



## Welligent Technical Support Handout

### Table of Contents:

- **Operating System and Browser Combinations** - [Page 2](#)
- **Operating System, Service Packs, and available memory** - [Page 2](#)
- **Version of Internet Explorer** - [Page 2](#)
- **Downloading and installing latest version of Internet Explorer Browser** - [Page 2](#)
- **Configuring Pop-up Blocker for Welligent** - [Page 3](#)
- **Date and Time for Mac computer's** - [Page 3](#)
- **Clearing the cache on Internet Explorer** - [Page 3](#)
- **Adjusting Screen Resolution** - [Page 4](#)
- **Adjusting Printing** - [Page 4](#)
- **Installing Java on Windows** - [Page 4](#)
- **Additional Notes** - [Page 5](#)

- This guide, as well as others, will be available to download in .pdf format. Please be advised that any guides posted on our website are subject to change and will be updated as needed. We recommend that you verify if you have the latest version of this or any guide by visiting <http://www.tescentral.com>.

Use the following Operating System and Browser combinations:

OPERATING SYSTEM (OS)	OS SERVICE PACK	INTERNET BROWSER	*MEMORY
Windows Vista	n/a	IE 7.0	512 MB
Windows XP	1	IE 7.0	256 MB
Windows 2000	4	IE 6.0 SP 1	128 MB
Windows Millennium Edition (Me)	n/a	IE 6.0 SP 1	128 MB
Windows 98	n/a	IE 6.0 SP 1	128 MB
Macintosh OS X	n/a	Safari	256 MB

*IE Stands for "Internet Explorer"*

**\*Note:** Please be advised that the memory shown in the chart is the recommended amount a computer system should have installed to properly run Welligent. Increasing memory and other system components will improve overall system performance, but will not improve internet connectivity speed to Welligent. Slow internet connectivity to Welligent may be caused by various factors, such as problems with your Internet Service Provider, technical difficulties with Welligent, or peak user access at certain hours of the day.

Check your computer's Operating System, Service Packs, and available memory:

Windows users	Mac users
<ul style="list-style-type: none"> <li>• <b>Right Click</b> on <b>My Computer</b> and select <b>Properties</b>.</li> <li>• Under the <b>General Tab</b>, the system information for your computer should be displayed.</li> </ul>	<ul style="list-style-type: none"> <li>• Quit all programs.</li> <li>• On the <b>Apple</b> menu, click <b>About This Mac</b> (OS X).</li> </ul>

Check the version of Internet Explorer (IE) on your computer:

Windows users	Mac users
<ul style="list-style-type: none"> <li>• Open <b>Internet Explorer</b>.</li> <li>• On the <b>Help</b> menu, click <b>About Internet Explorer</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Open <b>Safari</b>.</li> <li>• OS X: On the <b>Safari</b> menu, click <b>About Safari</b>.</li> </ul>

Download and install the latest Internet Explorer (IE) browser:

Windows users	Mac users
<ul style="list-style-type: none"> <li>• Click the Start Menu and select <b>Windows Update</b>, and then click <b>⇒Scan for updates</b>.</li> <li>• Click <b>Install updates</b> at the left, to install the number of updates indicated.</li> <li>• After installation is complete, you may be asked to restart your system.</li> <li>• Please note that depending on your operating system, you may be asked to <b>authorize</b> the installation of the update.</li> </ul>	<ul style="list-style-type: none"> <li>• From the desktop, click the <b>Apple</b> menu and select <b>Software Update</b>.</li> <li>• Select <b>Update Software</b> in the bottom window</li> <li>• After program searches for any new versions of Safari or other updates, select <b>install software</b>.</li> <li>• Depending on your security level, you may or may not be asked for your authorization to install the updates.</li> <li>• Finally, when asked if you agree to the terms of installing the software, select the <b>Agree</b> button.</li> <li>• After installation is complete, you may need to restart your computer.</li> <li>• You may also visit <b>apple.com</b> to view the latest version of Safari in the "<b>downloads</b>" section.</li> </ul>

**Note:** Please be aware that using the "**Windows Update**" feature, as well as the "**Software Update**" feature on a Mac, will not only download Internet Browser updates, but will also download other updates, such as security patches, to your system. **It is very important that any new patches are installed to your system.** Downloading these patches is a key feature to help protect your system from any security risks or viruses. Downloading and installing these updates will also help your system run stable.

## ☑ How to configure your pop-up blocker for Welligent:

*Improper configuration of your pop-up blocker while using Welligent will cause certain reports not to appear after clicking on them.*

Windows Users	Mac Users
<ul style="list-style-type: none"> <li>• Open <b>Internet Explorer</b>.</li> <li>• On the <b>Tools</b> menu, click <b>Internet Option</b>.</li> </ul> <p>*If using Internet Explorer 7.0, on your keyboard, select and hold the <b>ALT</b> key and simultaneously select the letter <b>T</b> on your keyboard. This will bring up the <b>Tools</b> menu.</p> <ul style="list-style-type: none"> <li>• Using your mouse, select <b>Internet Options</b>.</li> <li>• Select the <b>Privacy</b> tab:</li> <li>• Select <b>Settings</b> in the bottom right hand side</li> <li>• When the new window appears, enter <a href="https://apps.welligent.com">https://apps.welligent.com</a> and select the <b>add</b> button.</li> </ul>	<ul style="list-style-type: none"> <li>• Open the <b>Safari</b> browser.</li> <li>• Click on the <b>Safari</b> menu, and select <b>Block pop-up Windows</b> to uncheck this feature</li> </ul> <p>*Because the Safari browser has no way of specifying which pages you would like to allow pop-ups, the pop-up blocker has to be completely disabled when working with Welligent.</p>

**Note:** Any toolbars that have been installed with the feature to block pop-ups (ex. Google or Yahoo Toolbar) should be disabled.

## 🕒📅 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:*

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

## ☑ How to clear the cache on your Internet Browser:

*To get the best performance from your internet browser when using Welligent, please follow the steps below:*

Windows users with Internet Explorer 6.0 SP1	Windows users with Internet Explorer 7.0
<ul style="list-style-type: none"> <li>• Open <b>Internet Explorer</b>.</li> <li>• On the <b>Tools</b> menu, click <b>Internet Option</b>.</li> <li>• Select the <b>General</b> tab:</li> <li>• Click <b>Delete Cookies</b>, and then click <b>OK</b>.</li> <li>• Click <b>Delete Files</b>, check <input checked="" type="checkbox"/> <b>Delete all offline content</b>, and then click <b>OK</b>.</li> <li>• Click <b>Clear History</b>, and then click <b>Yes</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Open <b>Internet Explorer</b>.</li> <li>• Click on <b>Tools</b>, and select the <b>Internet Option</b> menu. If using Internet Explorer 7.0, use the <b>Alt+T</b> combination to bring up the <b>Tools</b> menu.</li> <li>• Using your mouse, select <b>Internet Options</b>.</li> <li>• Under <b>Browsing History</b>, select <b>Delete</b>.</li> <li>• When the new window appears, select <b>Delete all</b> in the bottom of the window</li> <li>• A new dialog box will appear, which you will need to select the <b>“Also delete files and settings stored by add-ons”</b></li> <li>• Once the previous option has been select, click on <b>Yes</b>.</li> </ul>
Mac users using the Safari Browser <i>Pt. 1</i>	<i>Pt. 2</i>
<ul style="list-style-type: none"> <li>• Open the <b>Safari</b> browser</li> <li>• Select the <b>History</b> menu and select <b>Clear History</b>.</li> <li>• Next, click on the <b>Safari</b> menu and select the <b>Preferences</b> option</li> <li>• Under the <b>Security</b> option, select <b>Show Cookies</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• When the new window appears, select <b>Remove All</b> and select the same option one more time to clear the cookies. When finished, select <b>done</b> and close the window.</li> <li>• Finally, select the <b>Safari</b> menu and click on <b>Empty Cache</b>. When a dialog box appears, select <b>Empty</b>.</li> </ul>

**Note:** It is recommended that this process be done at least once a week. Clearing the cache frees up disk space of old internet files, which then improves your browsing experience. Please be aware that this process deletes your history folder, which basically stores websites you have visited. This process will not delete your favorites or your personal files.

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

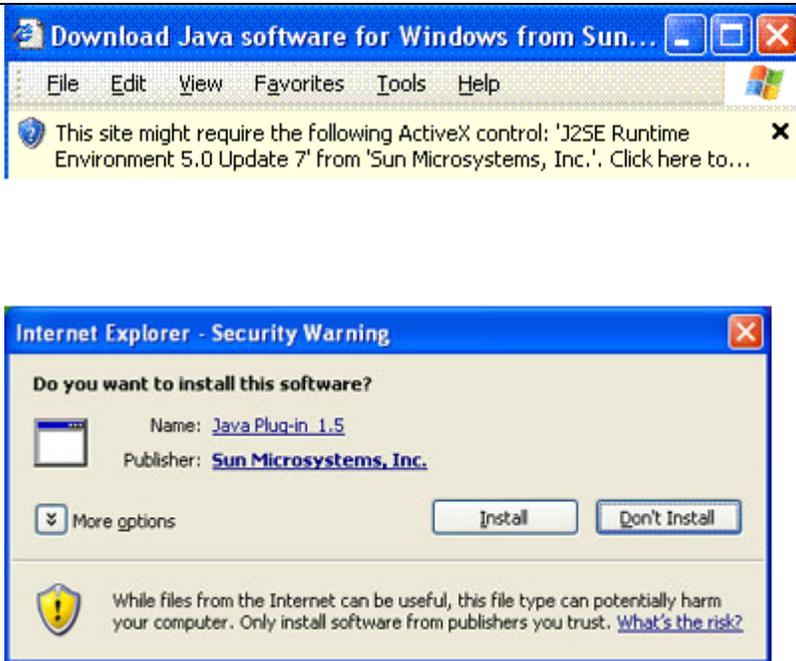
Windows users	Mac users
<ul style="list-style-type: none"> <li>On the desktop, right-click on an empty space, and then click <b>Properties</b>.</li> <li>Select the <b>Setting</b> tab:</li> <li>Change <b>Color Quality</b> to Medium 16 bit, and <b>Screen resolution</b> to 1024x768 pixels, and click <b>OK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

**Note:** It is possible to run Welligent at a lower resolution (800x600), but you will run into having to scroll multiple times in order to view a page or a menu. It is strongly recommended to run Welligent on a 1024x768 resolution.

**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"> <li>Open <b>Internet Explorer</b>.</li> <li>On the <b>File</b> menu, click <b>Page Setup</b>.</li> <li>Delete any text in the <b>Header</b> and <b>Footer</b> fields.</li> <li>Reset all <b>Margins</b> to 0.25 inches, and then click <b>OK</b>.</li> </ul>	<ul style="list-style-type: none"> <li>Open the <b>Safari</b> browser.</li> <li>On the <b>File</b> menu, click <b>Page Setup</b>, change <b>Scale</b> to 97% and then click <b>OK</b>.</li> <li>Click <b>Print Preview</b> and <u>remove</u> the check <input checked="" type="checkbox"/> from <b>Headers and Footers</b>.</li> </ul>

**Installing Java on a Windows Operating System**

Windows users	
<ul style="list-style-type: none"> <li>Open Internet explorer and visit <a href="http://www.java.com">www.java.com</a>.</li> <li>Select <b>Java Downloads</b></li> <li>Depending on the version of Internet Explorer you are using, you may receive a message asking to install <b>Active X control</b>. Select install <b>Active X Control</b> from the drop down menu to continue installing <b>Java</b>.</li> <li>After installation is complete, <b>Java</b> will verify that it is installed properly</li> </ul>	 <p>The screenshot shows two overlapping windows from Internet Explorer. The top window is titled 'Download Java software for Windows from Sun...' and displays a security warning: 'This site might require the following ActiveX control: 'J2SE Runtime Environment 5.0 Update 7' from 'Sun Microsystems, Inc.'. Click here to...'. The bottom window is titled 'Internet Explorer - Security Warning' and asks 'Do you want to install this software?' with details: Name: Java Plug-in 1.5, Publisher: Sun Microsystems, Inc. It includes 'More options', 'Install', and 'Don't Install' buttons. A warning message at the bottom states: 'While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. What's the risk?'.</p>

**Note:** Mac computers come pre-installed with Java. All java updates are distributed through the computer's Software Update feature.

### Additional Side Notes:

- Welligent only works with Internet Explorer and Safari. Welligent is not compatible with any other browser, such as Netscape, Firefox, or Mozilla.
- If you click on a form and it does not open, verify that the pop-up blocker has been properly configured to allow pop-ups on Welligent. If your pop-up blocker is configured properly, check the following:

**Question:** Do you have any toolbar installed on Internet Explorer, such as Yahoo Toolbar or Google Bar, with a pop-up-blocker?

**Solution:** If so, the pop-up blocker on the toolbar needs to be disabled. Please refer to the software provider on how to disable the toolbars pop-up blocker.

**Question:** Is Java installed on your system? (Windows Only)

**Solution:** To verify, go to **Start**, and select **Control Panel**. If you do not see an icon labeled "Java", then you will need to visit <http://www.java.com> in order to obtain the Java software. Please refer to the "Installing Java on a Windows Operating System" section in this guide for the steps to installing Java.

**Question:** Are you using the latest version of Internet Explorer or Safari on your computer?

**Solution:** Verify that you are using the latest version of these Internet Browsers on your system.

- The following section describes common printing problems on Welligent, and explains how to fix them:

**Question:** When I print a report from Welligent, the bottom of one page get's cut-off into a second page.

**Solution:** Verify the following:

1. Check to see if print margins on your internet browser have been set correctly. Margins have to be set on Windows to 0.25 all around. Also, verify that the header and footer section in **Page Setup** for Internet explorer does not contain any characters. For the Safari browser, scale down to 97% under the **Page Setup** option. If after changing the margins to 0.25 on Internet Explorer or 97% on Safari does not work, try going lower to 0.18 on Internet Explorer or 91% on Safari.
2. Verify that you have the latest **Post Script** drivers installed on your system for your printer. Also, keep in mind that Welligent prints best on laser printers. Using an Inkjet, Deskjet or BubbleJet printer is not recommended due to compatibility issues.
3. Remember that it is best to use either a Lexmark or HP laser printer to print your reports from Welligent.

- This section explains the importance of keeping your computer up-to-date with the Windows Update and Software Update feature:

**Question:** Why do I need to install Windows Updates or Software Updates on my computer?

**Answer:** It is very important for computers to be updated using the Windows or Software Update on the system. The primary reason for this is to fix potential security risks your system may be exposed to, such as viruses or spyware.

**Question:** What is a Service Pack?

**Answer:** A Service Pack is a collection of update, upgrades, and improvements to an Operating System. Service Packs tend to either fix major problems on the Operating System or enhance certain features not available previously in the Operating System.

- If you are having trouble logging back into Welligent, please refer to the following:

When you are finished using Welligent, it is important that all browser windows are closed. For Internet Explorer, make sure any window opened after you exit Welligent is closed. For Safari users, you will need to go to the **Safari Menu**, and select **Quit Safari**. It is important that this be done after using Welligent. If you attempt to get back into Welligent, you will receive a **“Forbidden”** message.

- For any questions, concerns, or any changes you believe should be made to this guide, or if you are having difficulty accessing Welligent, please call 323-341-5871 or send an e-mail to [helpdesk@tesidea.com](mailto:helpdesk@tesidea.com).