Enrolling in a Certification Course

Welcome to the Arise® Platform

How to Enroll in a Client Program

The Arise® Platform provides customer support businesses with the ability to allow their agents to work from home providing customer support, sales and/or technical support services for Fortune 1000 or larger companies.

Among other things, users of the Arise® Platform take charge of their life – Flexible Scheduling.

However, before you start servicing client programs through the Arise® Platform, you should do your research to ensure you select the program that best fits your needs and schedule.

This guide provides the following information:

- Enrollment Process FAQs
- Step-by-Step Instructions
- Additional Information

Before You Get Started

Enrollment Process FAQs

What is an "Opportunity Announcement"?

An Opportunity Announcement (OA) is a document that contains all the information you need to determine if you, or your agents, would like to provide services for a particular client program. Details about the call types, additional equipment requirements, service revenue*, certification course schedules and certification requirements are in this document.

It is critical that you read the Opportunity Announcements thoroughly before expressing interest in a client program.

What Does It Mean to "Express Interest"?

Expressing interest in a client program is the first step to enrolling. When you visit the Arise® Portal, and there is something that interests you – click Get Started. At this time, you are indicating you want to be notified of next steps – it does NOT mean that you have enrolled in the course or have been selected for the client program.

What Does It Mean to "Enroll" and How Do I Know I've Done It?

Enrolling means you have expressed interest, received instructions on next steps, submitted to a background check, taken any additional assessments, and have met any other criteria for the certification course.

Am I Automatically Enrolled in a Client Certification Course When I Select It?

Client programs are available on a first-come, fi rst-serve ba sis. Yo u wi ll be as ked to complete some additional steps, which may include additional assessments, including a voice assessment for phone support programs; a PC Scan; a Photo ID Verification; and submit to a background check. Finally, you must pass the certification course to service a program.

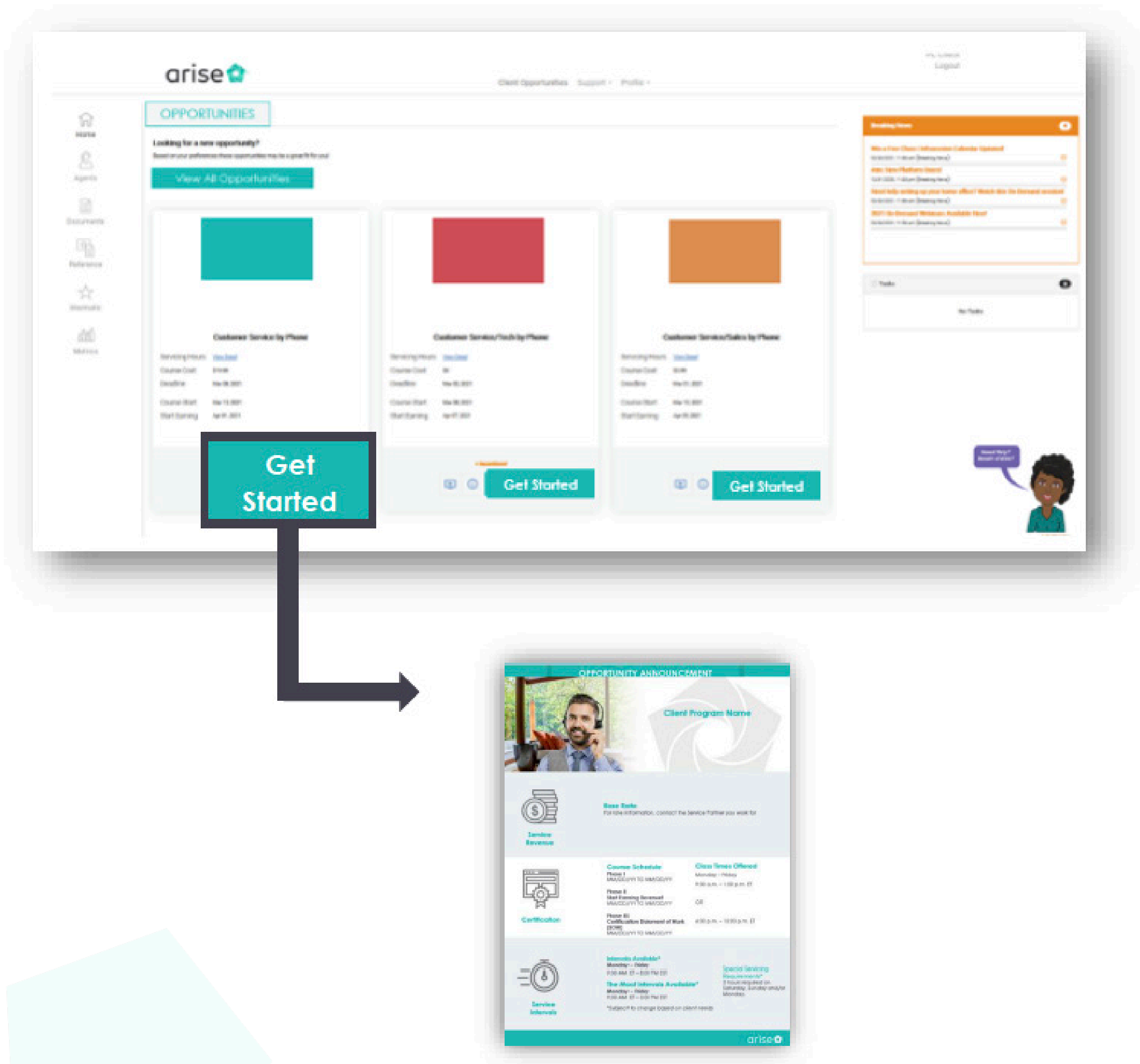
**Service revenue details can only be viewed by the owner of the customer support business, not agents.*

Enrolling in a Client Program

Step-by-Step

Follow these eight steps to select the right client program for you:

1. Click the **GET STARTED** button to review the Opportunity Announcement (OA) which contains the details of the specific client program – including information on the call type, service revenue*, background check, drug testing requirements, assessment requirements, disqualifiers, and whether there are additional equipment requirements.



**Service revenue details can only be viewed by the owner of the customer support business, not agents.*

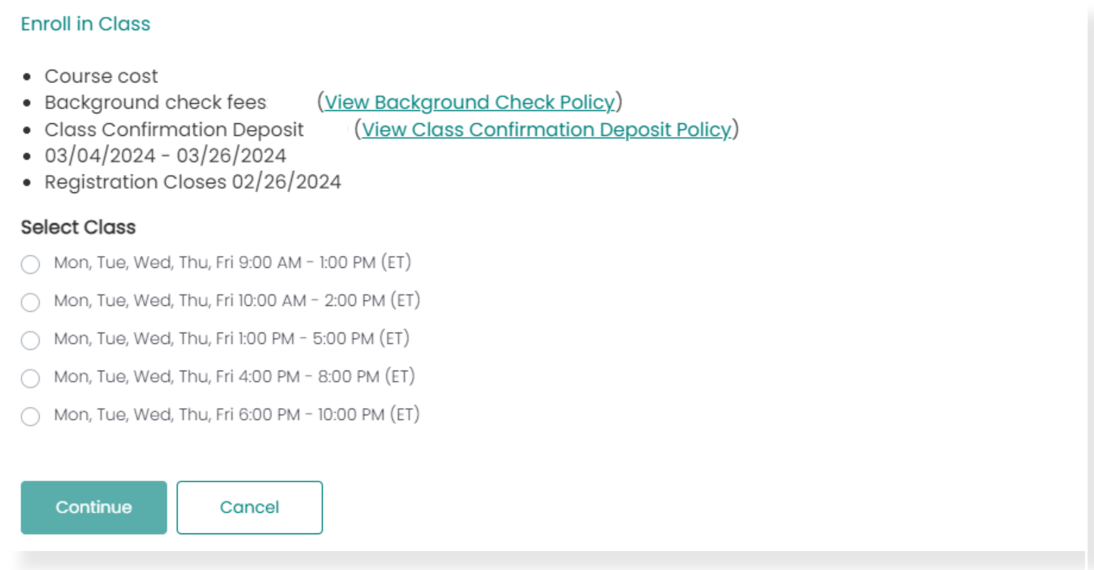
Enrolling in a Client Program

Step-by-Step

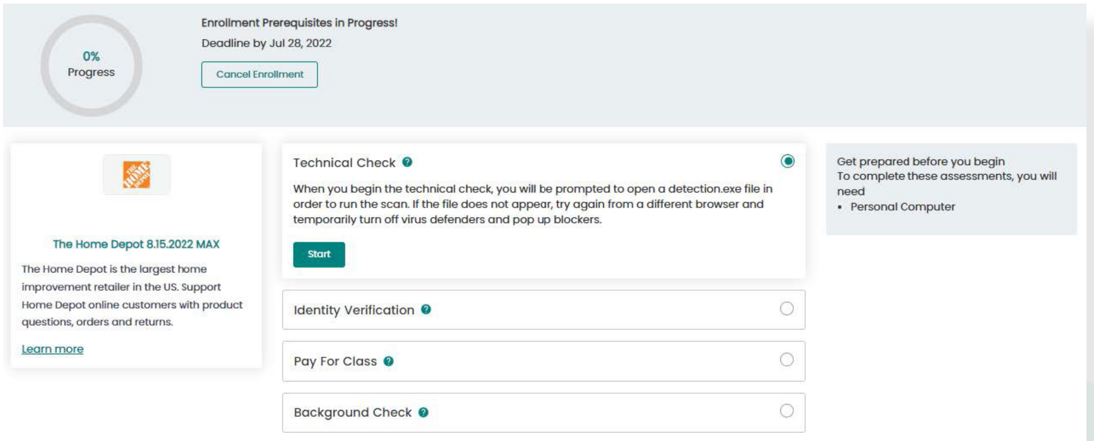
2. Click **ENROLL NOW** to review class details. The “Enroll in Class” pop-up will then display.

   This page contains:

   - Type of service and associated class times for the certification courses



3. Select the preferred class time and click **Continue**. You will then be taken to the **Enrollment Prerequisites Dashboard**.



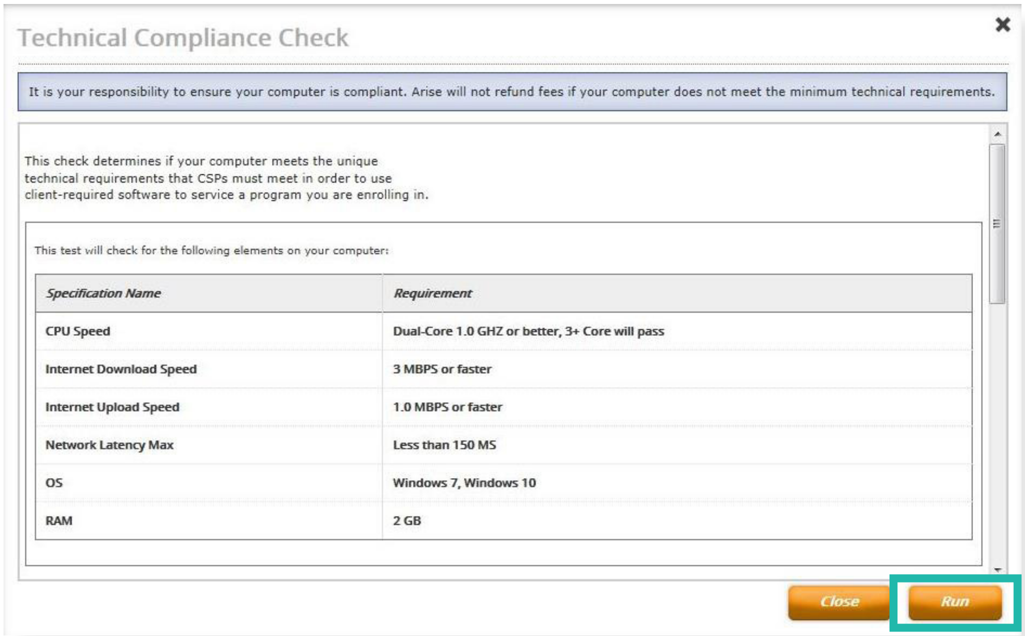
Note: From this point, if you exit the Enrollment Dashboard you must log into the Arise® Portal (link.arise.com) to continue. Just click “Resume.”

Enrolling in a Client Program

Step-by-Step

4. Once you have selected a course time, you will be asked to complete the remaining steps in the **Enrollment Process**. This could include:

- Technical check (Review the [System & Equipment Policy] to confirm you have the equipment necessary and the simple directions to complete the Technical Check successfully or watch a [3-minute video] with the step-by-step instructions).



Technical Compliance Check

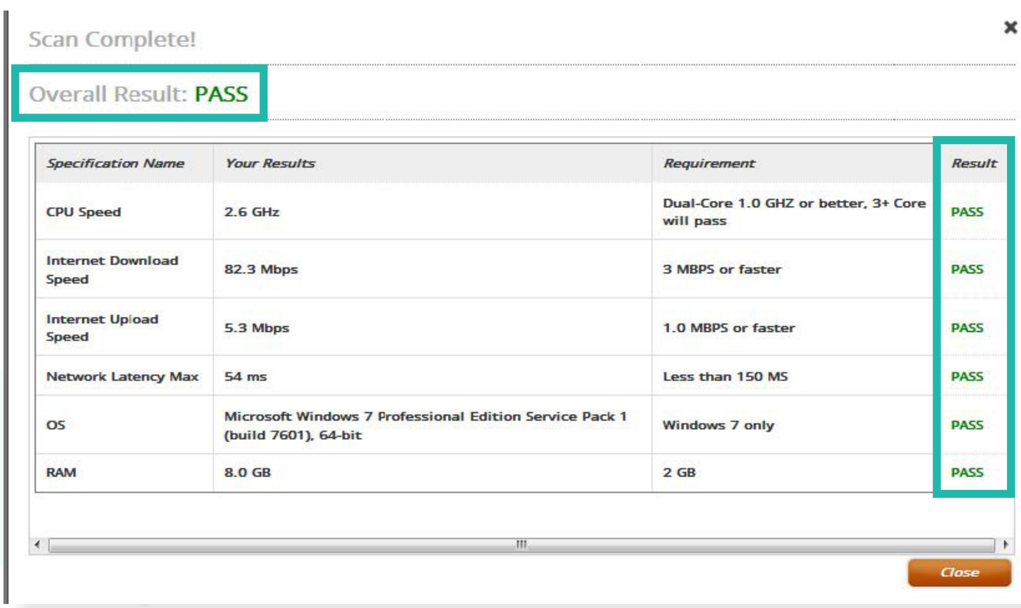
It is your responsibility to ensure your computer is compliant. Arise will not refund fees if your computer does not meet the minimum technical requirements.

This check determines if your computer meets the unique technical requirements that CSPs must meet in order to use client-required software to service a program you are enrolling in.

This test will check for the following elements on your computer:

Specification Name	*Requirement*
CPU Speed	Dual-Core 1.0 GHZ or better, 3+ Core will pass
Internet Download Speed	3 MBPS or faster
Internet Upload Speed	1.0 MBPS or faster
Network Latency Max	Less than 150 MS
OS	Windows 7, Windows 10
RAM	2 GB

Close Run



Scan Complete!

Overall Result: PASS

Specification Name	*Your Results*	*Requirement*	*Result*
CPU Speed	2.6 GHz	Dual-Core 1.0 GHZ or better, 3+ Core will pass	PASS
Internet Download Speed	82.3 Mbps	3 MBPS or faster	PASS
Internet Upload Speed	5.3 Mbps	1.0 MBPS or faster	PASS
Network Latency Max	54 ms	Less than 150 MS	PASS
OS	Microsoft Windows 7 Professional Edition Service Pack 1 (build 7601), 64-bit	Windows 7 only	PASS
RAM	8.0 GB	2 GB	PASS

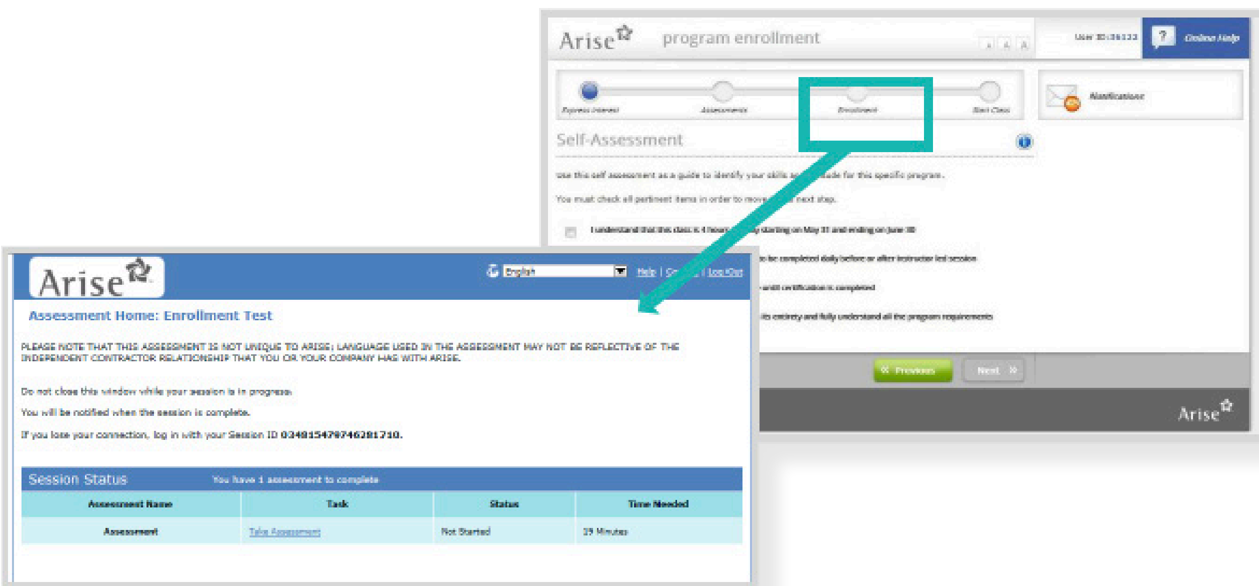
Close

Enrolling in a Client Program

Step-by-Step

- Photo ID Verification. You will be prompted to complete a Photo ID Verification using your mobile device during the enrollment process. Just make sure to follow the steps as indicated. You will need to have your ID card handy and be ready to take a selfie.

5. Once the assessments are completed, you will be asked to complete your enrollment. If you have not passed the assessments, you will be notified that you are not eligible for the particular course. A waiting period may apply before you can show interest in another course. (See the OA for more details).



Please note:

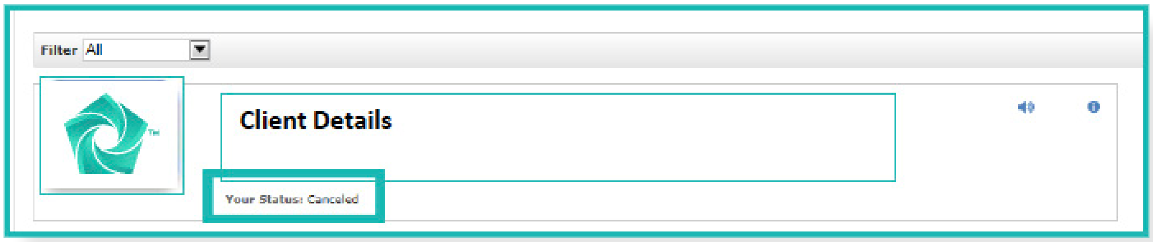
- Assessments may include voice, chat skills, and self-assessments.
- An example of an assessment experience is shown above. Not all assessments will look this way, they vary by client program.

Enrolling in a Client Program

Step-by-Step

6. Your status will automatically be updated once you have completed all the enrollment requirements. Each program will ask for a background check to be completed. When it is time to complete the background check you will see it available on your portal. Please watch your portal and check emails regularly for details regarding when you will need to submit your background check. Some programs may require drug screening or additional requirements. Please review the Opportunity Announcement for details.

   - When you are "**not selected**," your status field on the business opportunity will display **Canceled**.

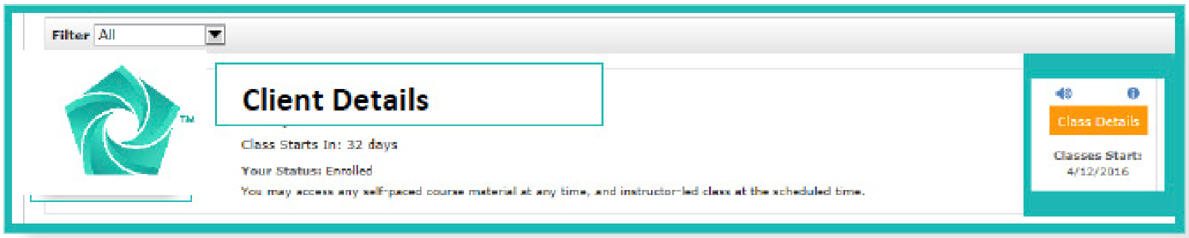


   - After you complete the enrollment, you will receive confirmation of your enrollment onscreen.

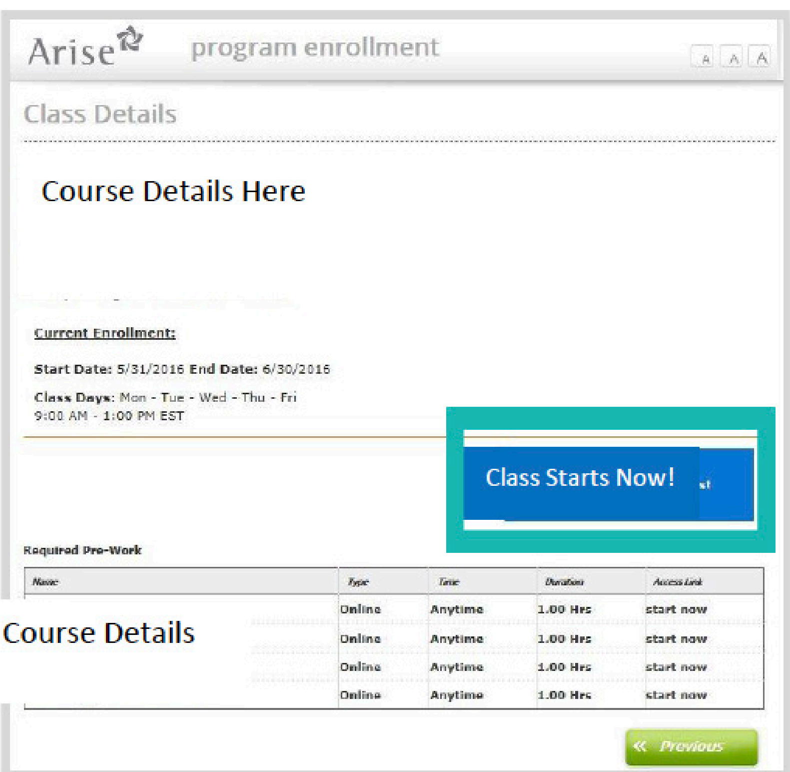
Enrolling in a Client Program

Step-by-Step

7. Click "**Class Details**" to proceed to the **Class Details** screen. The screen will display "**Class Starts in X days**" or "**Class Starts Now.**"



8. Click "**Start Class Now**" to attend class on the specified start date, or the "**Access Link**" to start a self-paced course on Arise U (please ensure you have your pop-up blocker turned off). Please note that not all certification courses have self-paced requirements.*



**Some client programs may include pre-course work. Assigned pre-course work will be provided to you by the class instructor 3 to 5 days before class starts.*

Additional Information

All new users of the Arise® Platform will be asked to submit a Photo ID Verification. Agents cannot certify to service a client program for their customer support business if the Photo ID Verification is not received by the due date. Please see the Opportunity Announcement for all the details regarding submitting the Photo ID Verification.

Users of the Arise® Platform will also be asked to submit a background check, for security purposes upon enrolling in a client program. Some client programs may also require a drug test. Please see the Opportunity Announcement for all the details.

New users of the Arise® Platform are invited to attend a Welcome Infosession. The sessions are offered live and on-demand and provide valuable information to guide you through the process of using the platform resources and where you can go for help. Attending a session allows you the best opportunity to gain experience in what is needed for your customer support business to be successful.

Log in to your Arise® Portal to view the available client programs. You may also receive emails about specific client programs that are available with links to the "Opportunity Announcement."

- Each Opportunity Announcement includes the details needed to decide if a client program is a good fit for you, your business and/or your agents.
- When reviewing the announcements, pay close attention to all of the course and servicing requirements for the client program; make sure you can fulfill those requirements before committing.

Note: *You have 24 hours to process and complete enrollment for a course or you will be canceled from the course and will have to repeat the enrollment process once again. Please note that certification courses are filled on a first-come, first-serve basis and may fill at any given time. Your seat in the course is not secure until you have fully enrolled in the course.*

For additional information about using the Arise® Platform, go to

ariseworkfromhome.com

which features a wealth of resources and blogs geared towards small call-center business owners and their agents.

Follow us on social media more updates: