

# Welligent Technical Support Guide

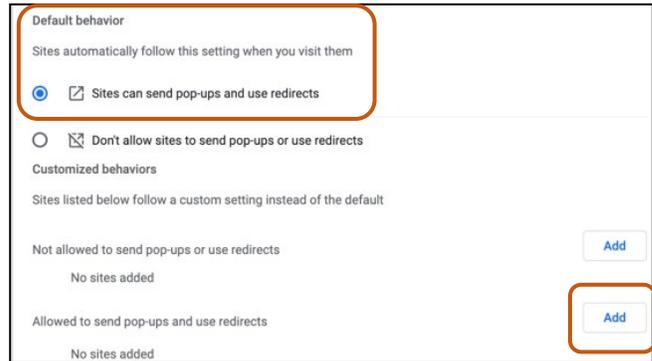
## Minimum Requirements for Windows & Macintosh Computers

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

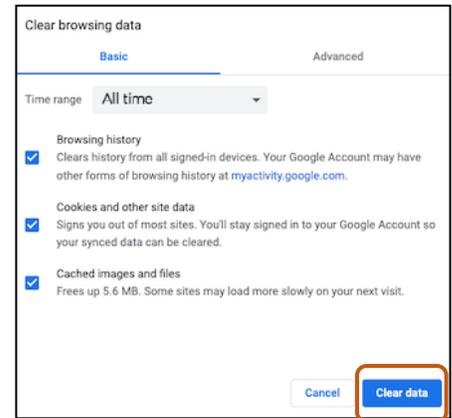
**Pop-up Blocker** *Pop-ups need to be allowed.*

- 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.



**Clear the Cache** *To maintain the system periodically repeat these steps.*

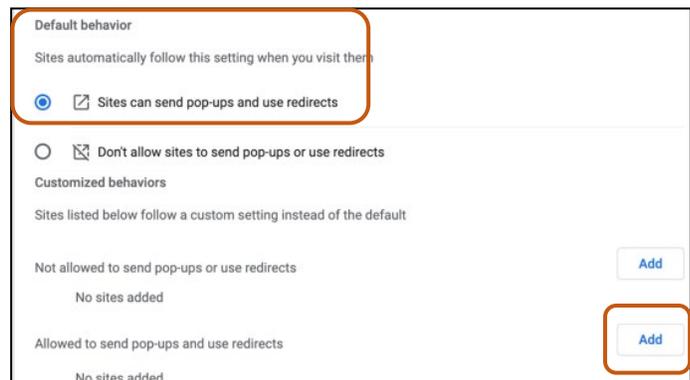
- Open **Chrome**
- Click the **3 dots at the top right corner** (ellipsis)
- Click on **Settings**.
- Click on **Privacy and security**.
- Click on **Clear Browsing Data**.
- From the Basic tab for Time range, select **All time**.
- Check **Browsing history**, **Cookies and other site data** and **Cached images and files**.
- Click **Clear data** at the bottom.



### 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.



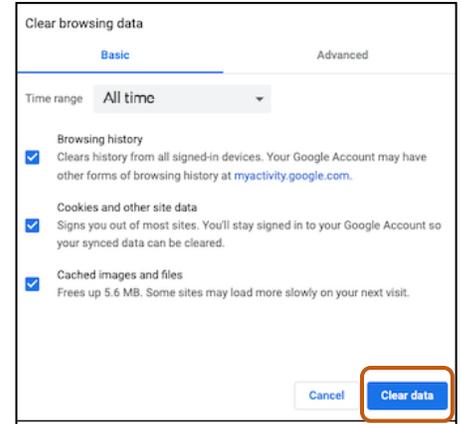
# Welligent Technical Support Guide

## Minimum Requirements for Windows & Macintosh Computers

### 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 files.**
- Click **Clear data** at the bottom.

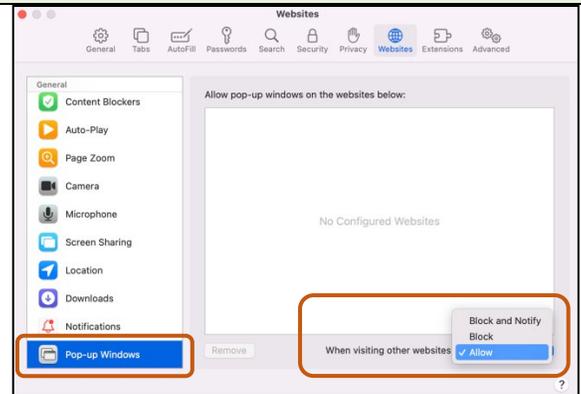


### Safari Settings on MAC

#### Pop-up Blocker

*Pop-ups need to be allowed.*

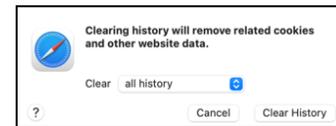
- Open **Safari**.
- Click on **Safari** at the top right side of the menu.
- Click on **Preferences**.
- Click on the **Websites** tab.
- On the left, scroll down to the bottom and click on **Pop up Windows**.
- For *When visiting other websites*: select **Allow**.
- \*Or After using Welligent comeback to Websites and only allow for welligent.lausd.net
- Close the window.



#### Clear History

*To maintain the system periodically repeat these steps.*

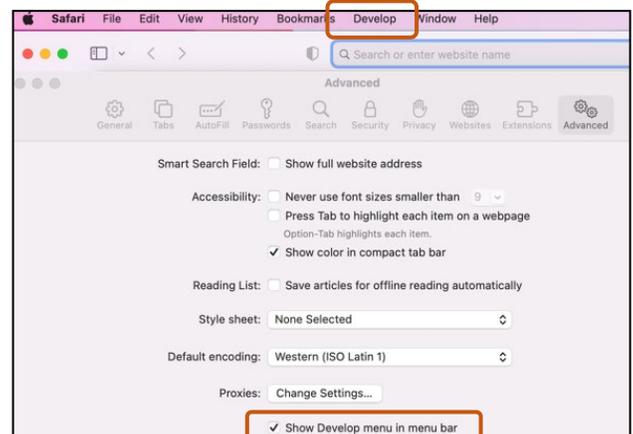
- Open **Safari**.
- Click on **Safari** at the top right side of the menu.
- Click on **Clear history**.
- For Clear selection, select **all history**.
- Click the **Clear History** button.



#### 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**.



*If you need assistance please call the helpdesk at (213) 241-5200 option 8 or create a Ticket: [lausd-myit.onbmc.com](https://lausd-myit.onbmc.com)*