



FirstClass Cloud

System Requirements

FirstClass Cloud is hosted on Clear's Microsoft Azure platform.

The following are system requirements that **must be met** to connect to FirstClass Cloud:

- Windows 10 or later
- Screen resolution 1024 x 768 or higher (at 96 DPI, at a higher DPI the minimum resolution is higher)
- Ability to use Windows Remote Desktop
- A compatible printer - see note below
- Reliable 5Mb+ broadband connection or better

Compatible printers

The Remote Desktop software used to access FirstClass includes functionality to print from the server and redirect the output to the printer attached to the user's PC. This functionality works with most printers, but occasionally older printers or driver compatibility can cause issues, therefore we will need to test printing to your printer in order to confirm compatibility.

Cloud Hosting

Server Access

As Microsoft requires all logins to a remote server to be for named persons, Clear provide a named user login for each concurrent FirstClass licence purchased. Each login comes with a maximum of 3GB profile storage space used to store each users' windows settings and e-mail cache.

Please note, this profile storage space is not used to store any of the FirstClass shared data.

If more named user logins or extra profile storage space are required, then these can be purchased for an additional charge.

Storage Space

Each FirstClass concurrent licence also comes with up to 3GB of storage space for the shared FirstClass datafiles (such as contact history documents, copies of standard letters, etc), database and any UAT environment datafiles.

Any extra storage space required can be purchased for an additional charge.

Emailing

Emailing from FirstClass Cloud works through Microsoft Outlook, which is pre-installed for you on Clear's Microsoft Azure platform. For this functionality to work, your organisations email server will need to be accessible from our cloud server (i.e. Office 365, Exchange on-line, Google Mail or in-house email with external access.).

Each FirstClass Cloud user is allocated 3Gb for their user profile. Their email data, i.e. the outlook data file (*.ost), is stored within this user's user profile. We recommend that FirstClass Cloud users use Cached Exchange Mode to limit the emails downloaded to a set period to prevent filling their allocated space with old emails.

Please contact Clear for further information.

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