

FORSTA v2025 USER SYSTEM REQUIREMENTS

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1 About this Document

This document provides a complete list of the Operating system and setup requirements for Forsta Plus users, to enable users to run the various applications and modules. These requirements apply whether the user is working with an OnPremise or a SaaS system.

Please report any errors in this document to helpdesk@forsta.com.

1.1 Requirements for On-Premise Server Installations

System requirements for On-Premise server installations are described in the Forsta Plus Server Manual, which is updated for each new version of the software.

1.2 Trademarks

Windows, Internet Explorer, Windows Edge and Edge Chromium are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Safari, Apple iOS, and Mac OS are trademarks of Apple Inc., registered in the U.S. and other countries. Mozilla and Firefox are registered trademarks of the Mozilla Foundation. Android and Chrome are registered trademarks of Google Inc. in the United States and/or other countries.

2 Forsta Plus Web Applications

Forsta Plus is an extensive software suite that provides user interfaces for end users accessing different application modules. The list of web application modules includes:

- Action Management
- CATI
- Hierarchy Management
- Pulse
- Professional Authoring (Standard and Professional Users)
- Reportal (Designers, Analysts and Viewers)
- SmartHub
- Studio
- Survey Designer
- Survey engine (Respondents)
- Translator

2.1 Requirements for Web Applications

Unless specifically mentioned within the application module, the following requirements will apply:

Forsta Plus Web Application requirements	
Element	Supported
<i>Operating system</i>	Windows 10, Windows 11 recommended macOS 13 (Ventura) or higher
<i>Web browser</i>	Latest version of the following browsers: <ul style="list-style-type: none"> • Microsoft Edge • Firefox (current and previous 2 releases) • Chrome • Safari

Cookies	Client cookies and session cookies must be permitted.
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The Forsta Plus applications are designed for use with a minimum screen resolution of 1280 x 720 at 100% browser zoom. However, for an optimal experience, the recommended resolution is 1366 × 768 pixels or higher.

2.2 Action Management

Action Management initiates, coordinates, and accelerates organization-wide action responding to survey feedback. Action Management may also be used to help coordinate the actions of team members on items unrelated to survey response issues.

See [Requirements for Web Applications](#)

2.3 CATI

The CATI module adds support for online Computer Assisted Telephone Interviewing capabilities to Forsta Plus. The Interviewer interface is entirely browser based and can be operated on any device with a suitable specification and supported web browser.

See [Requirements for Web Applications](#) for browser requirements.

NOTE: CATI is not supported on Safari.

2.3.1 CATI Operational Requirements

Forsta Plus CATI interviewer workstations require a **fast, stable, and persistent Internet connection** to function effectively. Interviewers must maintain a continuous connection to the Forsta environment in order to reliably exchange response data and display question screens in real time.

For remote or home-based interviewers, **connection performance should be evaluated individually** to ensure it meets the required standards for stability and bandwidth. Poor or inconsistent connections can lead to data loss, delayed screen transitions, and interruptions to the interview process.

Forsta does not support call center environments where the interviewing devices do not meet our minimum requirements. Furthermore, Forsta Plus will not support customers where the interviewing devices are installed or configured with 3rd party applications which run or interact with the host device during shift times. Virus scanners, OS Updates and backup software can be installed and enabled but must be configured to run and self-update out of operational hours. Other applications such as spyware scanners and personal firewalls may impact your usage of Forsta Plus and therefore may also need to be disabled during operational hours. Forsta recommends that interviewer devices be locked down using Group Policies to prevent unauthorised access to the Operating System, web sites and system configuration.

2.3.2 Forsta Local Dialer Web Service

Forsta Local Dialer Web Service is the component responsible for communicating between CATI and a supported local dialer. If your company plans to utilize a Dialer as part of your CATI activities via the Forsta Software, a number of additional system requirements will apply. Full system requirements are to be found in the Forsta Local Dialer System Requirements document, available from <https://legal.forsta.com/>

2.4 Digital Feedback

Digital Feedback enables you to define multiple website intercept scenarios in a single program, using a modern and intuitive interface.

See [Requirements for Web Applications](#)

2.4.1 Digital Feedback Mobile SDK

The Digital Feedback Mobile SDK provides clients with the ability to present surveys within their own mobile app based on rules configured using the Digital Feedback module.

For software requirements, please see the [Digital Feedback Mobile SDK on GitHub](#)

2.5 Hierarchy Management

The Hierarchy Management functionality allows you to define and manage hierarchy definitions and assign contacts to hierarchy units for hierarchies used in surveys and reporting in Forsta Plus.

See [Requirements for Web Applications](#)

2.6 Model Builder

Model Builder is the application you use build the categorization model, which is used to analyze your text in Text Analytics.

Model Builder Requirements	
Element	Supported
Operating system	Windows 10, Ubuntu 16.04.
Web browser	Microsoft Edge Chromium, Firefox (current), Chrome (current).

Note that the user experience is designed for a minimum screen resolution of 1024x768 or higher at 100% browser zoom.

2.7 Professional Authoring

The Authoring module is used for creating and managing surveys in an intuitive web interface.

See [Requirements for Web Applications](#)

2.8 Pulse

Pulse allows end users to survey their organization at any time to gain insights and assess whether changes made due to previous surveys have had the desired effect.

See [Requirements for Web Applications](#)

2.9 Reportal

Reportal enables users to design and view reports so data collected from surveys can be analyzed. For a full list of requirements for using Reportal, consult the table below.

Reportal requirements (design mode)	
Element	Supported
Operating system	Windows 10 or 11 macOS 13 or higher
Web browser	Firefox (current and previous 4 releases), Chrome (current and previous 4 releases).

The Edge browser is not supported for Reportal, however users will be allowed to log on via Edge.

Reportal requirements (analyst mode)	
Element	Supported
<i>Operating system</i>	Windows 10 or 11 macOS 13 or higher
<i>Web browser</i>	Firefox (current and previous 5 releases), Chrome (current and previous 5 releases).
<i>Web browsing enhancement (Internet Explorer only)</i>	Microsoft XML parser 3.0 SP3 Microsoft XML parser 6.0

Reportal requirements (view mode)	
Element	Supported
<i>Operating system</i>	Any operating system supported by the operating system vendor.
<i>Web browser</i>	<p>Microsoft Edge (current and previous 4 releases).</p> <p>Opera (current and previous 5 releases).</p> <p>Firefox (current and previous 4 releases).</p> <p>Safari (current and previous 2 releases).</p> <p>Chrome (current and previous 4 releases).</p> <p>Previous versions of Firefox, Safari, Chrome and Opera will normally allow access to most functionality, but Forsta will not be supporting viewer related issues with older browsers.</p>

(*) Report viewer components fully support the Edge browser for reports run on Forsta SaaS environments, and for on-premise Long Term Support (LTS) versions. This support only applies to the newest versions of Forsta Plus reporting components, and not to older versions which have been replaced by newer alternatives (e.g. Hitlist version 1 and chart rendering engine version 1 (Dundas) are not supported).

Browser capability requirements	
Element	Description
<i>Add-ons</i>	Browser embedded Macromedia Flash Player is required to display animated charts on chart rendering engine version 1 (Dundas).

PowerPoint Add-in Requirements	
Element	Supported
<i>Operating system</i>	Windows 10 or higher
<i>Microsoft Office Version</i>	Microsoft Office 2007 Service Pack 2, Microsoft Office 2010, Microsoft Office 2013, Microsoft Office 2016.
<i>Operating System Extras</i>	Microsoft .NET Framework 4.5.
<i>Operating System Extras</i>	Microsoft Visual Studio 2010 Tools for Office.
<i>Operating system extras</i>	<p>Microsoft Windows Installer 3.1</p> <p>http://www.microsoft.com/downloads/details.aspx?FamilyID=889482fc-5f56-4a38http://www.microsoft.com/downloads/details.aspx?FamilyID=889482fc-5f56-4a38-b838-de776fd4138c&DisplayLang=enb838-de776fd4138c&DisplayLang=en</p>

Note: PowerPoint Add-in requirements (except OS and Microsoft Office version) will be installed automatically by the PowerPoint Add-in setup application if not already installed.

2.10 SmarHub

SmarHub allows data sources of different types to be brought together for use in analysis and reporting.

See [Requirements for Web Applications](#)

2.11 Studio

Studio is a platform for designing research solutions for different types of stakeholders, either in the form of full end-to-end workflows from survey creation to reporting and taking action, or in the form of engaging dashboards that help bring the right insights to the right people.

See [Requirements for Web Applications](#)

2.12 Survey Designer

Survey Designer is the next generation of survey creation software from Forsta. The application enables you to create surveys at all levels of complexity, quickly and easily, using a modern and intuitive interface.

See [Requirements for Web Applications](#)

2.13 Survey Engine (Respondents)

The Forsta Plus survey engine has been designed to comply with web standards so that surveys will function correctly in as many browsers as possible. Note however that features such as client-side scripts, media playing, the use of certain cascading style sheet properties etc. that users add to surveys might alter the default requirements.

Survey Engine requirements	
Element	Supported
<i>Operating system</i>	Any operating system supported by the operating system vendor.
<i>Web browser</i>	Any browser supporting HTML and CSS.

2.14 Translator

The Forsta Translator enables project managers to allow external users to translate their surveys directly in a graphics user interface without the risk of changing the questionnaire layout. Translators can only access surveys that have been prepared for translation by the project owner.

See [Requirements for Web Applications](#)

3 Public APIs

The Public APIs provide endpoints for connecting external applications to Forsta Plus, to allow operations such as the extraction of data into a company database to be performed outside the GUI.

Public API requirements	
Element	Supported
<i>Connectivity</i>	Access to the Public APIs is provided using REST or SOAP, requiring a development platform with REST or SOAP capabilities.

4 Forsta Plus Mobile Applications

Forsta Plus provides the following mobile and desktop applications:

- Forsta Go
- AskMe
- CAPI
- Mobile Panel
- Discussions

The requirements for using each of these application modules are covered individually in this document.

4.1 Forsta Go

Go provides a native mobile app experience for insights revealed through Studio dashboards.

4.1.1 Forsta Go for Android

Go for Android requirements	
Element	Supported
<i>Operating system</i>	Google™ Android 8.0 or greater.

4.1.2 Forsta Go for iOS

Go for iOS requirements	
Element	Supported
<i>Operating system</i>	iOS 15.0 or greater.

4.2 AskMe

AskMe is a mobile app that allows respondents to complete Forsta Plus-created surveys either online or while offline. Respondents are therefore able to complete surveys in areas with bad or non-existent Internet connectivity. AskMe is Forsta's branded version of the Offline self-completion app.

4.2.1 AskMe for Android

AskMe for Android requirements	
Element	Supported
<i>Operating system</i>	Google™ Android 8.0 or greater.

4.2.2 AskMe for iOS

AskMe for iOS requirements	
Element	Supported

<i>Operating system</i>	iOS 14.0 or greater.
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4.3 CAPI

CAPI is a dedicated personal interviewing and field interviewing module that forms part of the multi-channel Forsta Plus platform. Forsta Plus provides an administrative interface for managing consoles and survey deployment. Four versions are available:

- CAPI App for Android – mobile application for Google Android devices (tablet and phone)
- CAPI App for iOS – mobile application for Apple iOS devices (tablet and phone)
- CAPI App for Windows – modern Windows application

4.3.1 CAPI App for Android

CAPI App for Android requirements	
Element	Supported
<i>Operating system</i>	Google™ Android 8.0 or greater.

4.3.2 CAPI App for iOS

CAPI App for iOS requirements	
Element	Supported
<i>Operating system</i>	iOS 14.0 or greater.

4.3.3 CAPI App for Windows

This is a modern Windows application that supports both Jscript.Net and JavaScript enabled surveys, and modern features such as Responsive Layout, location capture and Image upload.

CAPI App for Windows requirements	
Element	Supported
<i>Operating system</i>	Windows 10 22H2 (version 19045) or higher.
Operating System Extras	Microsoft.NET framework 4.7.2
Optional	Microsoft BitLocker encryption for encryption support. On-board GPS for improved location capture accuracy.

4.4 Mobile Panel

Mobile Panel (also known as Panel App) provides a mobile app experience for Panel users to complete surveys, receive survey invite notifications, view available surveys and points.

4.4.1 Mobile Panel for Android

Mobile Panel for Android requirements	
Element	Supported
<i>Operating system</i>	Google™ Android 8.0 or greater.

4.4.2 Mobile Panel for iOS

Mobile Panel for iOS requirements	
Element	Supported
<i>Operating system</i>	iOS 15.0 or greater.

4.5 Discussions

Forsta Discussions is an online collaboration platform that allows researchers to easily schedule and conduct online meetings (discussions) with participants (healthcare professionals, patients, consumers, and so on)

4.5.1 Discussions for Android

Discussions for Android requirements	
Element	Supported
<i>Operating system</i>	Google™ Android 8.0 or greater.

4.5.2 Discussions for iOS

Discussions for iOS requirements	
Element	Supported
<i>Operating system</i>	iOS 15.0 or greater.