

## **JIB-ECS IT Supported Systems**

The JIB's online service combines a suite of services with the aim of supporting interested parties, ECS applicants and to maximise the benefits from holding an ECS card to both the card holder and their employer.

Online systems are accessed through the users internet connection. The user must ensure that their internet connection has sufficient bandwidth and reliability to allow correct access and operation of the web services provided. The JIB cannot guarantee the speed at which users can access the service.

This service will normally be available 24 hours a day 7 days a week subject to scheduled maintenance windows and unforeseen interruption.

Users must adhere to the security controls in place and are forbidden from trying to circumvent them to gain unauthorised access.

All security details and logins need to be kept safe and not passed onto third parties.

The JIB does not provide users with IT support. Users must source their own IT equipment, support and maintenance.

### **Supported System Requirements:**

The JIB's online service has been tested to operate with the fully installed and functioning systems listed below (unless otherwise stated for access to a specific application in its documentation):

#### **1.1. Operating Systems:**

Any operating system that is supported (standard support not extended) by the original manufacturer, so long as it can run one of the browsers in the supported browser list (for example Windows 7 or more recent).

#### **1.2. Browsers:**

Internet Explorer 11 or more recent.

Firefox 35 or more recent.

Chrome 47 or more recent.

Safari 8 or more recent.

#### **1.3. Java Script:**

Web browsers must have the latest version of Java Script enabled.

#### **1.4. Virus Protection:**

The JIB shall use reasonable endeavours to keep the services free from viruses and malware, but this cannot be guaranteed. It is therefore essential that users use such up to date virus protection software as appropriate to prevent the spread of any virus to any computer used in relation to the user's access to the service.

**Please note:** Older operating systems and browsers not listed above may work, but they are not supported due to their age, security risk or limited functionality.

### **Two factor authentication**

Some of the applications provided by JIB require the use of two factor authentication to ensure security is maintained. In these cases a mobile phone is required to receive the security token. The security tokens provided are for the use of the authorised user(s) only and should not be shared with other parties.

### **Right to remove the service.**

The JIB reserves the right to remove any service at any time without prior notification.

**In all cases the relevant Terms and Conditions to the services provided by the JIB should be referred to with this IT Supported Systems document.**