



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

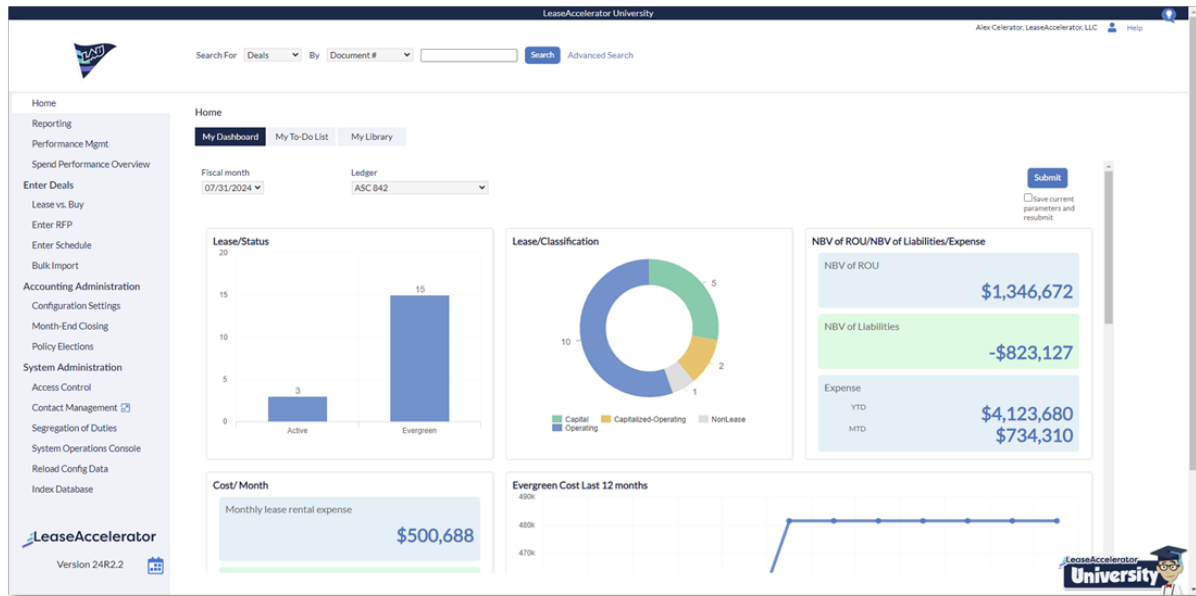


Browser Settings for Ask Alex and LeaseAccelerator University

Introduction

When logged into LeaseAccelerator or 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.

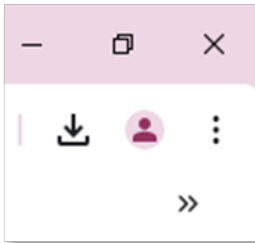
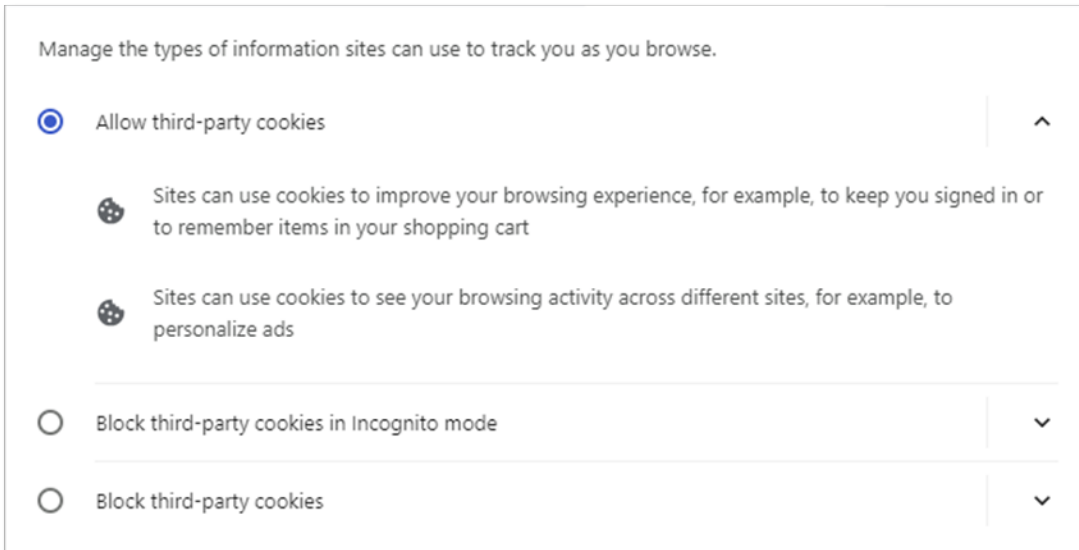
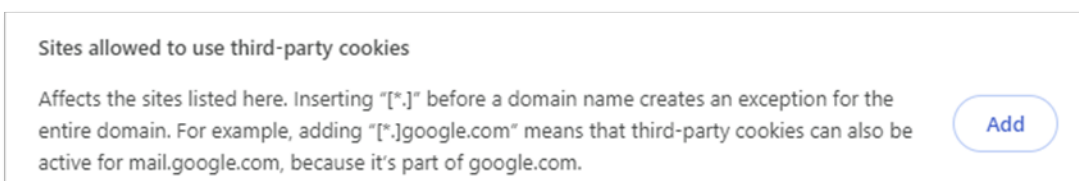
In this document, we cover how to update your browser settings to enable these launchers if they are **not** visible in your environment.

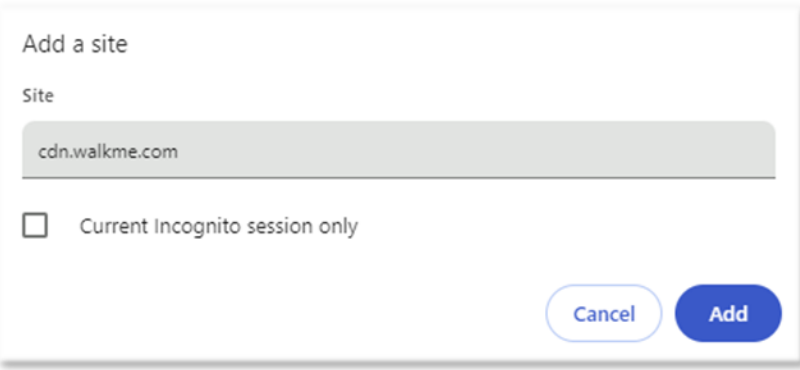
Note: If a user is on a company network/VPN then your IT team will need to have *.walkme.com whitelisted on your firewall.

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 | <p>Open a Chrome browser.</p> <p>Important: Do not use Incognito mode, as Ask Alex and LAU cannot function properly in that mode.</p> |
| 2 | <p>Click the kebab in the top right corner of the browser.</p>  |
| 3 | Select Settings . |
| 4 | In the menu on the left, select Privacy and security . |
| 5 | Expand the <i>Third-party cookies</i> section. |
| 6 | <p>Make sure that Allow third-party cookies is selected.</p>  |
| 7 | <p>In the <i>Sites allowed to use third-party cookies</i> section, click Add.</p>  |

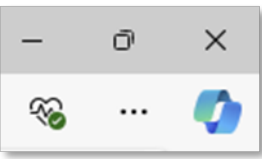
| Step | Action |
|------|---|
| 8 | <p>In the pop-up, enter cdn.walkme.com and then click Add.</p>  |
| 9 | <p>Login to your LeaseAccelerator environment and verify that the launcher now appears.</p> <p>Note: If it does not appear, clear your browser history for the past hour, close any browser windows 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.</p> |

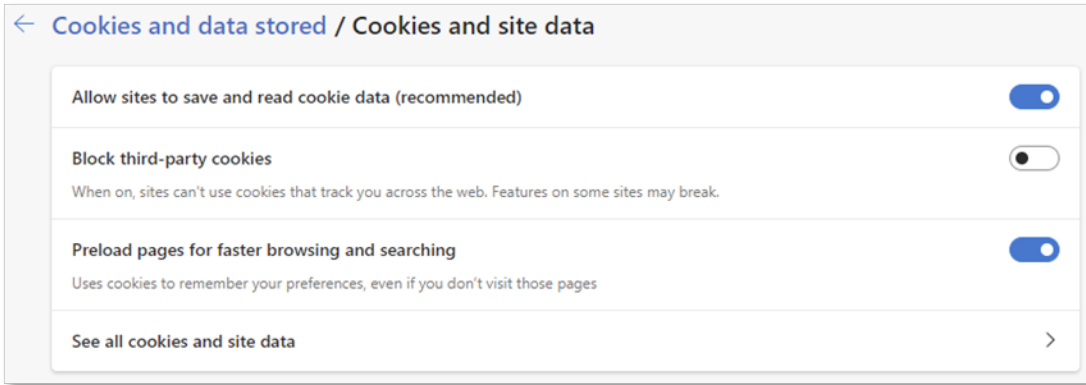
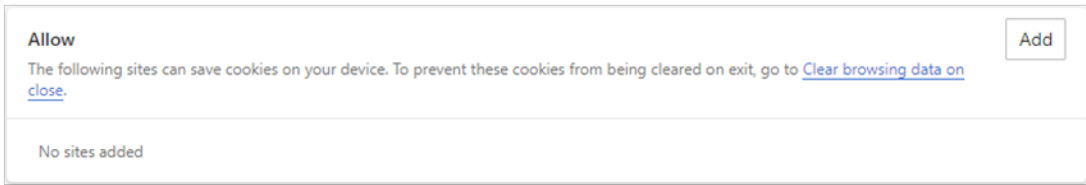
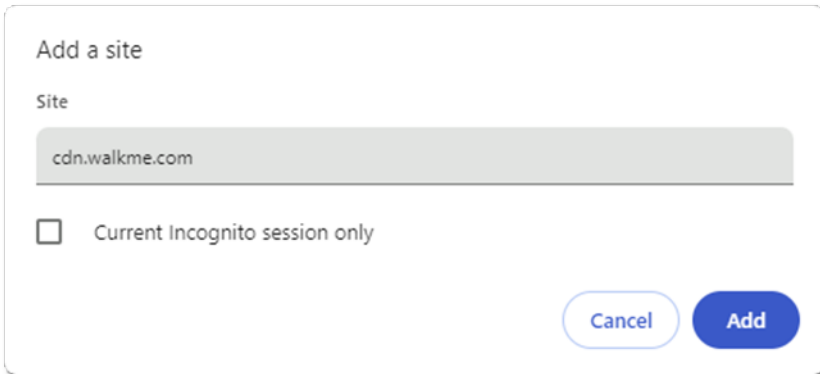
Edge

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.

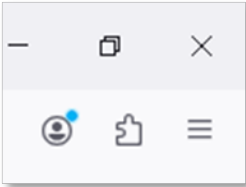
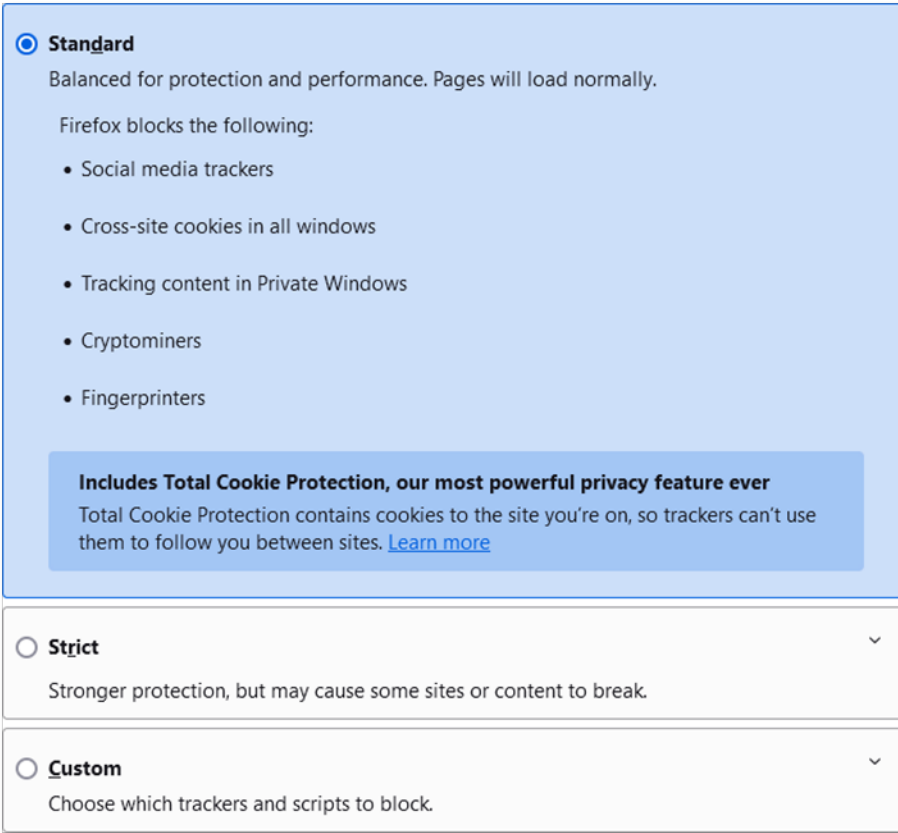
| Step | Action |
|------|---|
| 1 | <p>Open an Edge browser.</p> <p>Important: Do not use InPrivate mode, as Ask Alex and LAU cannot function properly in that mode.</p> |
| 2 | <p>Click the kebab in the top right corner of the browser.</p>  |
| 3 | Select Settings . |
| 4 | In the menu on the left,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

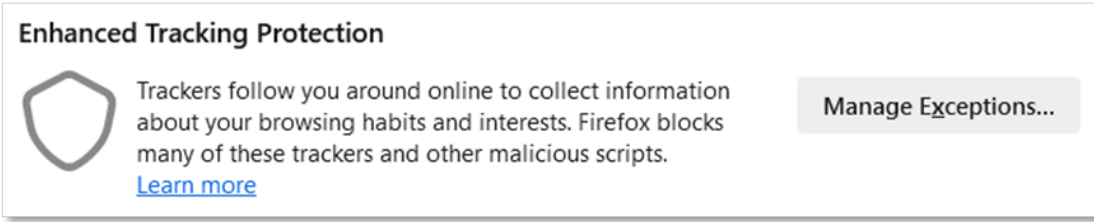
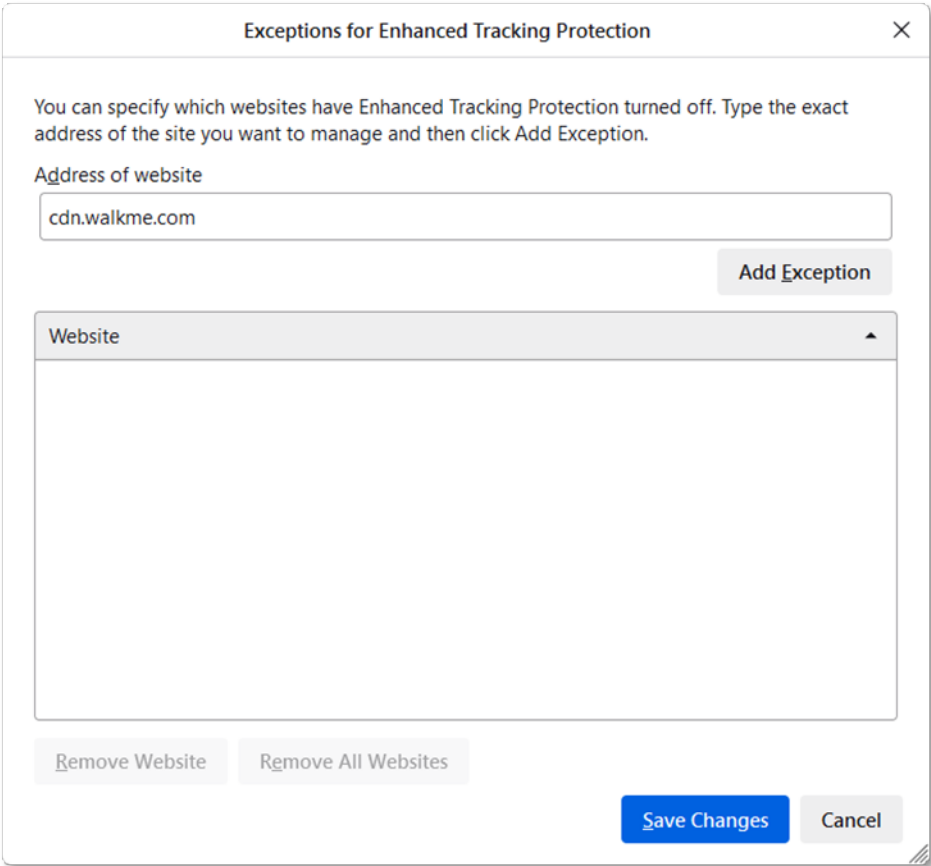
| Step | Action |
|------|---|
| 6 | <p>Make sure that Allow sites to save and read cookie data is enabled, and that Block third-party cookies is disabled.</p>  |
| 7 | <p>In the <i>Allow</i> section, click Add.</p>  |
| 8 | <p>In the pop-up enter cdn.walkme.com, check the box to Include third-party cookies on this site, and then click Add.</p>  |
| 9 | <p>Login to your LeaseAccelerator environment and verify that the launcher now appears.</p> <p>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.</p> |

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

| Step | Action |
|------|---|
| 6 | <p>Click the Manage Exceptions button.</p>  |
| 7 | <p>In the <i>Address of website</i> field, type cdn.walkme.com. Then, click Add Exception and Save Changes.</p>  |
| 8 | <p>Login to your LeaseAccelerator environment and verify that the launcher now appears.</p> <p>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.</p> |