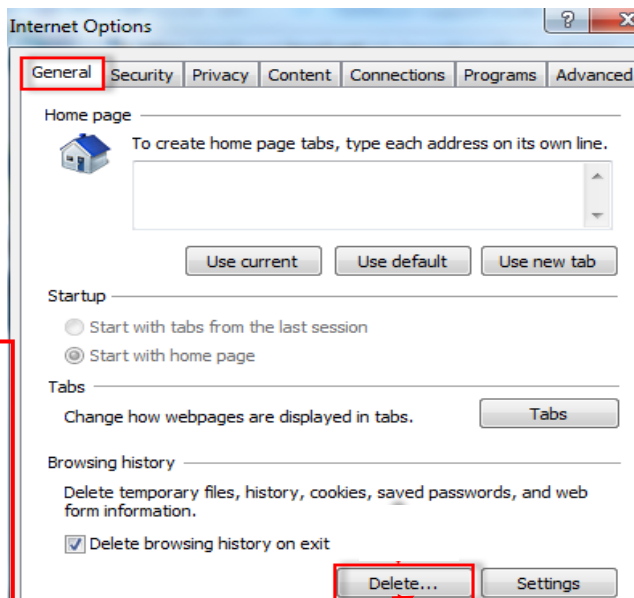
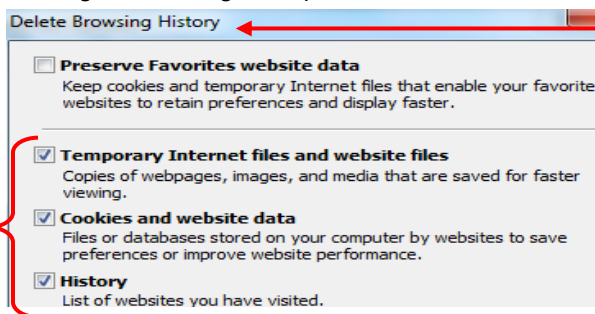
## Minimum Requirements for Windows & Macintosh Computers

### WINDOWS

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

- Open **Internet Explorer** {Fig.9}
- On the **Tools** menu, click **Internet Options**
- On the **General** tab under Browsing History, Click on the **Delete** button (Fig.9)
- Select the check boxes next to: **Temporary Internet files, Cookies and website data & History** (Fig.10)
- Click the **Delete** button at the bottom
- Once it finishes deleting the Browsing History, click on **OK**

{Fig.10}



#### Do Not Create a Shortcut for the Welligent Website *Can cause issues with logging in*

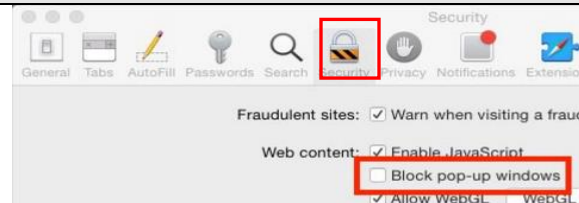
- Do not create a **Shortcut for the Welligent Website** on your desktop. Accessing Welligent through a shortcut will eventually create issues, and block you from logging into Welligent.
- To access Welligent, open Internet Explorer and type the **Welligent website** at the address bar: **https://welligent.lausd.net**



### MAC

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

- Top left of the screen, click on **Safari** menu {Fig.11}
- Click on **Preferences**
- Click on the **Security** icon found at the top of the row (Fig.11)
- Under **Web content**, uncheck **Block Pop-up windows** it should **not** have a checkmark in front of the choice (Fig.11)
- 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.12}
- Click on the **Privacy** icon found at the top of the row (Fig.12)
- Click on **Manage Website Data** (Fig.12)
- 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

