Welligent Technical Support Guide

Minimum Requirements for Windows & Macintosh Computers

Windows 10 or higher:	Google Chrome	
Mac OS:	Google Chrome	Safari 6.X or higher
Do not use:	Mozilla Firefox	Windows Edge

Chrome Settings on Windows				
Pop-up Blocker <i>Pop-ups need to be allowed.</i>				
 Open Chrome. Click the 3 dots at the top right corner (ellipsis) Click on Settings. Click on Privacy and security. Click on Site Settings Scroll down to Content and select Pop-ups and redirects. 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 to only allow pop-ups from District sites. Close the windows. 	Default behavior Sites automatically follow this setting 	ing when you visit them and use redirects d pop-ups or use redirects setting instead of the default e redirects Add edirects Add		
Clear the Cache To maintain the system periodically repea	at these steps.			
 Open Chrome Click the 3 dots at the top right corner (ellipsis) Click on Settings. Click on Privacy and security. Click on Clear 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 Clear data at the bottom. 		Clear browsing data Basic Advanced Time range All time Browsing history Clears history from all signed-in devices. Your Google Account may have other forms of browsing history at myactivity google.com. Cookies and other site data Signey sou out of most sites. You'll stay signed in to your Google Account so your synced data can be cleared. Cached images and files Frees up 5.6 MB. Some sites may load more slowly on your next visit. Cancel Clear data 		
Chrome Settings on MAC				
Pop-up Blocker Pop-ups need to be allowed.				
 Open Chrome Click on Chrome at the top right side of the menu. Click on Preferences. Click Privacy and security. Click Site Settings. Scroll down to Content and click Pop-ups and redirects. Under Sites automatically follow this setting when you visit them, select Sites can send pop-ups and use redirects. *Or you can add [*.]lausd.net to the Allowed sites at the bottom to only allow pop-ups from District sites. Close the window. 	Default behavior Sites automatically follow this setting v	when you visit them use redirects p-ups or use redirects ing instead of the default directs Add ects Add		

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Clear the Cache, Cookies and History To maintain the system periodically repeat these steps.				
 Open Chrome Click on Chrome at the top right side of the menu. Click on Clear Browsing Data. From the Basic tab for Time range, select All time. Check Browsing history, Cookies and other site data and Cached images and Click Clear data at the bottom. 	Clear browsing data Basic Advanced Time range All time Browsing history Clears history from all signed-in devices. Your Google Account may have other forms of browsing history at myactivity google.com. Cookies and other site data Signs you out of most sites. You'll stay signed in to your Google Account so your synced data can be cleared. Cached images and files Frees up 5.6 MB. Some sites may load more slowly on your next visit. Cancel Clear data			
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. 	Websites Ceneral Tabs AufoFill Passeods Seach Seach Websites Extension Advanced Ceneral Content Bicckers Auto-Pily Rege Zoom Rege Zoom			
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. 	Clearing history will remove related cookies and other website data. Clear all history Clear Clear History Clear Clear History			
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. 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. 	Safari File Edit View History Bookmark Develop Vindow Help Search or enter website name Advanced Advanced Advanced Smart Search Field: Show full website address Accessibility: Never use font sizes smaller than Press Tab to highlight each item on a webpage Option-Tab highlight each item. Show color in compact tab bar Reading List: Save articles for offline reading automatically Style sheet: None Selected Default encoding: Western (ISO Latin 1) Proxies: Change Settings Show Develop menu in menu bar			
If you need assistance please call the helpdesk at (213) 241-5200 o	ntion 8 or create a Ticket: lausd-mvit.onbmc.com			

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