



System and Equipment Policy

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EFFECTIVE 08/10/23

System and Equipment Policy

Having the right equipment is a critical component for successful and efficient use of the Arise® Platform.

We have put this policy together to help ensure Service Partners and their Agents are set up to service effectively on one, or more, of the great customer programs available through the Arise® Platform. Without having the right types of equipment that can operate at these minimum levels, we know from experience that Service Partners are unable to service successfully.

Certain customer programs may have additional requirements above and beyond the ones listed in this policy. Service Partners should review the Opportunity Announcement for the customer program they are interested in servicing - in addition to this policy - prior to enrolling in a certification course.

PC Requirements

Details the minimum requirements a PC must meet and unsupported items

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

Lists additional items you will need to use the Arise® Platform

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Detailed information about the results and what the results mean

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PC Requirements

MINIMUM / RECOMMENDED

CPU Speed

INTEL Core processors: I3-9000, I5-7000, I7-5000, I9 series or better
 PENTIUM G5400/N6400 series or better
 XEON E CLASS series or better
 CELERON J4000/N5000 series or better
 AMD RYZEN 3 series or better
 ATHLON 3000 series or better

NOTE:
 ARM based processors are not supported.
 Examples: Microsoft Surface and Chrome OS based PCs.

Hard Drive

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

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

Memory

4 GB of RAM

8 GB of RAM

Operating System

Windows needs to be a Genuine Licensed Copy with all updates and patches installed. (Beta and Developer versions will not be supported.)

Windows 10

Windows 11

Standard Connection and Speed

PC MUST be hard-wired via Ethernet connection and cannot be connected to Wi-Fi.

Hard-wired connection
 (Not wireless)

Hard-wired connection
 (Not wireless)

Minimum 10 mbps download
 Minimum 3 mbps upload

Minimum 30 mbps download
 Minimum 10 mbps upload

Maximum Latency Threshold

120 milliseconds (ms)

50 milliseconds (ms)

Monitor Recommendations

1280 x 1024 (SXGA)
 screen resolutions

1920 x 1080 (Full HD or 1080p)

Dual Monitor Capability

May be required for some programs

Recommended

USB 3.0 Port

Required to for use with USB headsets and flash drives

UNSUPPORTED ITEMS

Netbooks, Chromebooks, tablets and other mobile devices

NO LONGER SUPPORTED





macOS (Mac OS X)

Please note: These are the basic requirements (both minimum and recommended) for use of the Arise® Platform ONLY. Certain customer systems may necessitate higher or additional requirements. Please review all Opportunity Announcements carefully for details regarding such requirements prior to enrollment.

Service Partners must service on the computer they use to perform the PC Scan at the time of enrollment. If it is determined your computer is different than the one you used at the time of enrollment and it is incompatible with the customer program, you will not be permitted to service.

Other Requirements and Recommendations

Mobile Devices, Accessories, and Software

| | REQUIREMENT | RECOMMENDED |
|-----------------------------|---|---|
| Mobile Devices | <p>A smartphone or other mobile devices used for multifactor authentication and other security verification processes only</p> <p>Note: : Mobile phones CANNOT be used to attend class or to service</p> |  <p>Any iOS or Android-based mobile device (e.g. smartphone or tablet) with a working camera</p> |
| Headset | <p>A hardwired USB headset with phone quality audio (required for class and to service most programs)</p> <p><i>*Accessories may vary by Customer Program. Please review the applicable Opportunity Announcement for additional details</i></p> | <p>Logitech, Plantronics, Microsoft, or similar brands are popular with Service Partners</p> <ul style="list-style-type: none"> • Plantronics Blackwire 3320 • Logitech USB H570e • Jabra UC VOICE  |
| Telephone | <p>A hard-wired telephone and headset (required for servicing on some programs, review the Opportunity Announcement for details)</p> | <ul style="list-style-type: none"> • AGPtek Call Center Dialpad • Plantronics S12  |
| Keyboard & Mouse | <p>A hardwired keyboard and mouse</p> | <ul style="list-style-type: none"> • Logitech Media Combo MK200 is a good example  |

| | |
|------------------------------|--|
| Software Requirements | <ul style="list-style-type: none"> • Windows Firewall must be enabled. • Updated Web Browser: Edge, Mozilla Firefox, or Chrome for Windows. <ul style="list-style-type: none"> • Most recent update must be installed in order to maintain the security of your device and your data. • Windows Security Real-Time Protection MUST be enabled and up to date. <ul style="list-style-type: none"> • Other security software may be incompatible and should be avoided. Technical support may not be available if your software configuration is not compatible with the Arise® Platform or customer-required servicing software. • Service Partners and their agents are responsible for maintaining the security and reliability of their equipment. |
|------------------------------|--|

Other Requirements

Internet/Phone Service Providers

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

PC MUST be hard-wired via Ethernet connection and cannot be connected to Wi-Fi.

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® Platform through an unauthorized Proxy Service or unauthorized VPN Service is strictly prohibited. Additionally, 5G, Satellite, Microwave, and Cellular Hotspot Internet Services are not permitted. USB connected modems are not supported.

Arise and/or Customer's VoIP System

Review the Opportunity Announcement to determine what is required to service individual programs. Customer programs which 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 a hard-wired telephone service is needed for the program selected.

Mobile phones CANNOT be used to attend class or to service.

Review the Opportunity Announcement to determine what is required to service individual programs.

Customer 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, e.g., a tangible device that sits on your desktop.

The service should be connected directly from the router/modem device or wall outlet to your telephone. Softphones (an application that is 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).*

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 customer program you select.

Arise® Secure Desktop (ASD)

The Arise® Secure Desktop/Secure Remote Worker (ASD/SRW) is a software-only solution that is installed and runs on the Windows Operating System, delivering a secure workspace environment for remote access and work at home.

System Requirements:

Must meet the requirements listed on page 3. In addition, ASD/SRW must be installed and launched from your Windows desktop.

No virtual machine software allowed. (Examples: Parallels, VirtualBox, or VMware Workstation.)



Security Risks

The following items are considered security risks and are prohibited on all systems accessing the Arise® Platform:

- Software 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

Additionally, servicing from an unauthorized location is prohibited. You must service in your country of residence. Service Partners in the US, please note that the Arise® Platform is not currently available in California, Colorado, Connecticut, Illinois, Maryland, Massachusetts, Minnesota, New York, Oregon, Vermont, Washington, Wisconsin and the District of Columbia.

PC Scan

A PC Scan is a check that helps determine if your computer meets the specific technical requirements needed to use the Arise® Platform or any customer-required software necessary to service the program in which you are interested.

IMPORTANT: This check can be performed with only a computer running Microsoft Windows and either Mozilla Firefox or Google Chrome browser.

What do you need to do before running the PC Scan?

- Close all other applications and start from a fresh system reboot
- Clear cache/cookies; If you are having trouble with the PC Scan on your equipment:
 - Try a different browser
 - Reboot your modem/router

How do you run the PC Scan?

- [Click here for step-by-step instructions](#)

Once the scan is complete, your results will be displayed.



PC Scan – Passed/Failed Results

What does it mean?

What does it mean if you failed one or more of the specifications and how do you correct the failing results?

- **CPU** – Your PC's processor is not compatible and cannot be used to service on the Arise® Platform. You will need a computer with a supported processor (CPU), see page 3.
- **Internet Download and/or Upload Speeds** – You are not meeting the minimum required upload/download speeds. As speeds can fluctuate, please try to reboot your modem/router and test again. If this does not resolve the issue, you may need to contact your Internet Service Provider.
- **Network Latency Max** – Your network's communication is too slow. Ensure you are on a hard-wired connection via Ethernet and not Wi-Fi.
- **OS** – Your operating system (OS) is not compatible with the Arise® Platform. You will need to update your computer with a supported OS, please see page 3 for supported operating systems.
- **RAM** – The RAM on your computer is not sufficient. Your PC's RAM can be upgraded (by adding additional RAM to the system) without any issue. You may need to contact a local technician for help to upgrade your RAM.

Please note:

If you are having trouble running the PC Scan:

- Try a different browser
- Reboot your modem/router

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