



# **SSP Pure Broking**

Access Requirements

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## **INTRODUCTION**

This document defines the requirements for the connection of new or existing computers to the SSP Pure Broking application.

**Please note: SSP's obligation is to support the Pure Broking application. Unless otherwise stated in your contract, we do not support your local hardware, such as computers, internet connection, printers or other local infrastructure.**

### **Computer Specifications**

To enable the SSP Pure Broking application to run within your business, we require your PCs to conform to the following minimum requirements:

#### **Operating Systems:**

- Windows 8
- Windows 10

SSP would recommend that for business use, you do not use the Home versions of the Windows Operating Systems.

**Please also note SSP does not support the connection to SSP Pure Broking using Apple devices.**

#### **Internet Browser:**

Most modern internet browsers will work with the SSP Citrix webpages – ensuring that they open Citrix receiver is the main requirement. Citrix receiver is supported on Microsoft Edge, Internet Explorer, Google Chrome and Mozilla Firefox.

#### **Applications installed:**

- Citrix Receiver is required (version 4.5 minimum). We would NOT recommend the Citrix Workspace App at this time.
- The computer should have a current and up to date version of an anti-virus product, any mainstream anti-virus products are permitted.

#### **Hardware specifications:**

SSP recommend that at least 4GB of RAM should be installed on any PC being used for accessing Pure Broking, any less will reduce performance.

Please note, your Pure Broking application experience may be affected by other applications running on your machine. Please ensure you take this into consideration.

All computers accessing Pure Broking require an Internet connection. (Please see below for Internet speed requirements). We would also recommend that your PC is using a wired network connection rather than a wireless network connection where possible. Increased latency and possible packet drops will impact the performance and experience of the Pure Broking application.

### **Printing**

Printers must have a wired connection, as wireless printers are not suitable and must have a static assigned IP address.

Please note, USB printers are only suitable for an individual PC, they are not recommended for shared use.

The printing of documents using different tray settings on multiple types of printers is not supported by Microsoft. (See <https://support.microsoft.com/en-us/help/918893/> for further details).

### **Broadband (Internet) Connectivity**

In order to use Pure Broking, you will need a broadband internet connection.

The speed of the connection is important, but the quality of the connection is crucial. As such, accessing via a mobile internet connection (i.e. via 4G /5G) is not advised.

The speed of connection required will vary depending on the number of people connecting and what else the connection is being used for. For example, for a site of 4 people SSP recommend a minimum of 20MB download and 4MB upload for the Pure Broking application. Other uses of a shared internet connection, such as: VOIP phones, streaming music or videos over the internet will impact your Pure Broking application experience.

Please note that the other network equipment used in the office will also affect your Pure Broking experience. SSP would not recommend anything below Gigabit for internal network connectivity, and for increased staff accessing from a single site, ensure you take this into consideration when selecting a broadband supplier.