



## IRIS OpenSpace FAQs

<b>Why is IRIS OpenSpace necessary?</b>	Unlike e-mail this is a secure document exchange facility. With the added benefit of allowing certain documents to be signed electronically.
<b>How much does IRIS OpenSpace cost to use?</b>	This is a free to use service, provided by IRIS on behalf of Randall & Payne LLP.
<b>I am a client in more than one capacity. Do I need to register more than once?</b>	<p>It depends. If you are a sole trader then you will only need to register once. If you are a partnership or a Limited Company or a Trust then you will need to register. The partners; directors; members or trustees will then need to register individually.</p> <p>NB The same e-mail address can be used for more than one registration.</p>
<b>How secure is my IRIS OpenSpace account?</b>	Your password is encrypted using a salting and hashing algorithm. This means we don't know your password, and anyone who looks in our database, can never find out what your password is.
<b>Are the files encrypted by IRIS OpenSpace?</b>	All files are encrypted in transit using SSL and AES technologies.
<b>Are my files in IRIS OpenSpace Backed Up?</b>	Yes, Locally Redundant Storage is part of the Microsoft Azure platform that IRIS OpenSpace runs on. Simply put, this means that there are 3 copies of all data stored at the Microsoft data centre; so if, for example, the main storage was to fail Azure would instantly switch over to one of the backups without any effect on the application or its data.
<b>Where is IRIS OpenSpace located?</b>	IRIS OpenSpace is hosted at Microsoft's Western Europe Azure Datacentre which is located in Ireland. This can be confirmed by looking up the IP address and cross checking against the Windows Azure Datacenter IP ranges download.
<b>What are the minimum IT operating requirements?</b>	<p>IRIS OpenSpace is a cloud application and therefore all you need is an internet browser and an internet connection. We recommend the following browsers:</p> <ul style="list-style-type: none"><li>• Google Chrome</li><li>• Mozilla FireFox</li><li>• Apple Safari</li><li>• Microsoft IE9 (or later)</li></ul> <p>(NB IRIS OpenSpace does not work with Microsoft IE7 or earlier versions.)</p>

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<b>How do I sign up?</b>	Complete the accompanying authority. Once we add your email address to our IRIS OpenSpace account you will receive a 'Client Registration' e-mail. Simply click the link in the email to activate your account and create your password.
<b>I've forgotten my password, how do I reset it?</b>	Click the 'Forgot your password?' link on the login page and submit your email address; when you click reset you will receive an email, click the unique link in the email and re-create your new password. Please note that neither IRIS nor Randall & Payne have access to any user passwords, you must reset your own password.
<b>How do I download a file (or files)?</b>	To download an individual file simply click the filename and your internet browser will take care of the rest. If you wish to download multiple files at once 'tick' the relevant boxes to the left of the filename and click the Download button in the toolbar, the files will be compressed into a single ZIP file which can be extracted on your computer.
<b>How do I upload a file for Randall &amp; Payne?</b>	Login to IRIS OpenSpace and navigate into the folder location you wish to upload the file to: <ul style="list-style-type: none"><li>• Click the Upload button in the toolbar</li><li>• Click Browse and find the file (or files) you wish to upload</li><li>• Select the file (or files) and click Open The upload will then start automatically</li></ul>
<b>How to I approve (or reject) a document?</b>	Login to IRIS OpenSpace and navigate to the file that you have been requested to approve: <ul style="list-style-type: none"><li>• Download the file</li><li>• Review the contents of the document</li><li>• Click the Approve link</li><li>• Click either Approve or Reject as appropriate</li><li>• Your accountant will then be notified of your action</li></ul> Once a document has been approved it is then digitally sealed with your approval information and has a tamper proof certificate coversheet inserted before the first page.
<b>What file types can be approved?</b>	Only PDF files can be approved at the moment.
<b>Can an approved document be edited?</b>	No, documents that have been approved are digitally sealed with a GlobalSign security certificate.
<b>Is electronic approval legally binding?</b>	Yes, we have developed e-Approval in IRIS OpenSpace to be fully compliant with the Electronic Communications Act.
<b>Who do I contact for support?</b>	Simply contact your contact at Randall & Payne and we'll do the rest

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