

PC Requirements



MINIMUM / RECOMMENDED

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.

CPU Speed

Computer costs range between \$380-\$1500

MINIMUM

RECOMMENDED

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

Starting from \$77+

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

Mobile Devices

REQUIREMENT

A smartphone or other mobile devices used for multifactor authentication and other security verification processes only

Note: : Mobile phones CANNOT be used to attend class or to service

RECOMMENDED



Any iOS or Android-based mobile device (e.g. smartphone or tablet) with a working camera

Headset

Cost ranges between \$24-\$55

**Accessories may vary by Customer Program. Please review the applicable Opportunity Announcement for additional details*

A hardwired USB headset with phone quality audio
(required for class and to service most programs)

Logitech, Plantronics, Microsoft, or similar brands are popular with Service Partners

- Plantronics Blackwire 3320
- Logitech USB H570e
- Jabra UC VOICE



Telephone

Cost ranges between \$29-\$130

A hard-wired telephone and headset
(required for servicing on some programs, review the Opportunity Announcement for details)

- AGPtek Call Center Dialpad
- Plantronics S12



Keyboard & Mouse

Cost ranges between \$15-\$25

A hardwired keyboard and mouse

- Logitech Media Combo MK200 is a good example



**This list of equipment does not constitute an endorsement or recommendation by Arise but is provided for informational use and your convenience. It is your responsibility to decide what equipment you would like to use and which retailer to purchase such equipment. The retailers on this list are in no way affiliated with or controlled by Arise and the prices are estimates and in no way guaranteed. Arise encourages you to do your due diligence before you choose any particular equipment or retailer. Arise disclaims all liability to any person in respect of anything done or omitted to be done wholly or in part in reliance on the information contained herein.*

Software Requirements

- Windows Firewall must be enabled.
- Updated Web Browser: Edge, Mozilla Firefox, or Chrome for Windows.
 - 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.
 - 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.