

Ask Alex LAU Browser Settings User Guide

LeaseAccelerator

Version 25.2

Document Information

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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.
	<i>Important</i> : Do <i>not</i> use Incognito mode, as Ask Alex and LAU cannot function properly in that mode.

			Action	
Click th	ne kel	bab in the t	op right corner of the browser.	
-	٥	×		
1 7	<u>د</u>	. :		
		»		
Select	Settir	ngs.		
In the r	menu	on the left,	select Privacy and security .	
Expan	d the	Third-party	/ cookies section.	
Make s	sure th	nat Allow ti	hird-party cookies is selected.	
Man	age the	types of info	rmation sites can use to track you as you browse.	
۲	Allow	/ third-party c	ookies	^
	٩	Sites can use to remembe	e cookies to improve your browsing experience, for example, to keep you si r items in your shopping cart	gned in or
	٩	Sites can use personalize a	e cookies to see your browsing activity across different sites, for example, to ads	
0	Block	third-party c	ookies in Incognito mode	~
0	Block	third-party c	ookies	~
In the S	Sites a	allowed to	use third-party cookies section, click Add.	
Sites	s allowe	ed to use thire	d-party cookies	
Affe entir activ	cts the re doma ve for m	sites listed he ain. For examp aail.google.cor	re. Inserting "[*.]" before a domain name creates an exception for the ple, adding "[".]google.com" means that third-party cookies can also be m, because it's part of google.com.	Add
	Click the control of	Click the ket Click the ket Click the ket Click the ket Select Settin In the menu Expand the Manage the Manage the Manage the Allow Sites allowe Affects the entire doma active for m	Click the kebab in the to Click the kebab in the to Select Settings . In the menu on the left, Expand the <i>Third-party</i> Make sure that Allow to Manage the types of information Allow third-party of Sites can use to remember Sites can use personalize and Block third-party of Block third-party of Sites can use personalize and Sites can use personalize and Sites can use personalize and Sites can use personalize and Allow third-party of Sites can use personalize and Sites allowed to use thir Affects the sites listed he entire domain. For example active for mail.google.com	Action Click the kebab in the top right corner of the browser. Image: Click the kebab in the top right corner of the browser. Image: Click the kebab in the top right corner of the browser. Image: Click the kebab in the top right corner of the browser. Image: Click the kebab in the top right corner of the browser. Select Settings. In the menu on the left, select Privacy and security. Expand the <i>Third-party cookies</i> section. Make sure that Allow third-party cookies is selected. Manage the types of information sites can use to track you as you browse. Image: Allow third-party cookies Sites can use cookies to improve your browsing experience, for example, to keep you site to remember items in your shopping cart Sites can use cookies to see your browsing activity across different sites, for example, to personalize ads Image: Block third-party cookies In the Sites allowed to use third-party cookies Sites allowed to use third-party cookies Affects the sites listed here. Inserting "t"," before a domain name creates an exception for the entire domain. For example, adding "t"," before a domain name creates an exception for the entire domain. For example, adding "t"," before a domain name creates an exception for the entire domain. For example, adding "t"," before a domain name creates an exception for the entire domain. For example, adding "t"," before a domain name creates an exception for the entire domain. For example,

Step	Action
8	In the pop-up, enter cdn.walkme.com and then click Add.
	Add a site
	Site
	cdn.walkme.com
	Current Incognito session only
	Cancel Add
9	Login to your LeaseAccelerator environment and verify that the launcher now appears.
Ĵ	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

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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.
	<i>Important</i> : 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.
	$ \overline{o}$ \times
	≪s ··· <
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.

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Step		Action
6	Mał coo	te sure that Allow sites to save and read cookie data is enabled, and that Block third-party kies is disabled.
	\leftarrow	Cookies and data stored / Cookies and site data
		Allow sites to save and read cookie data (recommended)
		Block third-party cookies When on, sites can't use cookies that track you across the web. Features on some sites may break.
		Preload pages for faster browsing and searching
		Uses cookies to remember your preferences, even if you don't visit those pages
		See all cookies and site data
7	In th	ne Allow section, click Add.
	AI Th clo	Iow Add e following sites can save cookies on your device. To prevent these cookies from being cleared on exit, go to <u>Clear browsing data on use</u> . No sites added
8	In th and	ne pop-up enter cdn.walkme.com , check the box to Include third-party cookies on this site , then click Add .
	A	Add a site
	s	ite
		cdn.walkme.com
	0	Current Incognito session only
		Cancel Add
9	Log	in to your LeaseAccelerator environment and verify that the launcher now appears.
	Not wind plea	e : If it does not appear, clear your browser history for the past hour, close any browser dows that are open, and then login again. You should see the launcher now. If you do not, ase email <u>alex.celerator@insightsoftware.com</u> for assistance.

Firefox

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

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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.	
	<i>Important</i> : Do not use Private Browsing mode, as Ask Alex and LAU cannot ful that mode.	nction properly in
2	Click the application menu in the top right corner of the browser.	
	$ \square$ \times	
	③ £1 =	
3	Select Settings .	
4	In the menu on the left, select Privacy & Security.	
5	Under the Enhanced Tracking Protection section, make sure Standard is select	ted.
	 Standard Balanced for protection and performance. Pages will load normally. Firefox blocks the following: Social media trackers Cross-site cookies in all windows Tracking content in Private Windows Cryptominers Fingerprinters 	
	Includes Total Cookie Protection, our most powerful privacy feature ever Total Cookie Protection contains cookies to the site you're on, so trackers can't use them to follow you between sites. <u>Learn more</u>	
	○ Strict Stronger protection, but may cause some sites or content to break.	
	Choose which trackers and scripts to block.	

Step	Action
6	Click the Manage Exceptions button.
	Enhanced Tracking Protection
	Trackers follow you around online to collect information about your browsing habits and interests. Firefox blocks many of these trackers and other malicious scripts. Learn more
7	In the <i>Address of website</i> field, type cdn.walkme.com . Then, click Add Exception and Save Changes.
	Exceptions for Enhanced Tracking Protection X
	You can specify which websites have Enhanced Tracking Protection turned off. Type the exact address of the site you want to manage and then click Add Exception.
	cdn.walkme.com
	Add Exception
	Website
	Remove Website Remove All Websites Save Changes Cancel
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.