

## Comark PIB RF300 - RFCloud Messaging to New and Existing Customers – RF300/400 Cloud Service Issue 1 – 12/03/2024

Dear Customer,

From 1 March 2024, Comark will no longer be accepting new cloud applications to the Comark Cloud (RFCloud for RF300/400 Wi-Fi Loggers) as this service is being transitioned back to our hardware supplier and their own cloud service, providing our new and existing customers with the same excellent experience.

If you are a new customer, you will now apply for a cloud account via the EasyLog cloud website. If you register for a Comark Cloud account, you will receive an e-mail with information directing you to register online for a EasyLog cloud account.

Over the next couple of months, existing cloud customers will be contacted with details explaining how their accounts will be moved to the new cloud.

Customers will no longer need to purchase RFCloud Licences from Comark. All Cloud Service charges will be handled via the EasyLog cloud website utilizing their online payment platform.

Those customers having paid for continued Cloud Service through 2024 will see no changes until their annual licence fees are due. At that time the EasyLog cloud automated payment platform will indicate payment charges and payment method (default payment is by \*Credit Card). Please see the links below for more information:

For new customers: Use this link to apply for a new cloud account for EasyLog cloud, replacing Comark Cloud: [EasyLogCloud Registration](#) (Use the drop-down to select USD or GBP pricing).

After registration, you can log in to your cloud account online: [EasyLogCloud Login](#)

Once your account is set up, click [here](#) to download the QSG to set up your loggers via the app.

Please search for the EasyLog App on the respective app store, or you can download the PC software from here: [EasyLog PC Software](#)

Once logged into the cloud, there are extensive help guides available: [EasyLogCloud Help](#)

If you need help with the cloud, please get in touch with EasyLog cloud support [Contact EasyLog Support](#)

### Comark Branded Product

Over the next couple of months, you will see a change to the branding of the loggers supplied by Comark. The branding is changing to EasyLog, which is a brand of Lascar Electronics. The product itself is the same. The QSG inside the product will also change, directing customers to the EasyLog Cloud and App.

Thank you,

Comark Cloud Web Team

\*For other payment methods please contact EasyLogCloud

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