

Welligent IEP TECHNICAL SUPPORT

Minimum Requirements for Windows and Macintosh Computer Setup

Use the following Operating System and Browser combinations:

OPERATING SYSTEM (OS)	BROWSER	OS SERVICE PACK	MEMORY
Windows XP	Internet Explorer 8	2 or 3	128 MB
Macintosh OS X	Safari 4.x	N/A	256 MB

Mozilla FireFox, Google Chrome and Safari 5.x are not supported at this time.

Check your computer's Updates/Service Packs.

Windows users	Mac users
<ul style="list-style-type: none"> • Quit all programs. • Open Internet Explorer • On the Tools menu, select Windows Update and then click the Custom button to start update search. • Click High Priority Updates () and/or Service Packs at the left. • Click on Review & Install Updates. • Click on Install Updates. 	<ul style="list-style-type: none"> • Quit all programs. • On the Apple menu, click Software Update. • Install all Apple Updates.

Clear Cookies and Temporary files /remove security messages:

Windows users	Mac users
<ul style="list-style-type: none"> • Open Internet Explorer. • On the Tools menu, click Internet Options. • On the General tab under Browsing History, Click on the Delete button. • Select the check boxes next to: Temporary Internet Files and Cookies • Click the Delete button at the bottom. • Under Browsing History, click on Settings. • Under "Check for newer versions of stored pages," select Every time I visit the webpage. • Disk space to use should be set at 250 MB. • Click on OK. • Select the Advanced tab: • Click Restore advanced settings • Scroll to Security, check <input checked="" type="checkbox"/> Empty Temporary Internet Files and <u>remove</u> the check <input checked="" type="checkbox"/> from Warn if changing between secure and not secure mode and <u>remove</u> the check <input checked="" type="checkbox"/> from Warn if POST submittal is redirected to a zone that does not permit posts. • Click Apply, and then click OK. 	<ul style="list-style-type: none"> • Open Safari. • Click on Safari menu (OS X), click Preferences, then select: • Security: Do not Block Pop-up windows. • Security: Do Enable the three Java checkboxes. • AutoFill: Unselect all three choices. • Click on the Red button to close window • Click on Safari menu (OS X), click Empty Cache • Click on the Empty button.

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Adjust screen resolution *Use the preferred monitor resolution setting – 1024x768 pixels.*

Windows users	Mac users
<ul style="list-style-type: none"> On the desktop, right-click on an empty space, and then click Properties. Select the Setting tab: Change Color Quality to Medium 16 bit, and Screen resolution to 1024x768 pixels, and click OK. 	<ul style="list-style-type: none"> On the Apple menu, click System Preferences (OS X), and then click Monitors/Display. Change Colors to Millions and Resolutions to 1024x768.



Adjust printing *Use a Laser Jet printer, preferably Lexmark or HP. Download and install the postscript printer driver from the manufacturer's website. Note: If IEP pages do not print on one sheet, adjust the settings in the browser:*

Windows users	Mac users
<ul style="list-style-type: none"> Open Internet Explorer. On the File menu, click Page Setup. Reset all Margins to 0.25 inches. Under Headers and Footers, change all fields to Empty. Click on OK. Some printing problems may be resolved by downloading the latest Postscript (PS) printer driver from the Printer's company website and reinstalling the driver. 	<ul style="list-style-type: none"> IEP's can be printed from a Mac running OS X, but the print will be smaller than printing from MS Windows. Test the printing to evaluate for your needs.



Pop-up Blocker *To turn off the Pop-up blocker just for the Welligent web site.*

Windows users	Mac users
<ul style="list-style-type: none"> Click Tools from the IE Menu along the top. Select Pop-up Blocker. Click on Pop-up Blocker Settings Type: welligent.lausd.net under address of website to allow. Click the Add button. Click Close. 	<p>Open Safari.</p> <p>Click on Safari menu (OS X), Block Pop-up windows should not have a checkmark in front of the choice. Click Block Pop-up windows to remove the Checkmark if one is there...</p>



Date and time settings on Mac computers must be accurate:

If the date and time settings are inaccurate, security messages will continually appear while using Welligent. Follow the steps below to verify date and time:

- OS X: On the **Apple** menu, click **System Preferences**, then **Date & Time**.