WELCOME TO THE ARISE PLATFORM!

How to Enroll in a Client Program

The Arise Platform provides call centers with the ability to allow their agents to work from home providing customer support, sales and/or technical support services for Fortune 500 or larger companies.

Among other things, users of the Arise Platform have the flexibility to schedule service times to meet personal needs.

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.**

***Service Revenue details are only available to call center owners.**

What Does It Mean to "Express Interest"

Expressing interest in a client program is the first step to enrolling. When you visit the Portal, and there is something that interests you – click *Select*. At this time, you're indicating you want to be notified of next steps – it does NOT mean that you have enrolled in the course or 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, met any other criteria and submitted payment 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, first-serve basis. You may have to take a series of assessments, including a voice assessment, for phone support programs and submit to a background check. Finally, you must pass the course in order to service a program.

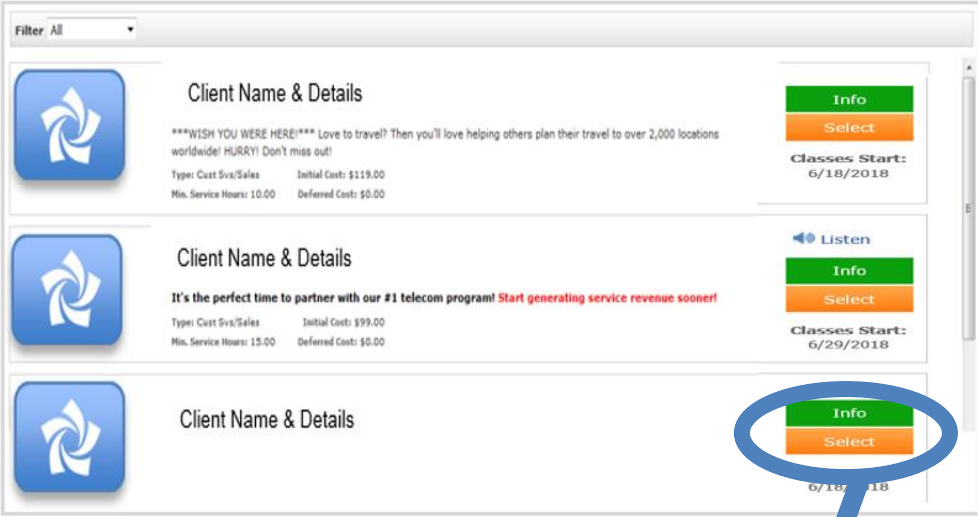
ENROLLING IN A CLIENT PROGRAM (STEP-BY-STEP)

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

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

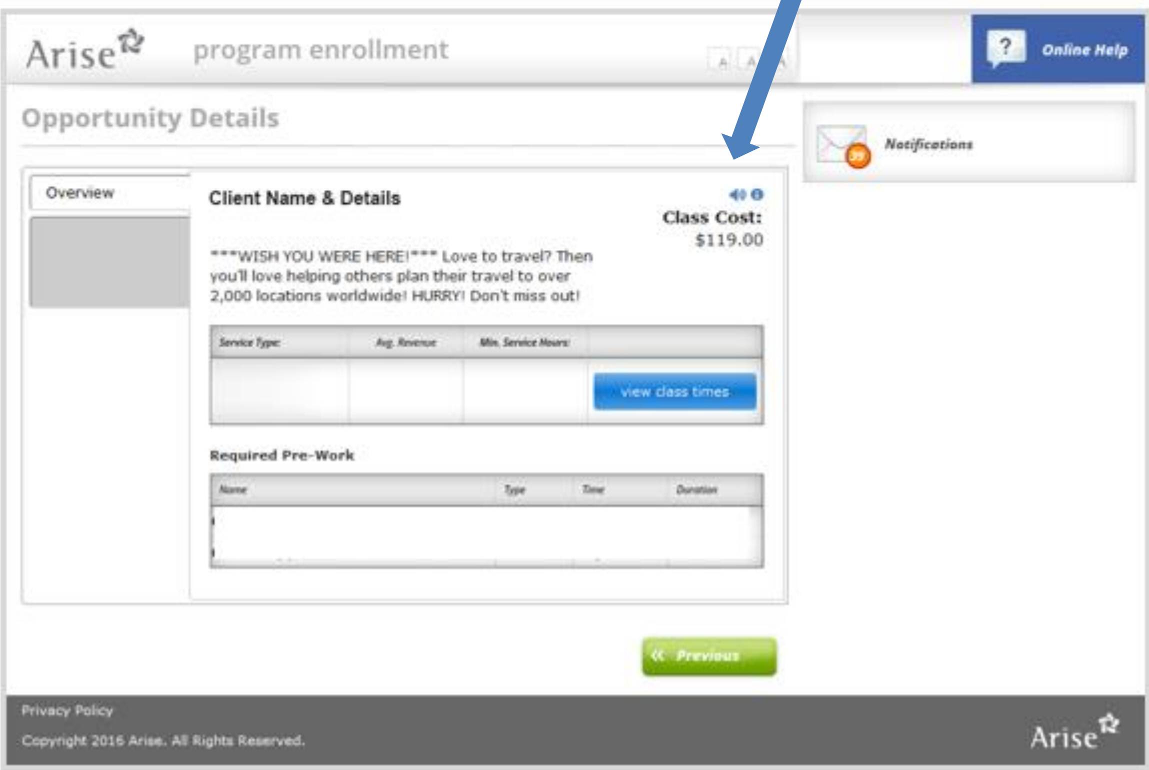
Service revenue details can only be viewed by the owner of the call center, not agents.

2. Click **SELECT** to review details. The “Opportunity Details” page will then display.

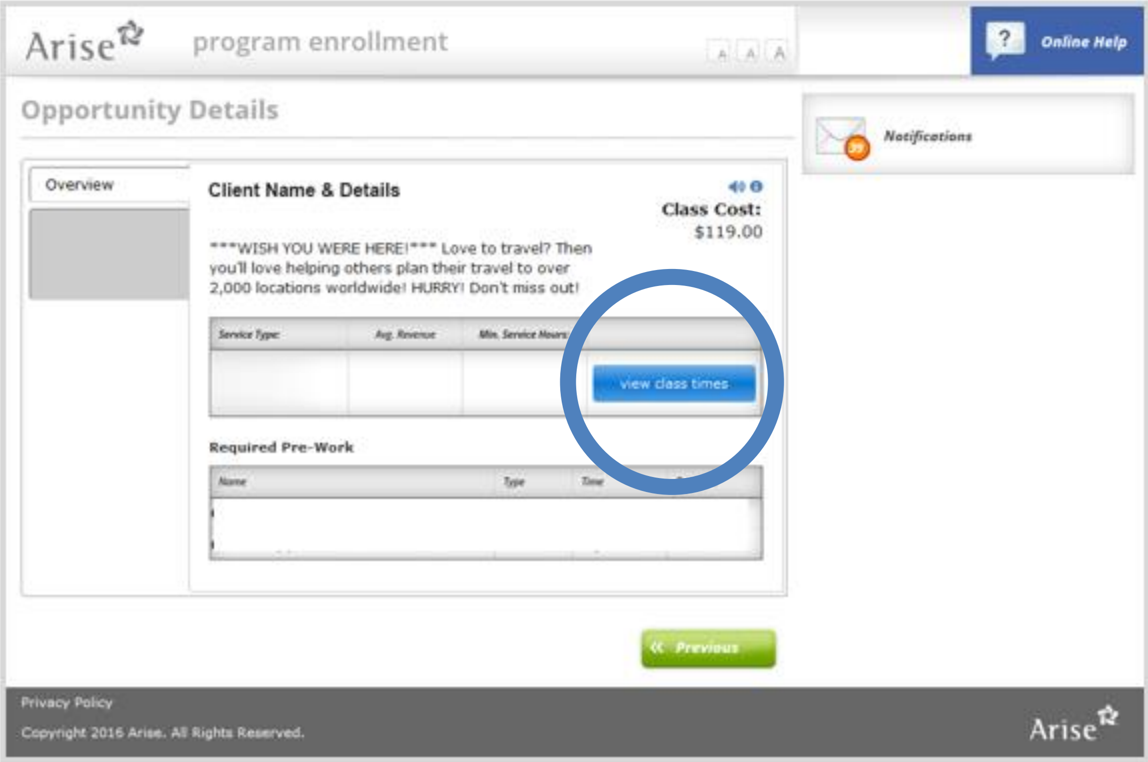


This page contains:

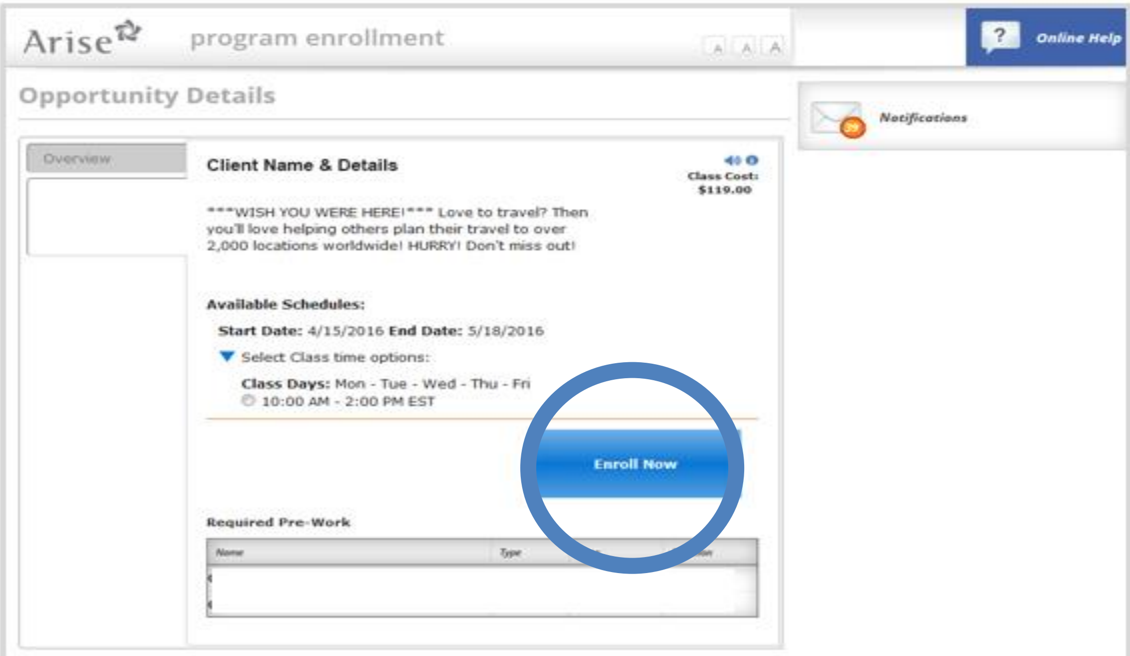
- Type of service and associated class times for the certification courses
- The cost of the certification course
- Required self-paced learning for the course, if any



3. Click the **VIEW CLASS TIMES** to display details.



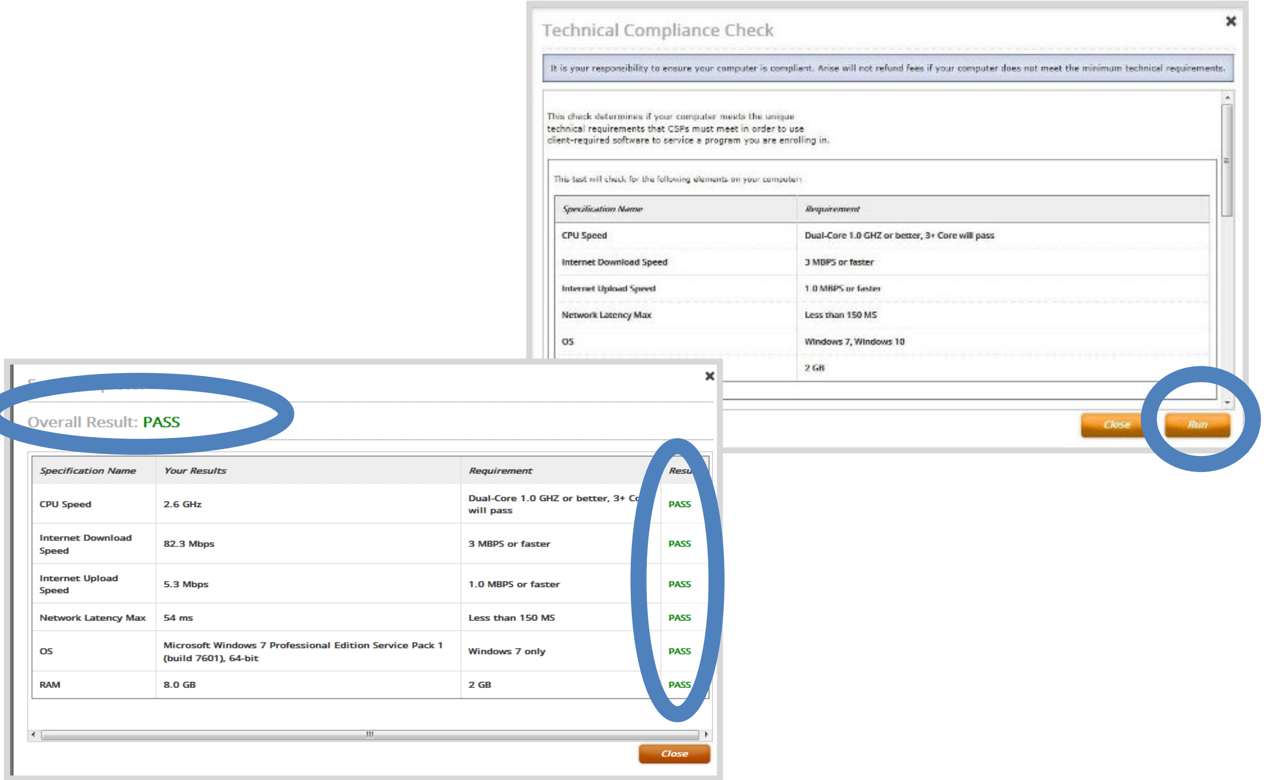
4. Click **Enroll Now** to select this client program and the corresponding Course. You will then be taken to the **Partner Enrollment Dashboard Home** page



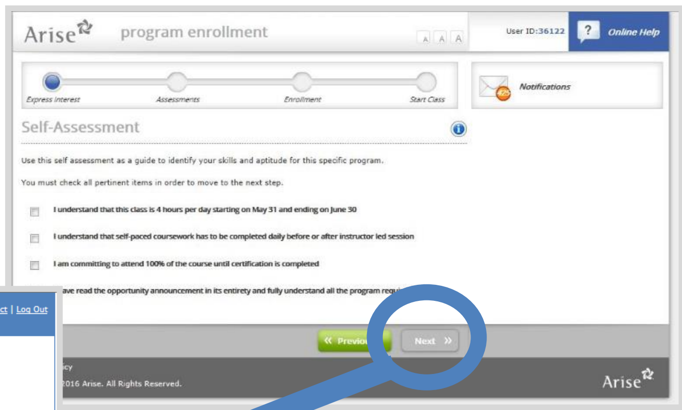
Note: From this point, if you exit the Enrollment Dashboard you must log into the Arise Portal (Portal.Arise.com) to continue. Just click "Resume".

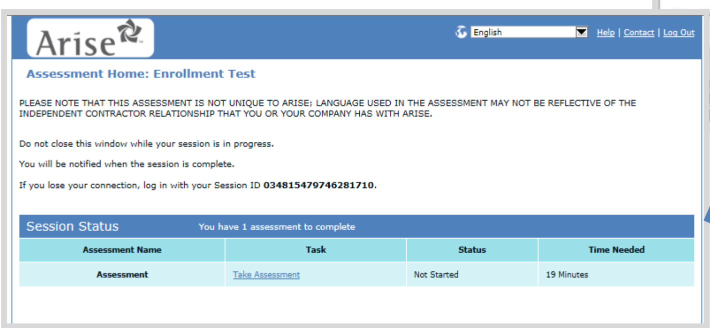
5. Once you have selected a course time, you will be asked to complete the remaining steps in the **Enrollment Process**. This could include:

    - Additional computer systems check ([System & Equipment Policy]())



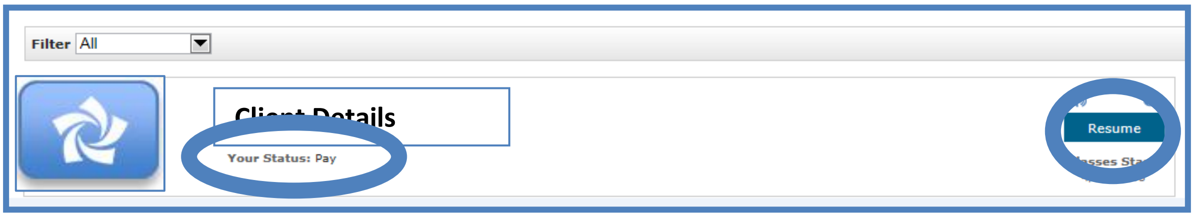
- Assessments (voice, chat skills, self-assessment)
- An *example of an assessment experience is shown below. Not all assessments will look this way, they vary by client program.*



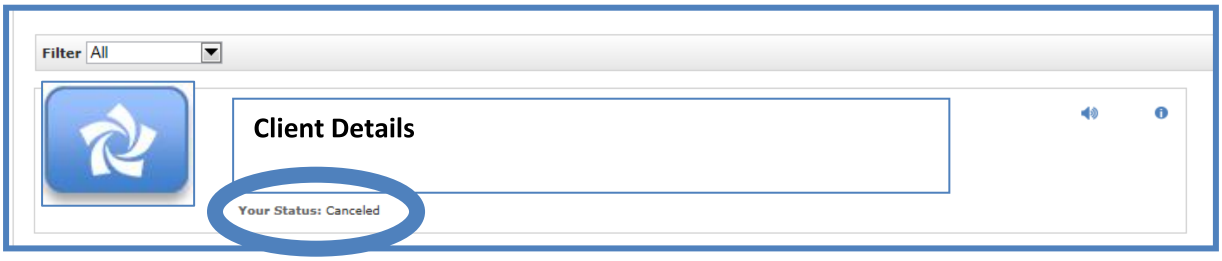


6. Once the assessments are completed, you will be asked to pay for the course. If you have not passed the assessments, your will be notified that you are not eligible for the particular course. A waiting period may apply, before you can show interest in another course. (See the OA for more details).

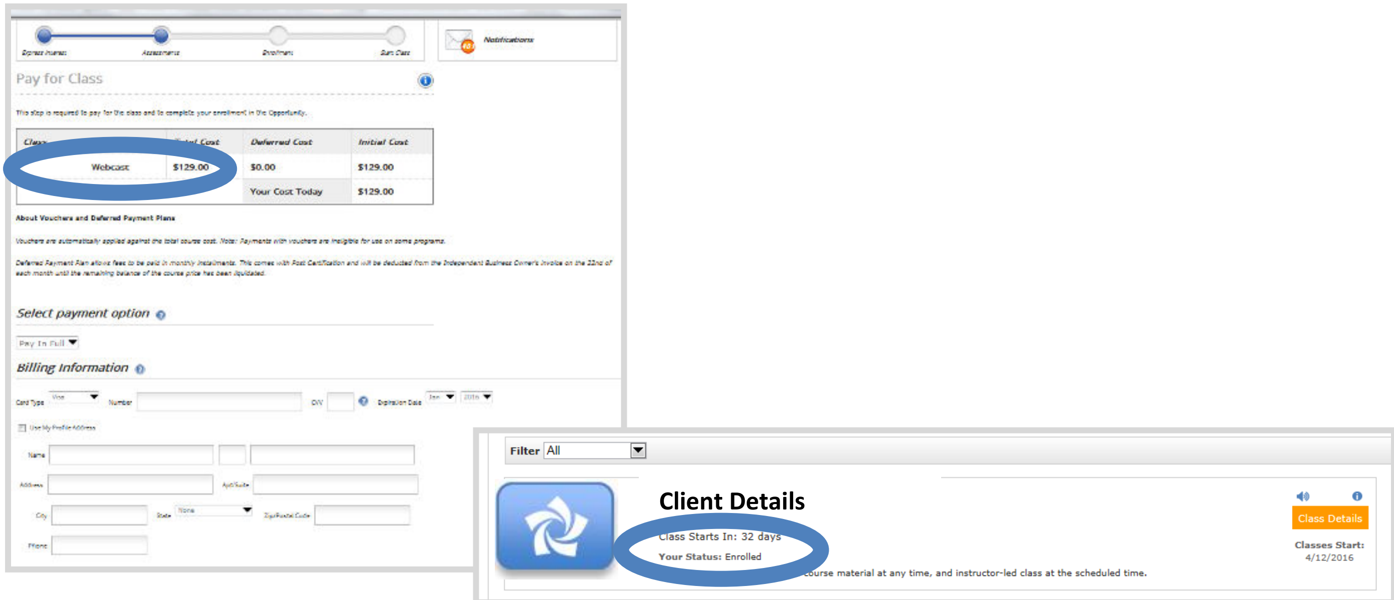
- When you are eligible to finalize your enrollment, your status field on the enrollment dashboard will display **Pay**. Click **Resume** to submit payment.



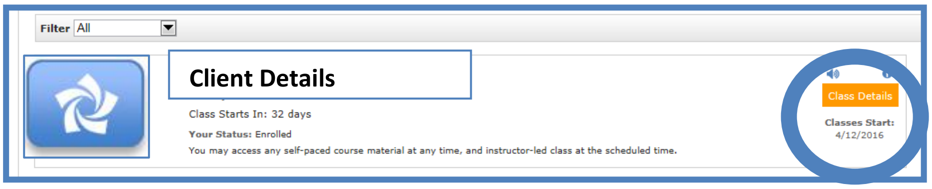
- When you are not eligible, your status field on the enrollment dashboard will display **Canceled**.



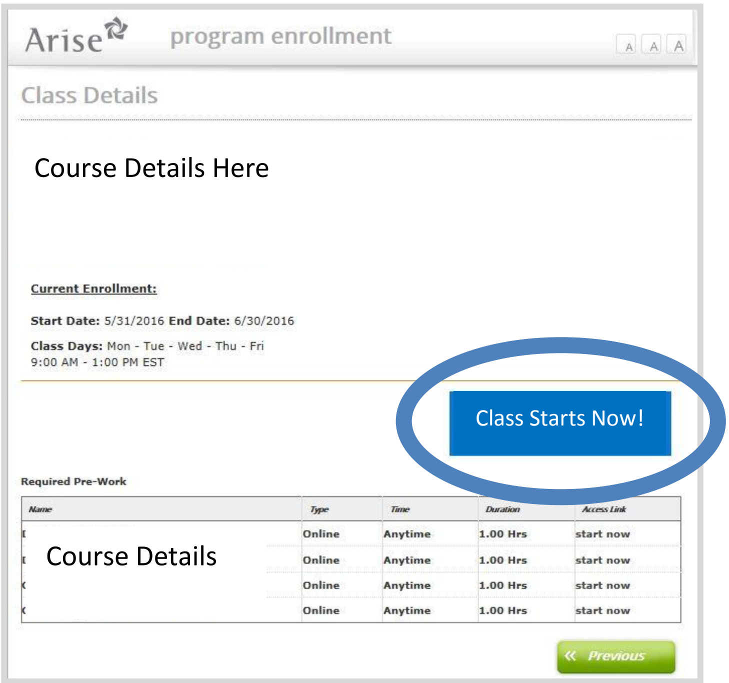
- After you submit payment, you will receive confirmation of your enrollment onscreen.



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 an Affidavit of Identification. Agents cannot certify to service a client program for their call center if the affidavit is not received by the due date. Please see the Opportunity Announcement for all the details regarding submitting the affidavit.

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 New User Infosession. The sessions are offered several times each month 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 learn what is needed for your call center to be successful.

Login to your Arise Portal to view the available client programs. You will 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 requirements for the course and servicing the client program; make sure you can fulfill those requirements before committing.

Note: *You have 24 hours to process and complete payment for a course or you will be canceled from the course and opportunity 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 paid for the course.*

Need Additional Help?
Login to the portal and select **Support**. Chat support is available Monday – Friday from 8 AM - 12 AM Eastern Time.