

Note: The PC and Mac requirements below are the minimum requirements for the Arise platform to be considered to service. You will choose the client opportunity based on your computer resources as some clients might have more requirements and will note that in their client opportunity.

Please read each client opportunity's PC/Mac requirements carefully before choosing that client.

****NO WIRELESS EQUIPMENT (phone, headsets, mouse, keyboard, etc.)**

1. Desktop computer with a separate monitor.
2. Dual boot machines, Tablets, Netbooks are PROHIBITED from use.
3. No All-In-One computers meet any current client requirements
4. Depending on the client you choose, there might be an additional requirement of an ASD which is a secure desktop.

ASD (Arise Secure Desktop) is a tool designed to temporarily convert a PC into a "servicing station" for the client program you will be servicing.

The ASD provides a secure and streamlined environment which is optimized to 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 an agent review the Opportunity Announcement in detail to see if an ASD will be needed. • If the client program selected uses the ASD, all the information required for its use is contained within a USB flash drive and instructions that will be provided to the enrolled agent • Upon enrollment in a certification course for a client program, make sure to keep an eye out for an email with instructions on how to install the ASD. The ASD is an additional operating system on a computer. It does not interact with an existing windows operating system. It is launched from a USB flash drive and does not install on a computer. Once the ASD is removed, no trace of it is left on the PC.

PC REQUIREMENTS:

- CPU SPEED:
 - Dual-core 2.8 GHz or better or Intel i class or AMD Phenom X2 class or better
Atom, Celeron, Pentium and Opteron processors are not permitted
- HARD DRIVE:
 - 20 GB or more of available space 60 GB or more of total space
- MEMORY:
 - 4 GB of RAM or better
- OPERATING SYSTEM:
 - Windows 7 or Windows 10 Windows 8/8.1 not supported by some clients
- STANDARD CONNECTION & SPEED:
 - Hard-wired connection (no wireless) Minimum 10 mbps download / Minimum 3 mbps upload
- MAXIMUM LATENCY THRESHOLD:

- 120 milliseconds (ms)
- MONITOR RECOMMENDATIONS:
 - 1280 x 1024 (SXGA) screen resolution 1920 x 1080 (Full HD or 1080p)
 - Dual monitors may be required on some client programs Dual monitors are not supported on programs that use the Arise Secure Desktop (ASD) device

MAC REQUIREMENTS:

1. Ethernet port
 2. MacBook Air and Mac USB-C ports are not supported
 3. Boot Camp and a licensed version of Windows are **REQUIRED** to be installed.
 - a. Please note: You will be required to install Boot Camp and/or Windows prior to choosing a client.
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- CPU SPEED:
 - Intel Core i5 2.7 GHz processor or better
 - HARD DRIVE:
 - 20 GB or more of available space
 - 60 GB or more of total space
 - MEMORY:
 - 4 GB of RAM or better
 - OPERATING SYSTEM:
 - MAC OS X 10.10 Yosemite or higher
 - Windows 7 or Windows 10 Windows 8/8.1 not supported by some clients
 - STANDARD CONNECTION SPEED:
 - Hard-wired connection (no wireless)
 - Minimum 10 mbps download / Minimum 3 mbps upload
 - MAXIMUM LATENCY THRESHOLD:
 - 120 milliseconds (ms)
 - MONITOR RECOMMENDATIONS:
 - 1280 x 1024 (SXGA) screen resolution
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