



# FirstClass Essentials

## System Requirements

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

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

- 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 5Mbps+ 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.

## Essentials Hosting

### Server Access

As Microsoft requires all logins to a remote server to be for named persons, Clear provide two named user logins for each FirstClass Essentials licence purchased. Each login comes with a maximum of 1GB profile storage space used to store each users' windows settings.

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 Essentials licence also comes with up to 1GB 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.

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>