

CloudShare

Technical and Legal Requirements



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Recommended Browsers

CloudShare is compatible with all modern browsers that support HTML5.

List of supported browsers:

- Internet Explorer 9 or above.
- Chrome 4 or above.
- Firefox 3.5 or above.
- Opera 10.5 or above.
- Safari 4 or above.

CloudShare has a Remote Access Test imbedded which validates whether a browser supports Canvas and Secure Web Sockets. You can find more information about these in this [article](#).

- Note: the article also discusses port requirements (which are related to the network vs. the browser itself).
- There is a possibility your firewall may stop the Secure Web Socket which would be needed to run CloudShare. You may need to liaise with your IT department to amend the firewall settings.

Speed Test

If you're noticing a drop in speed or performance...


Try out the CloudShare Test Page to see if your network is best prepared for using CloudShare. Make sure the tests complete successfully for the full results.

The CloudShare test page can be found in this [link](#).

Remote Access Tests

Data Center

EU (Amsterdam) ▼



All tests passed!
(Speed test run successfully)

- ✓ **Canvas support**
- ✓ **WebSocket connection**
- ✓ **Speed Test** Run
Bandwidth: 6,588.87Kbps (±2.18%)
Latency: 28ms (±6.25%)
To test packet loss open a terminal and run:
+

- The speed test above shows that it has passed therefore the network speed is fast enough to support CloudShare.

Terms of use

CloudShare is provided by a 3rd party company, CloudShare Enterprise., and not affiliated to City & Guilds. City & Guilds will provide reasonable user support of CloudShare only to help with the creation and management of VM classes and user settings/roles.

Access to CloudShare is free to Apprentices who have registered with City & Guilds for the purposes of EPA that require the use of CloudShare and the City & Guilds' Customers through which they have registered (Users). The duration of access is restricted by City & Guilds to the duration of the [qualification]. CloudShare Enterprise have responsibility for the operation and availability of CloudShare. All Users who access the application must abide by CloudShare Enterprise own terms and conditions and incorporated policies from time to time (CloudShare Enterprise Terms and Conditions), which can be found by pasting the links below into your browser:

<https://www.cloudshare.com/terms-of-use>

<https://www.cloudshare.com/privacy-policy>

City & Guilds reserves the right to suspend and/or terminate any Users access to CloudShare for the purposes of EPA in the event of (i) any non-compliance with CloudShare Enterprise Terms and Conditions (ii) any requirement by CloudShare Enterprise (iii) any misuse and/or misconduct involving Users' use of CloudShare or (iv) any other act(s) and/or omission(s) by Users which in the reasonable opinion of City & Guilds justifies suspension and/or termination.

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