



Creative Resources Connections
"Connecting People & Resources"

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Recruiting & Staffing

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PC Scan – Passed/Failed...What Does It Mean?

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

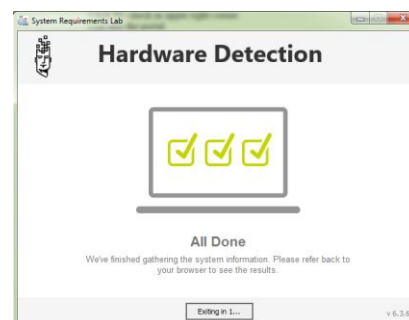
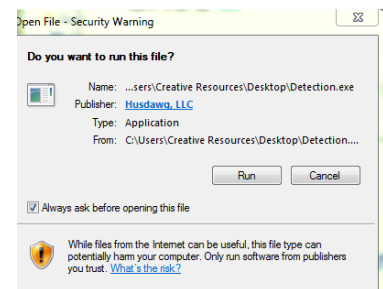
IMPORTANT: This check can be performed with only a computer running Microsoft Windows and either Microsoft Internet Explorer or Google Chrome browser.

What do you need to do before running the PC Scan?

- Close all other applications start from a fresh system reboot
- Clear cache/cookies
- Try a different browser
- Reboot modem/router
- Ensure hard wired and network is not in use by other devices for best results
- PC Scan does not run on a Mac

How do you run the PC Scan?

- Click PC check in upper right corner
- Log into the portal
- In the PC Check drop down, select Arise Minimum Standard
- Scroll down and click Run
- At the popup, select your desktop to save the file. Then click Save
- Locate the file (Detection.exe)
- Click the file to open
- At the Security warning, click run.



Once the scan is complete, your results will display and look similar to the image above.



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What does it mean if you failed one or more of the specifications and what do you need to do you need to do to correct the failing result(s)?

- **CPU** – The PC's processor is not compatible and cannot be used to contract with Arise. You will need a computer with a supported processor (CPU)
- **Internet Download Speed** – As speeds can fluctuate at times, please try to reboot your modem/router and test again.
- **Internet Upload Speed** – As speeds can fluctuate at times, please try to reboot your modem/router and test again.
 - If you are not getting the minimum required upload/download speeds, you will need to contact your Internet Service Provider to upgrade.
- **Network Latency Max** – Ensure you are on hard-wired connection via Ethernet and not WiFi. Reboot the modem/router and try again.
 - Contact your Internet Service Provider for further assistance with latency.
- **OS** – Your operating system (OS) is not compatible with the Arise Platform. You will need to update your computer with a supported OS
- **RAM** – The RAM on your computer is not supported. The PC's RAM can be upgraded. (Additional RAM added to the system) without any issue. You may need to contact a local technician for upgrading your RAM.
 - You will need a computer with additional RAM or reach out to a local computer technician for assistance with upgraded the RAM on your current PC.

You can find all of the Equipment requirements in the Minimum Equipment Requirements file.