Welligent Support
TECHNICAL GUIDE

Minimum Requirements for Windows & Macintosh Computers

Welligent Supported Operating Systems and Browser Versions

<table>
<thead>
<tr>
<th>OPERATING SYSTEM (OS)</th>
<th>BROWSER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 7 or higher</td>
<td>Internet Explorer 11</td>
</tr>
<tr>
<td>Mac OS</td>
<td>Safari 6.x or higher</td>
</tr>
</tbody>
</table>

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
- 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)

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.3)
- Click on Close

Temporary Internet File Settings

Refreshes the web page to the current information

- Open Internet Explorer
- On the Tools menu, click Internet Options
- On the General tab, under Browsing History, click on the Settings button (Fig.4)
- 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
- 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
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**WINDOWS**

**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. 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 reinstalling it.

**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**

**MAC**

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

- Top left of the screen, click on **Safari** menu
- 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**
- 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