

Software

- Operating Systems
 - Windows 10
 - Windows 8.x
 - Windows 7

Note: Support from Microsoft for Windows 7 ended in Jan 2020.

- Web Browsers
 - Internet Explorer Version – latest version
 - Mozilla Firefox Version – latest version
 - Google Chrome Version – latest version
- Citrix Receiver – download and install via the links
 - Click here for [Windows](#)
 - Click here for [MACs](#)

- Verify that your Anti-Virus software is up to date, and you have recently scanned your system.
 - If you do not have Anti-Virus software installed on your computer, you can use one of these free third-party options:
 - AVG
 - Avira

- Full Security suggestions are:
 - Norton Security
 - BitDefender Internet Security
 - Trend Micro Titanium

- Verify that your Anti-Malware software is up to date, and you have recently scanned your system.
 - If you do not have Anti-Malware software, you can use a free third party option:
 - Malwarebytes

Links to software mentioned on this page are provided on next page.



Remote Requirements

Hardware

Note: We do not recommend Netbooks or Tablets.

- Minimum of 1.5 gigahertz (GHz) 32-bit (x86) or 64-bit (x64) processor
- Minimum of 2 gigabyte (gb) of system memory
- VGA or SVGA video adapter with color monitors
- No more than two monitors. Both monitors need to be set to the same resolution.
- Windows Compatible sound card
- Network Interface Card
- Internet Access (minimums)
 - 1 mbps up \ 10 mbps down

Note: We do not support cell phone connections (3G or 4G) or satellite internet due to speed issues.

- Verify your bandwidth.
 - Most service providers will sell you speeds “up to” a set level. This does not guarantee that you will ever receive that speed; it just means that at its best, you might get that set speed.
 - Check your speed with an Internet Speed Test – see next page for some examples



Other

- Verify you have a firewall installed and activated.
- You can use the built in firewall in Windows, or you can use a third party option
 - **Full Security suggestions are listed under software**
 - See links on next page for Windows Firewall setup

Microsoft Skype for Business must be installed locally on your PC.

- In your browser, go to Office.com
- Sign in with username@tasconline.com.
- Select Install Office and then Other install options
- Select Apps & Devices
- Under Skype for Business, select version 32-bit
- Select Install Skype

It will take a few minutes to download and install Skype for Business. When you run Skype, you will need to sign in with username@tasconline.com.

Links to programs listed:

Citrix receiver - Windows:	https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html
Citrix receiver - MACs:	https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html
Norton Security:	http://us.norton.com/norton-security-antivirus
Malwarebytes:	http://www.malwarebytes.org/products/malwarebytes_free
AVG:	http://free.avg.com
Avira:	http://www.avira.com/en/avira-free-antivirus
BitDefender Internet Security:	http://www.bitdefender.com/solutions/internet-security.html
Trend Micro Titanium:	http://www.trendmicro.com/us/home/products/titanium
Windows Vista Firewall Setup:	http://windows.microsoft.com/en-US/windows-vista/Turn-Windows-Firewall-on-or-off
Windows 7 Firewall Setup:	http://windows.microsoft.com/en-US/windows7/Turn-Windows-Firewall-on-or-off
Windows 8.x Firewall Setup:	http://windows.microsoft.com/en-us/windows-8/windows-firewall-from-start-to-finish
Windows 10 Firewall Setup:	http://windows.microsoft.com/en-us/windows-10/Turn-Windows-Firewall-on-or-off
Internet Speed Test sites:	http://www.speedtest.net/