Enrolling in a Certification Class

Welcome to the Arise® Platform

arise®

UPDATED 01/01/26

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 a "Program Announcement"?

A Program Announcement (PA) 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 class schedules, and certification requirements are in this document.

It is critical that you read the Program 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 are matched to a program, visit the Arise® Portal and 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 class 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 the next steps, submitted to a background check, taken any additional assessments, and have met any other criteria for the certification class.

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

Client programs are available on a first-come, first-served basis to the Service Partners or their agents who are matched to a specific program. Before becoming fully enrolled, you will be asked 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 submitting to a background check. Finally, you must pass the certification class to service a program.

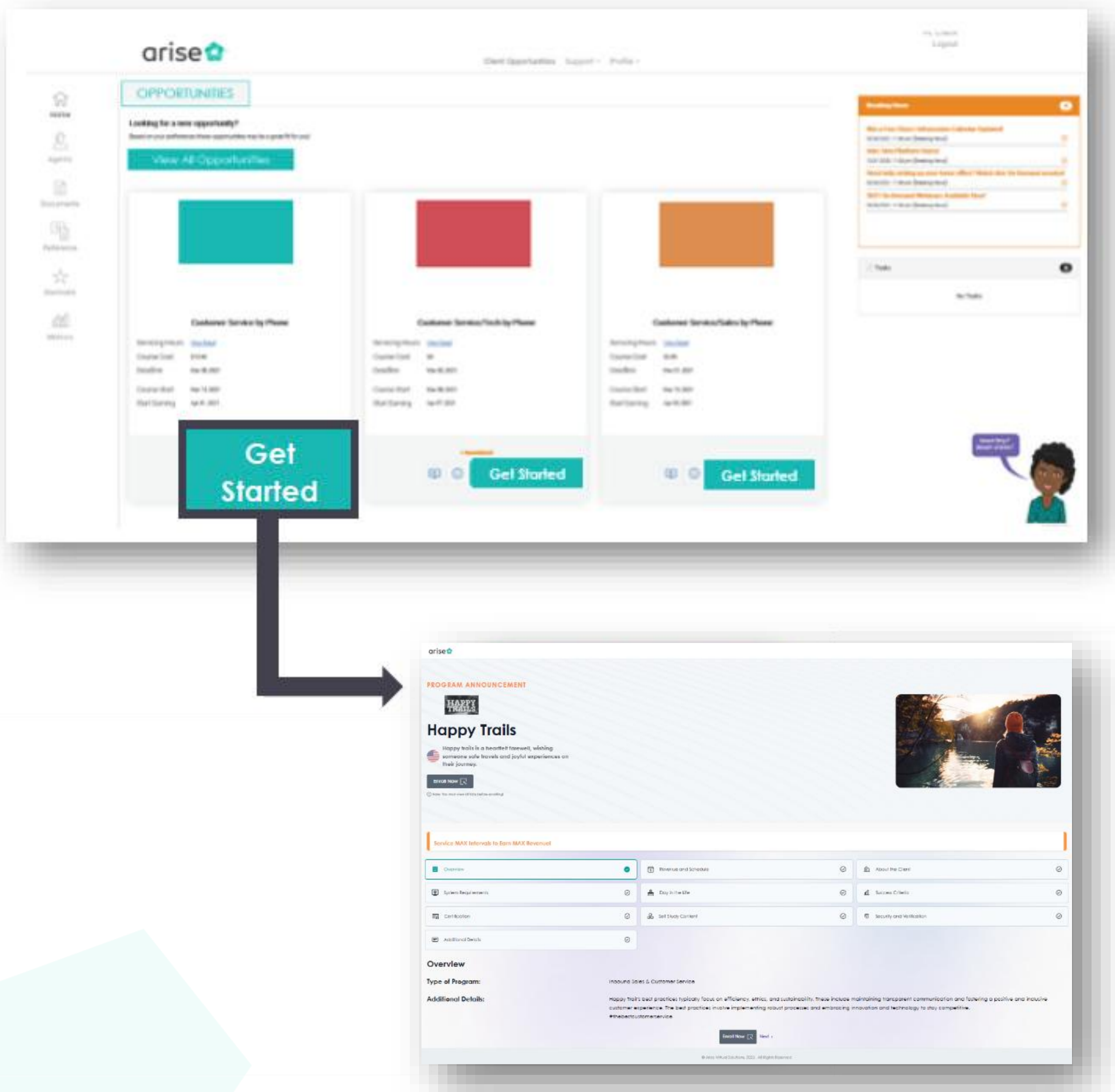
**Service revenue details can only be viewed by the owner of the customer support business, not agents.*

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 Program Announcement (PA), 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.*

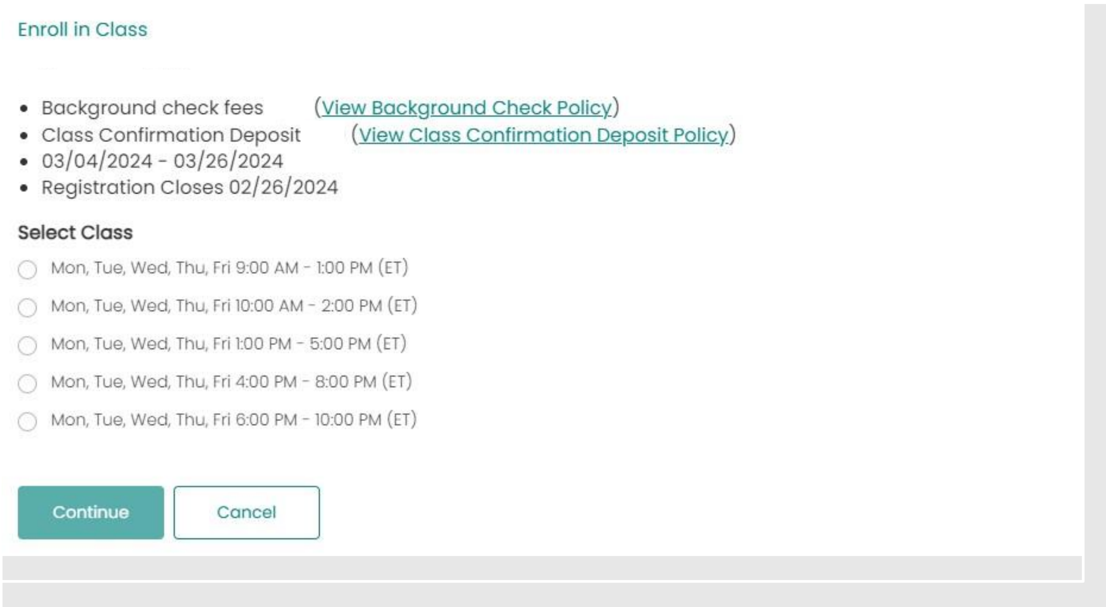
Enrolling in a Client Program

Step-by-Step

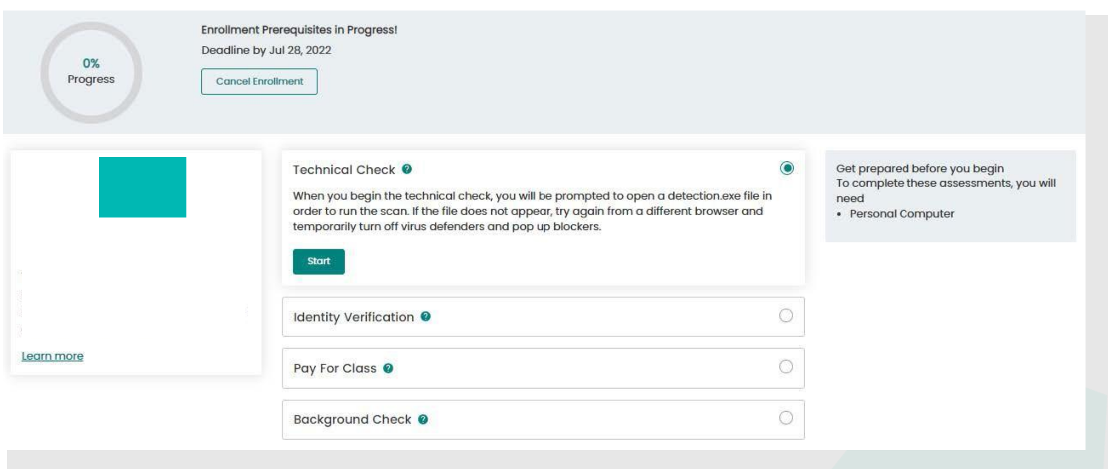
2. Click **ENROLL NOW** to review class details. The “Enroll in Class” pop-up will then display.

This page contains:

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



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



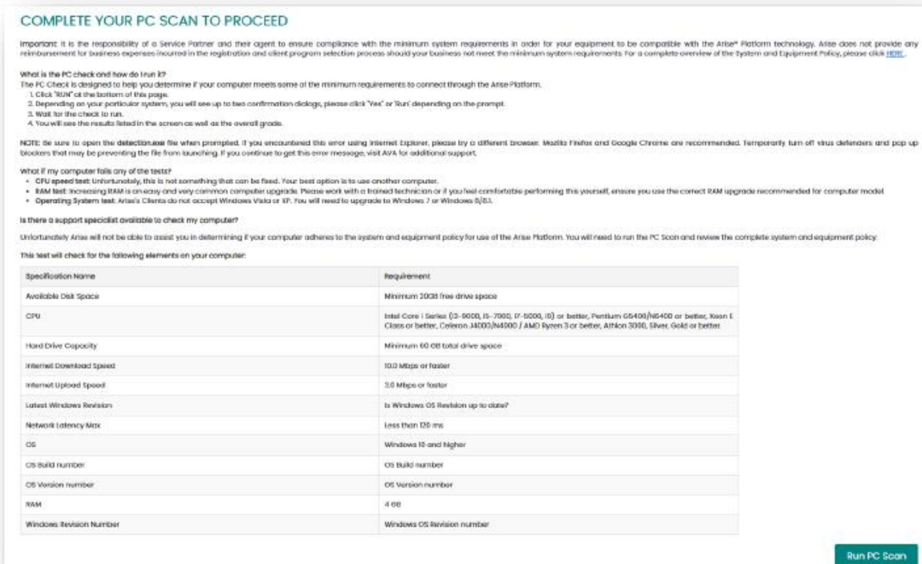
Note: From this point, if you exit the Enrollment Dashboard you must log into the Arise® Portal (link.arise.com) to continue. Just click “Resume.”

Enrolling in a Client Program

Step-by-Step

4. Once you have selected a class 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).



COMPLETE YOUR PC SCAN TO PROCEED

Important: It is the responsibility of a Service Partner and their agent to ensure compliance with the minimum system requirements in order for your equipment to be compatible with the Arise® Platform technology. Arise does not provide any reimbursement for business expenses incurred in the registration and client program selection process should your business not meet the minimum system requirements. For a complete overview of the System and Equipment Policy, please click HERE.

What is the PC check and how do I run it?
The PC Check is designed to help you determine if your computer meets some of the minimum requirements to connect through the Arise Platform.
1. Click "RUN" at the bottom of this page.
2. Depending on your particular system, you will see up to two confirmation dialogs, please click "Yes" or "Run" depending on the prompt.
3. Wait for the check to run.
4. You will see the results listed in the screen as well as the overall grade.

NOTE: Be sure to open the **detection.exe** file when prompted. If you encountered this error using Internet Explorer, please try a different browser. Mozilla Firefox and Google Chrome are recommended. Temporarily turn off virus defenders and pop up blockers that may be preventing the file from launching. If you continue to get this error message, visit AVA for additional support.

What if my computer fails any of the tests?
- **CPU speed test:** Unfortunately, this is not something that can be fixed. Your best option is to use another computer.
- **RAM test:** Increasing RAM is an easy and very common computer upgrade. Please work with a trained technician or if you feel comfortable performing this yourself, ensure you use the correct RAM upgrade recommended for computer model.
- **Operating System test:** Arise's Clients do not accept Windows Vista or XP. You will need to upgrade to Windows 7 or Windows 8/8.1.

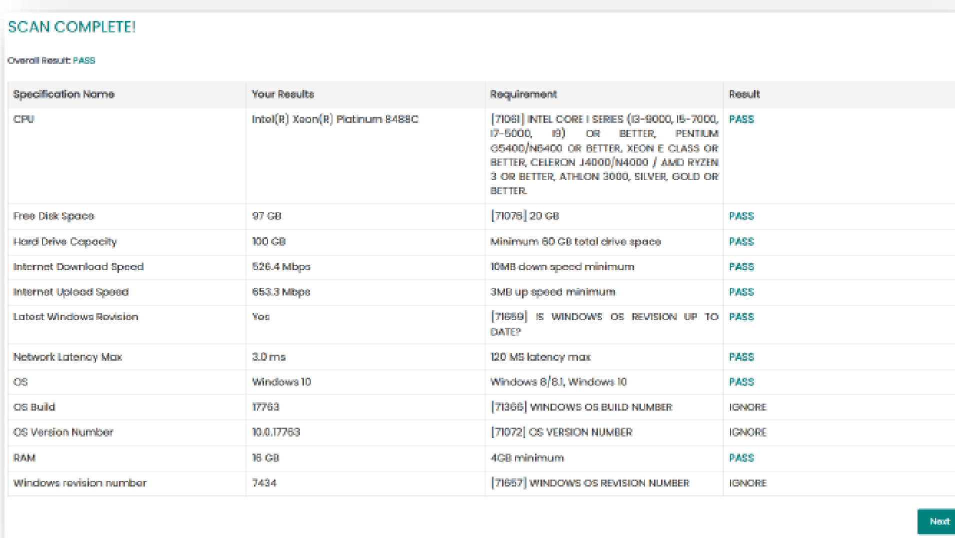
Is there a support specialist available to check my computer?

Unfortunately Arise will not be able to assist you in determining if your computer adheres to the system and equipment policy for use of the Arise Platform. You will need to run the PC Scan and review the complete system and equipment policy.

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

Specification Name	Requirement
Available Disk Space	Minimum 20GB free drive space
CPU	Intel Core i Series (i3-9000, i5-7000, i7-5000, i9) or better, Pentium G5400/N5400 or better, Xeon E Class or better, Celeron J4000/N4000 / AMD Ryzen 3 or better, Athlon 3000, Silver, Gold or better
Hard Drive Capacity	Minimum 60 GB total drive space
Internet Download Speed	10.0 Mbps or faster
Internet Upload Speed	3.0 Mbps or faster
Latest Windows Revision	Is Windows OS Revision up to date?
Network Latency Max	Less than 120 ms
OS	Windows 10 and higher
OS Build number	OS Build number
OS Version number	OS Version number
RAM	4 GB
Windows Revision Number	Windows OS Revision number

Run PC Scan



SCAN COMPLETE!

Overall Result: PASS

Specification Name	Your Results	Requirement	Result
CPU	Intel(R) Xeon(R) Platinum 8488C	[71061] INTEL CORE I SERIES (I3-9000, I5-7000, I7-5000, I9) OR BETTER, PENTIUM G5400/N5400 OR BETTER, XEON E CLASS OR BETTER, CELERON J4000/N4000 / AMD RYZEN 3 OR BETTER, ATHLON 3000, SILVER, GOLD OR BETTER.	PASS
Free Disk Space	97 GB	[71076] 20 GB	PASS
Hard Drive Capacity	100 GB	Minimum 60 GB total drive space	PASS
Internet Download Speed	526.4 Mbps	10MB down speed minimum	PASS
Internet Upload Speed	653.3 Mbps	3MB up speed minimum	PASS
Latest Windows Revision	Yes	[71659] IS WINDOWS OS REVISION UP TO DATE?	PASS
Network Latency Max	3.0 ms	120 MS latency max	PASS
OS	Windows 10	Windows 8/8.1, Windows 10	PASS
OS Build	17763	[71366] WINDOWS OS BUILD NUMBER	IGNORE
OS Version Number	10.0.17763	[71072] OS VERSION NUMBER	IGNORE
RAM	16 GB	4GB minimum	PASS
Windows revision number	7434	[71657] WINDOWS OS REVISION NUMBER	IGNORE

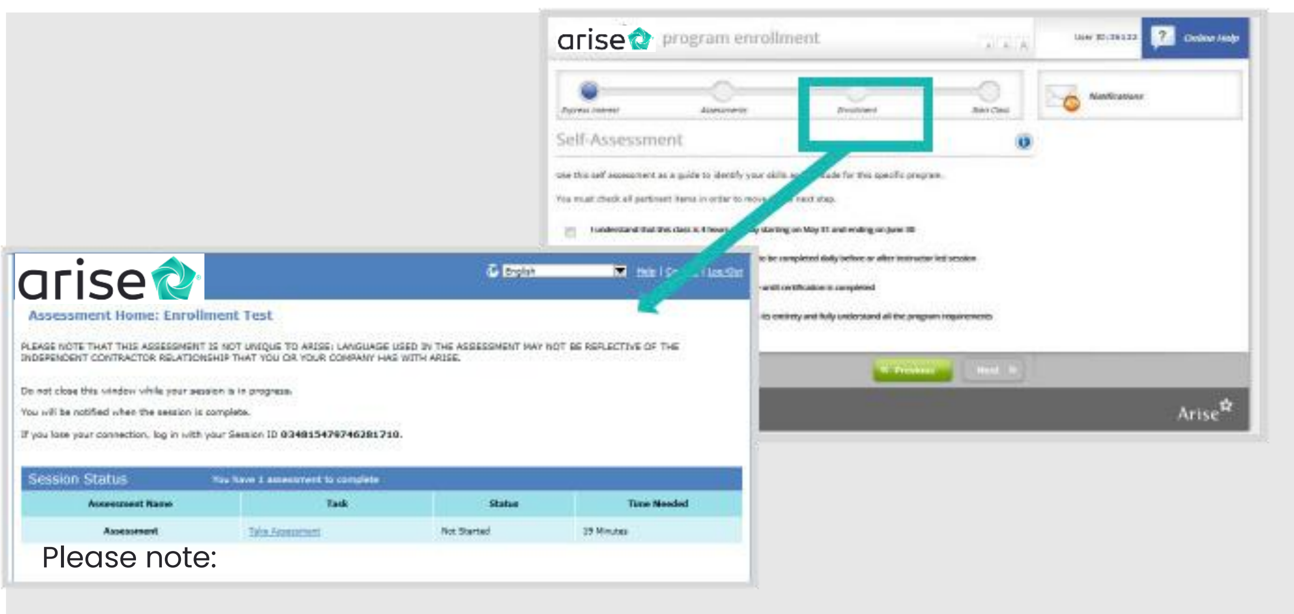
Next

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 class. A waiting period may apply before you can show interest in another class. (See the PA for more details.)



Please note:

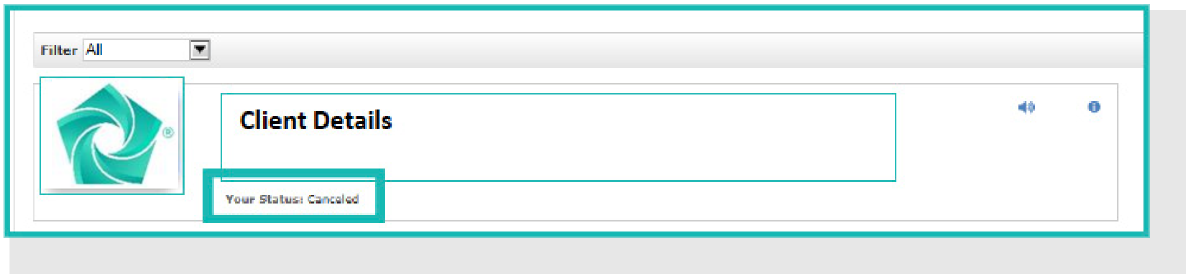
- Assessments may include voice, chat skills, and self-assessments.
- An example of an assessment experience is shown above. Not all assessments will look this way; they vary by client program.

Enrolling in a Client Program

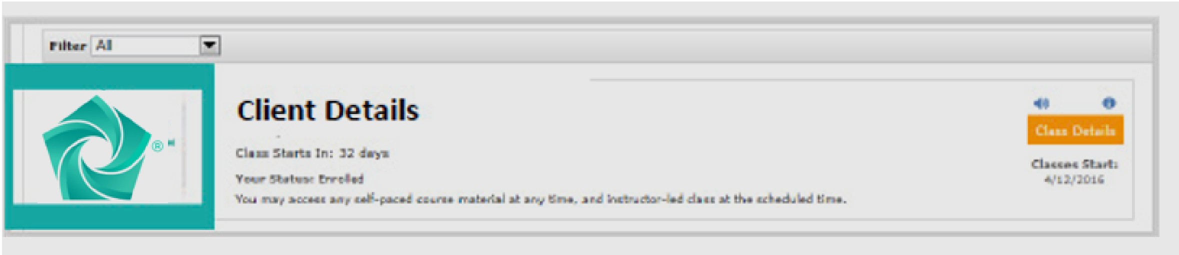
Step-by-Step

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 your 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 Program Announcement for details.

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



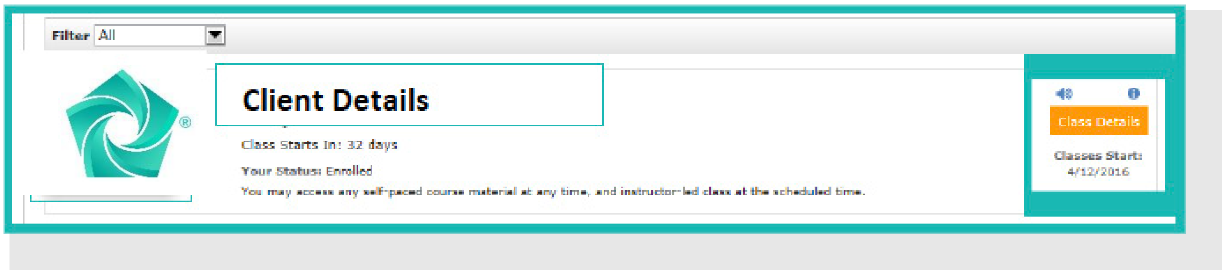
    - After you complete the enrollment, you will receive confirmation of your enrollment onscreen.



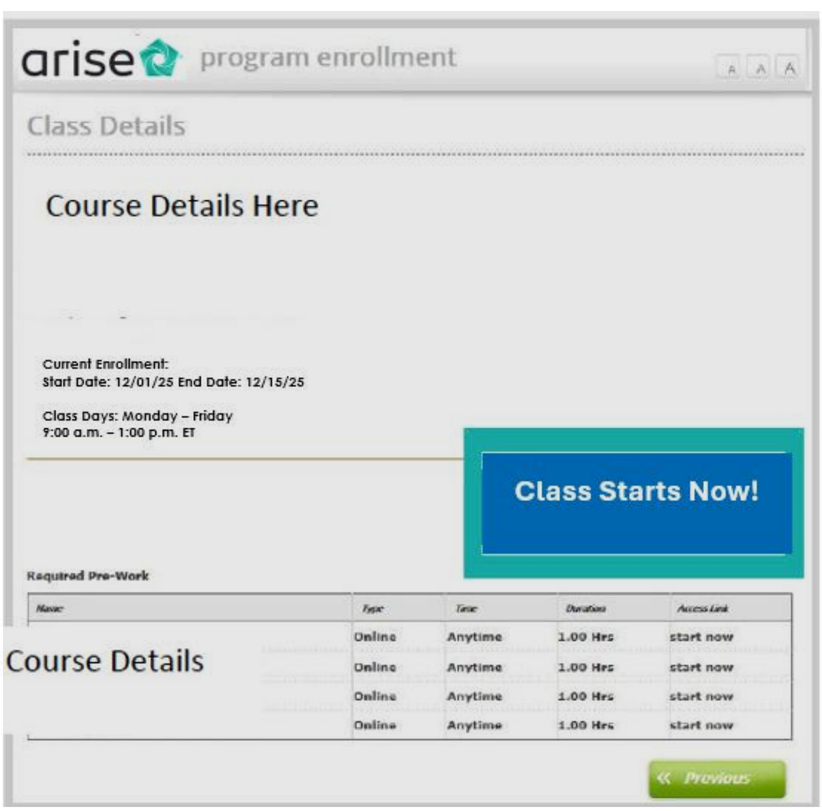
Enrolling in a Client Program

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-study class on Arise U (please ensure you have your pop-up blocker turned off). Please note that not all certification classes have self-study 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 Program 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 Program 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 "Program Announcement."

- Each Program 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 the class 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 class, or you will be canceled from the class and will have to repeat the enrollment process once again. Please note that certification classes are filled on a first-come, first-served basis and may fill at any given time. Your seat in the class is not secure until you have fully enrolled in the course.*

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

arisworkfromhome.com

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

Follow us on social media for more updates: