System and Equipment Policy

We're very excited to have you here!

Thank you for your interest in this work-at-home opportunity. In order to work with our company,

you must meet the System and Equipment policy detailed below. This policy details the computer, headset, phone, internet, and equipment compatible with the servicing platform.

PC Requirements

CPU Speed

Intel I class or better, or AMD APU class or better, clocked at dual-core 1.4 GHz or better.

NOTE:

Atom, Celeron, Pentium, and Opteron processors are not permitted.

Hard Drive

Minimum 20 GB or more of available space; 60 GB or more of total space;

Recommended 30 GB or more of available space; 60 GB or more of total space

Memory

Minimum 4 GB of RAM;

Recommended 8 GB of RAM;

● Operating System (non-beta):

Minimum Windows 10; Windows 8.1 (NOTE: this operating system is not supported by some client programs);

Recommended Windows 10; Windows 11 (supported on most client programs).

Standard Connection and Speed* (Wi-Fi connections are NOT supported) ✤★

Minimum Hard-wired connection (no wireless); minimum 10 Mbps download/minimum 3

Mbps upload;

Recommended Hard-wired connection (no wireless); minimum 30 Mbps

download/minimum 10 Mbps upload;

● Maximum Latency Threshold

Minimum 120 milliseconds (ms)

  • Recommended 50 milliseconds (ms)

Monitor Recommendations

Minimum 1280 x 1024 (SXGA) screen resolution;

Recommended 1920 x 1080 (Full HD or 1080p)
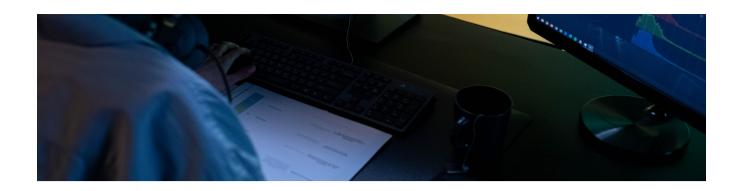
● Dual Monitor Capability

A Minimum May be required for some programs

Recommended It is recommended to have dual monitor capability

● USB 3.0 Port

Required to be used with USB headsets and flash drives

Mac Requirements

CPU Speed:

Minimum iMac, Mac Mini, MacBook/MacBook Air/MacBook Pro, Mac Pro built-in 2015

or later;

Recommended iMac, Mac Mini, MacBook/MacBook Air/MacBook Pro, Mac Pro built-in

2019 or later;

● Hard Drive:

Minimum 20 GB or more of available space; 60 GB or more of total space;

Recommended 30 GB or more of available space; 60 GB or more of total space

Memory:
Minimum 4 GB of RAM;

Recommended 8 GB of RAM;
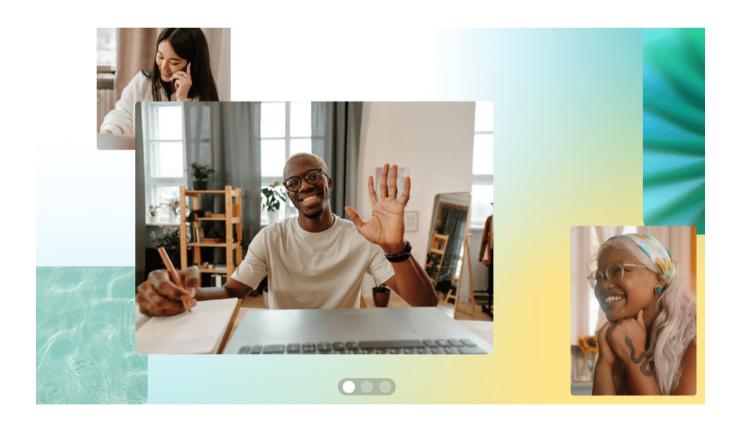
Operating System (non-beta)

Must be running MS Windows via Boot Camp.*

Standard Connection and Speed* (Wi-Fi connections are NOT supported)

Minimum Hard-wired connection (no wireless); minimum 10 Mbps download/minimum 3

Mbps upload;

Recommended Hard-wired connection (no wireless); minimum 30 Mbps

download/minimum 10 Mbps upload;

Maximum Latency Threshold

Monitor Recommendations

Minimum 1280 x 1024 (SXGA) screen resolution;

Recommended 1920 x 1080 (Full HD or 1080p)
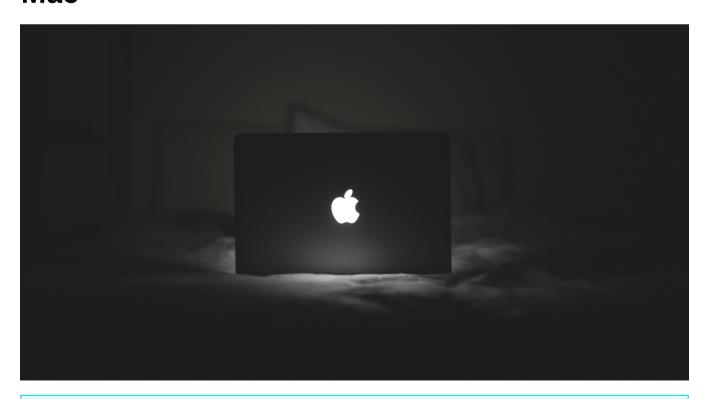
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Required to be used with USB headsets and flash drives

Mac*

* Macs must have an Ethernet port or a USB Ethernet adapter in order to maintain a hardwired

internet connection. Please note: These are the basic requirements (both minimum and

recommended) for the use of the Arise® Platform ONLY. Certain client systems may necessitate

higher or additional requirements. Please review all Opportunity Announcements carefully for

details regarding such requirements. Service Partners must service on the computer they use to

perform the PC Scan at the time of enrollment. If it is determined that your computer is different from the

one you used at the time of enrollment and it is incompatible with the client program, you will not

be permitted to serve, and no refund or voucher will be issued. *Boot Camp and a licensed

version of Windows MUST be installed if the client program is a non-ASD program. (Please see

page 3 for acceptable Windows operating systems). ** If you are using Spectrum® as your

Internet Service Provider, you must have Spectrum® Business Class Plan. Click here for more

details.

Other Requirements (Mobile Devices, Accessories, Software, and Internet/Phone Service

Providers)

Mobile Devices

Smartphones or other Mobile devices to be used for multifactor authentication

and other security verification processes. Note that Cell phones CANNOT be used to service

and should not be used for any purpose while servicing.

● An iOS or Android-based mobile device (e.g., smartphone or tablet) with a working

camera

Required Accessories*:

● Hardwired USB headset with phone-quality audio (required for certification and to service

some programs). Logitech, Plantronics, Microsoft, or similar brands are recommended.

Suggestions:

○ Plantronics Blackwire 3320

○ Logitech USB H570e

○ Jabra UC VOICE 150

● Hard-wired Telephone and headset (required for Production/ Servicing for some

Programs). Suggestions:

○ AGPtek Call Center Dialpad

○ Plantronics S12

● Hardwired Keyboard and Mouse

○ Logitech Media Combo MK200.

Software

● Updated Web Browser

● Mozilla Firefox or Chrome for Windows

○ Chrome may not be compatible with certain registration components of the

Arise® Platform.

● Windows Security

○ Other security software may be incompatible and should be avoided. Technical support may be unavailable if your software configuration is incompatible with

the Arise® Platform or Client required servicing software. Service Partners and

their agents are responsible for maintaining the security and reliability of their

equipment.

Internet and Phone Service Providers

● Hard-Wired Broadband Internet service via DSL, Cable, or Fiber Optic connection.

● **Wi-Fi connections are NOT Supported**

○ The use of wireless internet connections to access any Arise system at any time

is prohibited, even if the connection is encrypted. Connectivity to the Arise®

The platform through an unauthorized Proxy Service or unauthorized VPN Service is

strictly prohibited. Additionally, Satellite, Microwave, and Cellular Hotspot Internet

Services are not permitted. USB-connected modems are not supported.

● Arise and/or Client's VoIP System

○ Review the Opportunity Announcement to determine what is required to service

individual programs. Client programs that require a hard-wired USB headset

with phone-quality audio do not require a dedicated phone to service.

● Hard-Wired Telephone Service to the Router/Modem Device or Wall Outlet

● Review the Opportunity Announcement first to determine if hard-wired telephone

service is needed for the program selected.

● Cell phones CANNOT be used to service and should not be used for any purpose while servicing.

○ Review the Opportunity Announcement to determine what is required to service

individual programs. Client programs which require a hard-wired telephone

service are compatible with the following types of services: POTS (plain old

telephone service), cable telephony, digital service, or VoIP through a physical

hard phone, i.e., a tangible device that sits on your desktop. The service should

be connected directly to your telephone from the router/modem device or wall outlet. Softphones (an application installed on your computer) are not

permitted. The servicing telephone line should not interface at any point with the

computer. All servicing telephone lines should not have voicemail, fax, or other

features on the line (other than unlimited long distance, if necessary).*

● AVG (Arise Virtual Gateway) AVG, the Arise Virtual Gateway, is a system that helps

improve consistency and efficiency while centrally and seamlessly managing call routing.

○ *Service Partners may need long-distance service. If a Service Partner does not

have a Miami area code phone number (305 or 786), they will need to be able to

dial long distance on their service lines which may result in long-distance

charges. For that reason, bulk or unlimited long-distance service plans are

recommended and available from most carriers to avoid per-minute charges.

○ Please be sure to review the Opportunity Announcement in detail to see if AVG

(Arise Virtual Gateway) is required on the client program you select.

The Arise® Secure Desktop

● The Arise® Secure Desktop (ASD) is a tool designed to convert a PC into a temporarily

"servicing station". The ASD provides a secure and streamlined environment that is

optimized to help you successfully access the Arise® Platform to service a client

program.

● Not all client programs require the use of an ASD, so it is recommended that you review

the Opportunity Announcement in detail to see if an ASD will be needed.

● If your client program uses ASD, instructions will be provided via email or other

communication about how to install the ASD.

○ A USB 3.0 Flash drive and a computer with a USB 3.0 port are required for use

with the ASD (Arise® Secure Desktop)

○ VGA to HDMI display adapter is currently not supported for use with the ASD

○ USB to HDMI Adapters or USB Docking Stations are currently not supported for

use with the ASD

○ PC Monitors and/or TVs larger than 27" are not recommended for use with the ASD

○ MacOS devices running ARM Processors (Apple M1 chip) will not be supported for use with the ASD

● The ASD only functions as an additional operating system on your computer system. It

does not interact with the existing Windows operating system. It is launched from the

USB flash drive and does not install on your computer. Once the ASD is removed, no

trace will be left on your computer.

Prohibited

● The following items are considered security risks and are prohibited on all systems

accessing the Arise® Platform:

○ Software is known to be malicious or carrying malware

○ Virtualized Operating Systems (i.e., VMWare, Parallels, etc.)

○ Non-Arise provided VPN software or proxy settings

○ TOR or other privacy software

*Accessories may vary by Client Program. Please review the applicable Opportunity

Announcement for additional details.

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