Ask Alex LAU Browser Settings User Guide

LeaseAccelerator

Version 25.2

Document Information

Notices

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This guide is designed to help you to use the LeaseAccelerator applications effectively and efficiently. All data shown in graphics are provided as examples only. The example companies and calculations herein are fictitious. No association with any real company or organization is intended or should be inferred.

Contents

Document Information **2**

Notices 2

Contents **3**

Browser Settings for Ask Alex and LeaseAccelerator University **4**

Introduction 4

Chrome 4

Edge 6

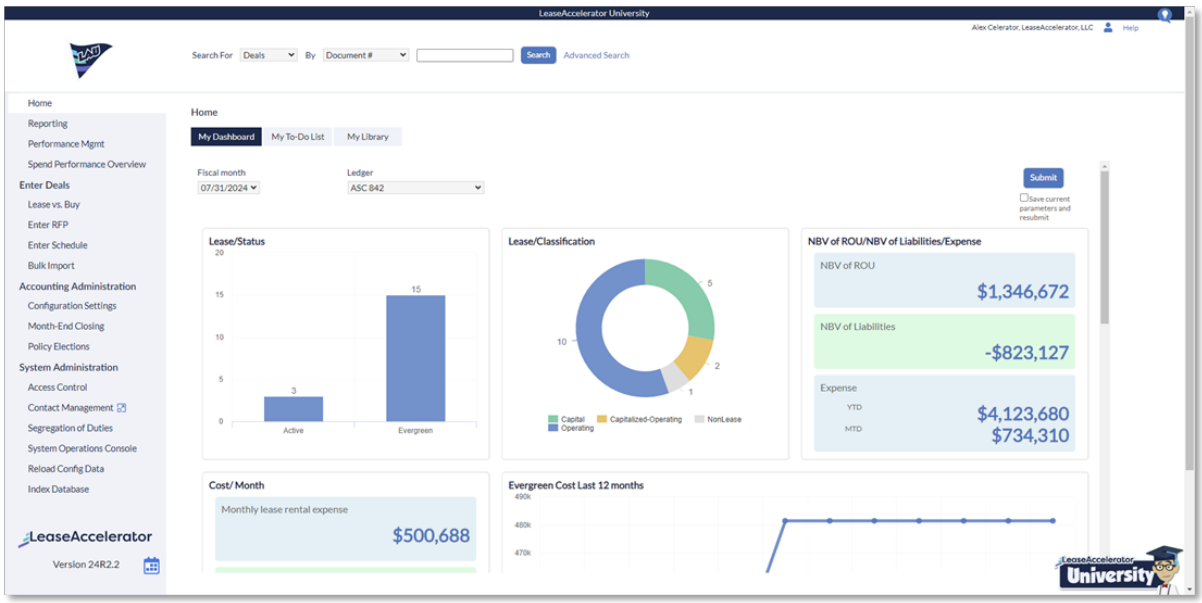
Firefox 7

Browser Settings for Ask Alex and LeaseAccelerator University

Introduction

When logged into LeaseAcceleratoror LeaseAccelerator University (LAU), you should see a launcher in the bottom right corner of your screen. This launches a menu that you will use to complete training and/or for self-service to locate product documentation and resources.

Example:



Third-party cookies **must** be allowed for Ask Alex or LAU launchers to appear and function correctly.

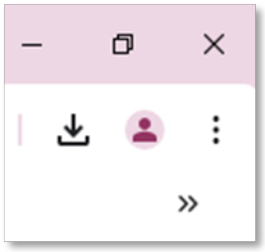
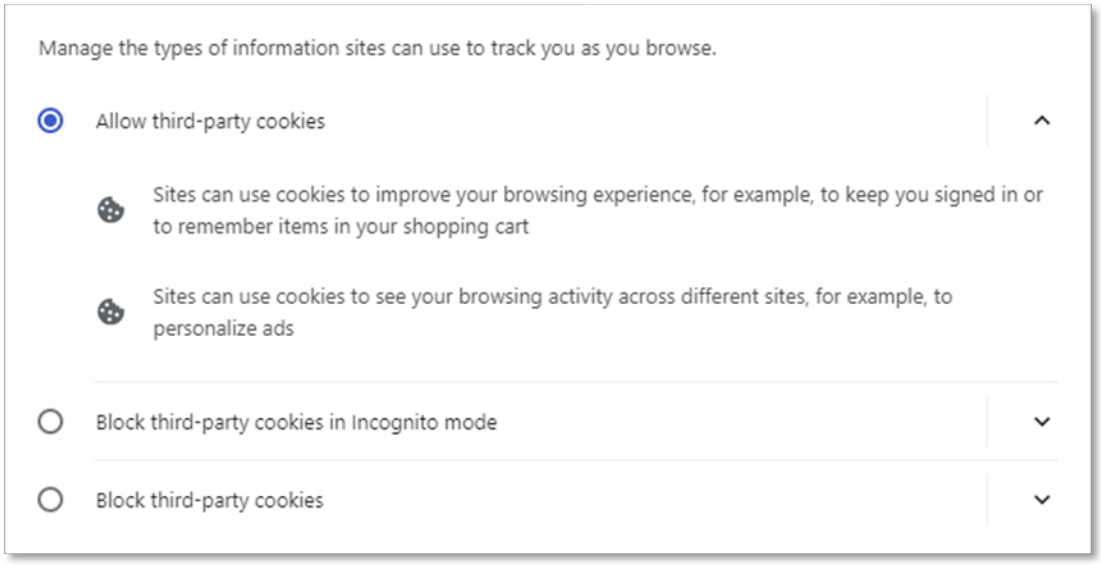
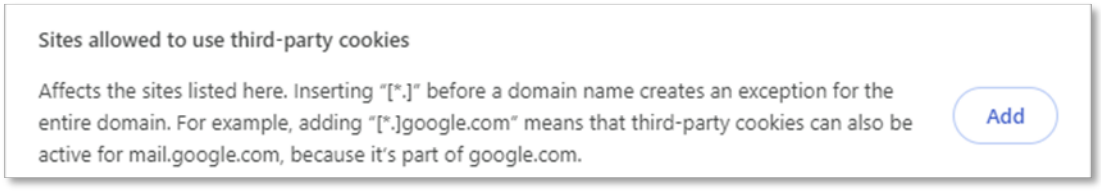
In this document, we cover how to update your browser settings to enable these launchers if they are **not** visible in your environment.

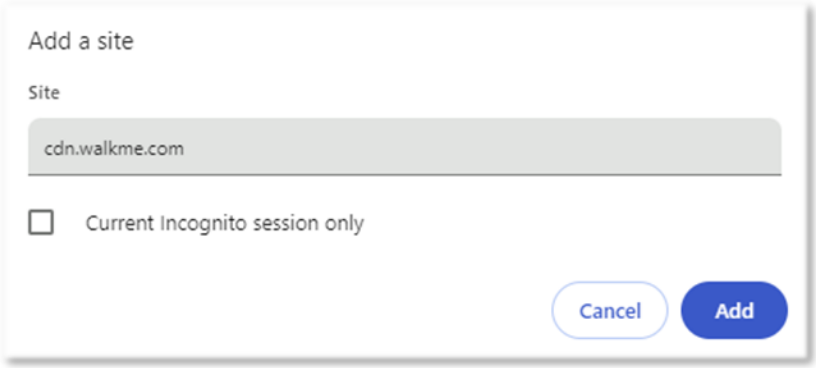
Chrome

Follow the steps below to configure the appropriate settings for a Chrome browser.

> **Note:** If you do not have access to change the settings referenced below, you will need to ask your IT team to whitelist the address listed in step 8.

Step	Action
1	Open a Chrome browser. ***Important**: Do **not** use Incognito mode, as Ask Alex and LAU cannot function properly in that mode.*

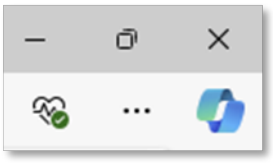
Step	Action
2	Click the **kebab** in the top right corner of the browser. 
3	Select **Settings**.
4	In the menu on the left, select **Privacy and security**.
5	Expand the *Third-party cookies* section.
6	Make sure that **Allow third-party cookies** is selected. 
7	In the *Sites allowed to use third-party cookies* section, click **Add**. 

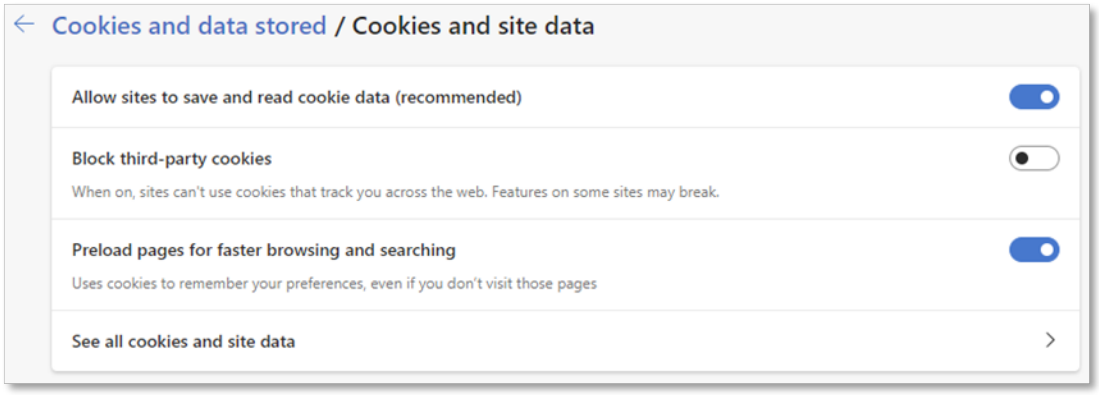
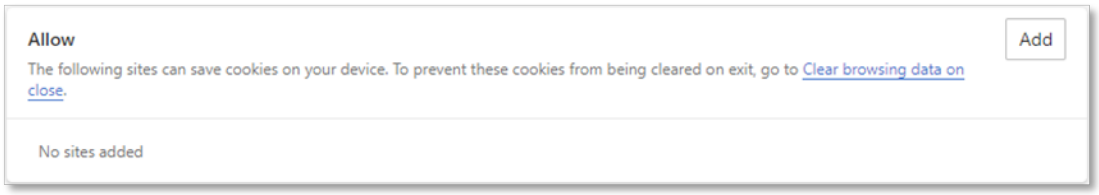
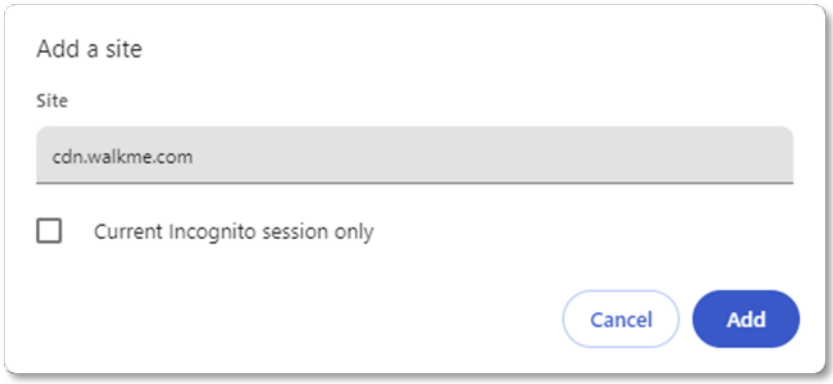
Step	Action
8	In the pop-up, enter **cdn.walkme.com** and then click **Add**. 
9	Login to your LeaseAccelerator environment and verify that the launcher now appears. ***Note**: If it does not appear, clear your browser history for the past hour, close any browser windows that are open, and then login again. You should see the launcher now. If you do not, please email alex.celerator@insightsoftware.com for assistance.*

Edge

Follow the steps below to configure the appropriate settings for an Edge browser.

Note: If you do not have access to change the settings referenced below, you will need to ask your IT team to whitelist the address listed in step 8.

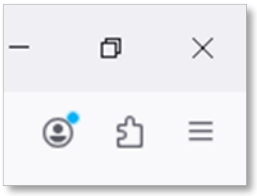
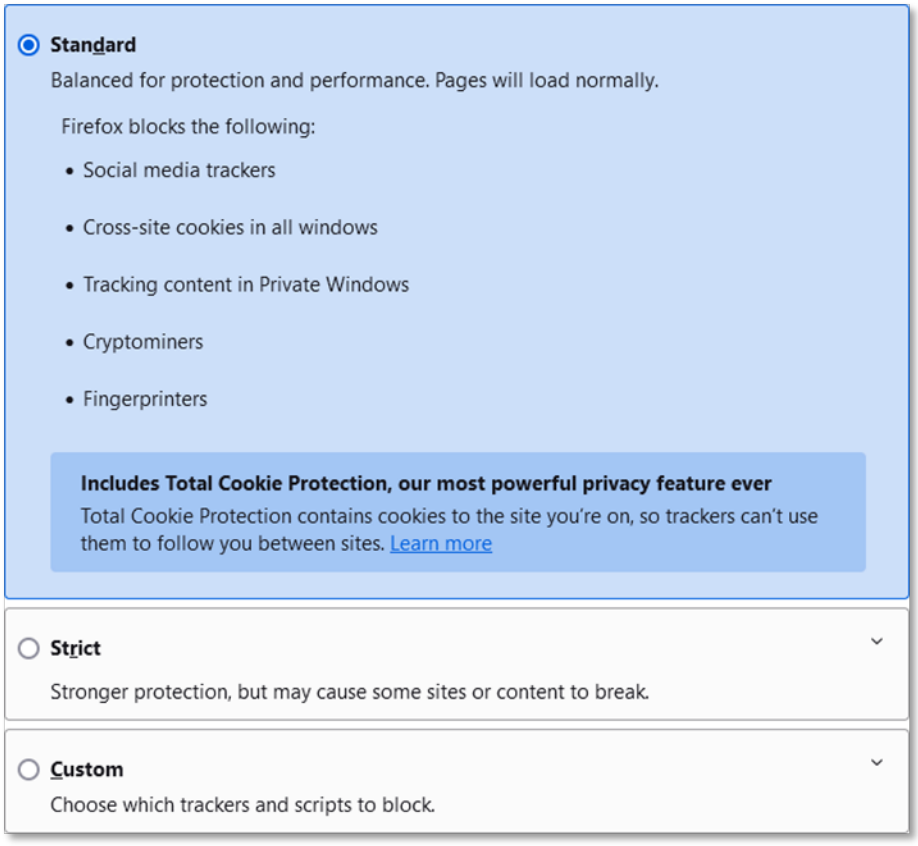
Step	Action
1	Open an Edge browser. ***Important**: Do not use InPrivate mode, as Ask Alex and LAU cannot function properly in that mode.*
2	Click the **kebab** in the top right corner of the browser. 
3	Select **Settings**.
4	In the menu on the left, select **Cookies and site permissions.**
5	Under the *Cookies and data stored* section, click **Manage and delete cookies and site data**.

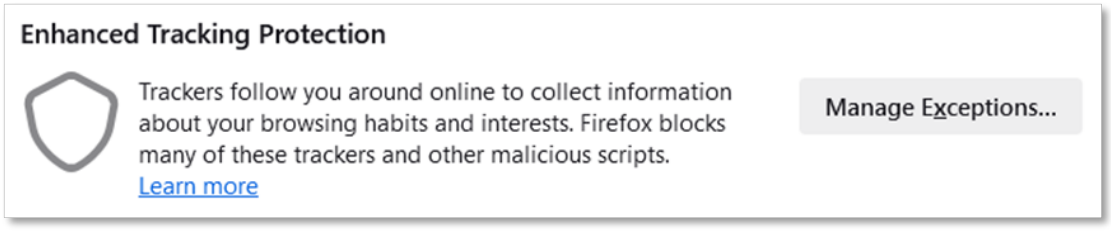
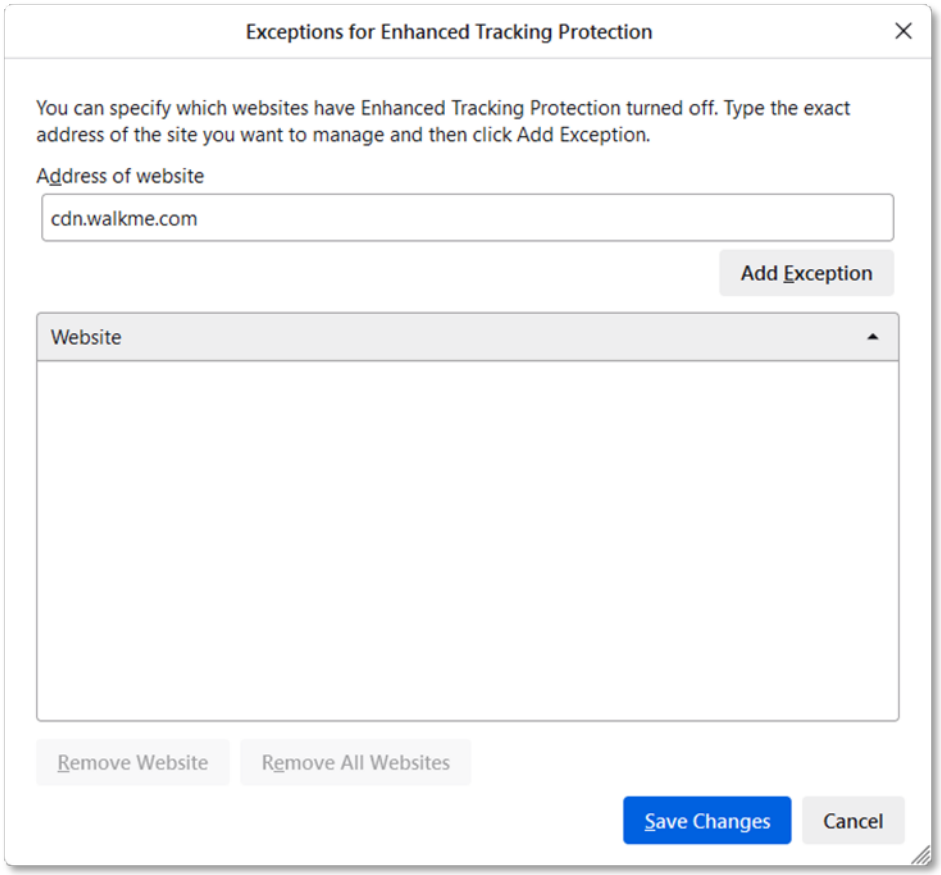
Step	Action
6	Make sure that **Allow sites to save and read cookie data** is **enabled**, and that **Block third-party cookies** is **disabled**. 
7	In the *Allow* section, click **Add**. 
8	In the pop-up enter **cdn.walkme.com**, check the box to **Include third-party cookies on this site**, and then click **Add**. 
9	Login to your LeaseAccelerator environment and verify that the launcher now appears. ***Note**: If it does not appear, clear your browser history for the past hour, close any browser windows that are open, and then login again. You should see the launcher now. If you do not, please email alex.celerator@insightsoftware.com for assistance.*

Firefox

Follow the steps below to configure the appropriate settings for a Firefox browser.

Note: If you do not have access to change the settings referenced below, you will need to ask your IT team to whitelist the address listed in step 7.

Step	Action
1	Open a Firefox browser. ***Important**: Do not use Private Browsing mode, as Ask Alex and LAU cannot function properly in that mode.*
2	Click the **application menu** in the top right corner of the browser. 
3	Select **Settings**.
4	In the menu on the left, select **Privacy & Security.**
5	Under the *Enhanced Tracking Protection* section, make sure **Standard** is selected. 

Step	Action
6	Click the **Manage Exceptions** button. 
7	In the *Address of website* field, type **cdn.walkme.com**. Then, click **Add Exception** and **Save Changes.** 
8	Login to your LeaseAccelerator environment and verify that the launcher now appears. ***Note**: If it does not appear, clear your browser history for the past hour, close any browser windows that are open, and then login again. You should see the launcher now. If you do not, please email alex.celerator@insightsoftware.com for assistance.*