



# 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.

### 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. Email data, i.e. the outlook data file (\*.ost), is stored within each 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 emails.

Please contact Clear for further information.

Email	<a href="mailto:info@clear-software.co.uk">info@clear-software.co.uk</a>
Call	+44 (0)1257 272730
Web	<a href="http://www.clear-software.co.uk">www.clear-software.co.uk</a>