

Welcome to the Arise® Platform!



How to Enroll in a Certification Course for 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 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.

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 *Learn More*. 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?

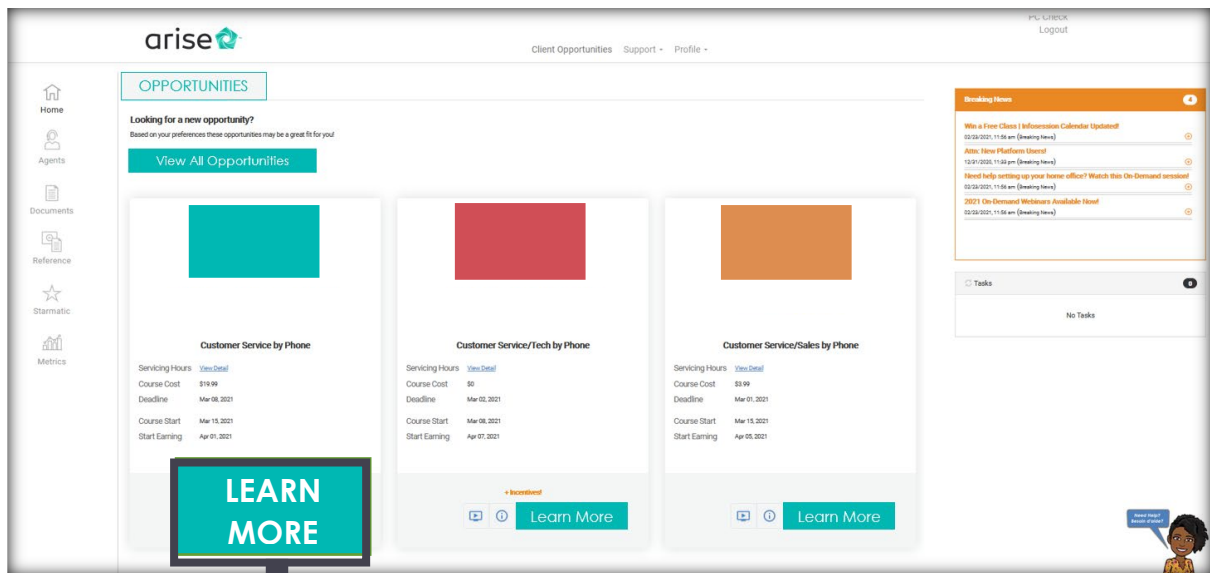
Client programs are available on a first-come, first-serve basis. You may have to take a series of assessments, including a voice assessment, for phone support programs, submit to a background check and submit payment. Finally, you must pass the course in order to service a program.

*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 blue **LEARN MORE** 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 customer support business, not agents.

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

Enroll in Class

- \$19.99
- 03/15/2021 - 04/19/2021
- Registration Closes 03/08/2021

Select Class

- ☐ Mon, Tue, Wed, Thu, Fri 8:00 AM - 12:00 PM (ET)
- ☐ Mon, Tue, Wed, Thu, Fri 9:00 AM - 1:00 PM (ET)
- ☐ Mon, Tue, Wed, Thu, Fri 1:30 PM - 5:30 PM (ET)
- ☐ Mon, Tue, Wed, Thu, Fri 6:00 PM - 10:00 PM (ET)

Continue

Cancel

This page contains:

- Type of service and associated class times for the certification courses
 - The cost of the certification course
- Select the preferred class time and click **Continue**. You will then be taken to the **Enrollment Prerequisites Dashboard**

0% Progress

Enrollment Prerequisites in Progress!

Deadline by Mar 08, 2021

Cancel Enrollment

Agero provides emergency roadside assistance to customers that have emergency roadside benefits as part of their automotive insurance policy or their new vehicle owner's package. Assist customers in their time of need, whether it's a flat tire, a car that won't start or they've been locked out, you'll be there to provide much needed help to get them back on the road. Additionally, handle customer callbacks. This is an ASD (Arise Secure Desktop) program.

Voice Assessment

The Voice Assessment is a short vocal test that you can take from the comfort of your home.

Start

Get prepared before you begin
To complete these assessments, you will need

- Personal Computer
- Headset

Technical Check

Program Assessment

Identity Verification

Pay For Class

Background Check



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

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 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

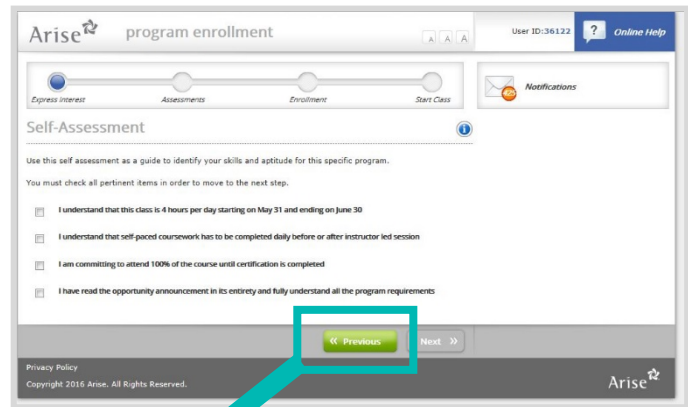
Scan Complete!

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

- Once the assessments are completed, you will be asked to pay for the course. 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).



Arise program enrollment

User ID: 36122 Online Help

Express interest Assessments Enrollment Start Class

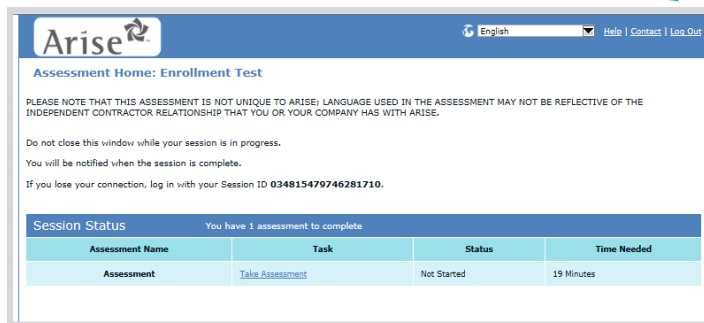
Self-Assessment

Use this self assessment as a guide to identify your skills and aptitude for this specific program.
You must check all pertinent items in order to move to the next step.

- ☐ I understand that this class is 4 hours per day starting on May 31 and ending on June 30
- ☐ I understand that self-paced coursework has to be completed daily before or after instructor led session
- ☐ I am committing to attend 100% of the course until certification is completed
- ☐ I have read the opportunity announcement in its entirety and fully understand all the program requirements

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Arise

English Help Contact Log Out

Assessment Home: Enrollment Test

PLEASE NOTE THAT THIS ASSESSMENT IS NOT UNIQUE TO ARISE; LANGUAGE USED IN THE ASSESSMENT MAY NOT BE REFLECTIVE OF THE INDEPENDENT CONTRACTOR RELATIONSHIP THAT YOU OR YOUR COMPANY HAS WITH ARISE.

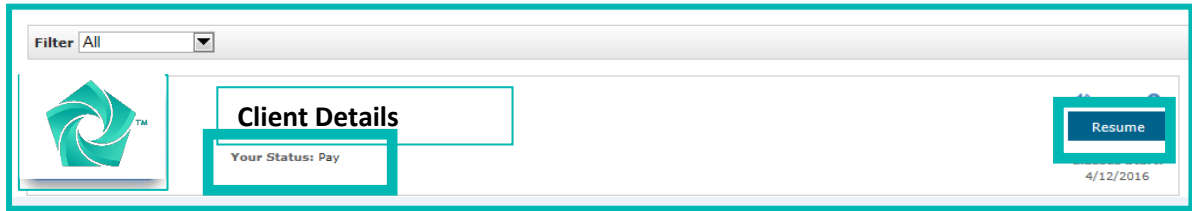
Do not close this window while your session is in progress.
You will be notified when the session is complete.
If you lose your connection, log in with your Session ID 034815479746281710.

| Session Status | | | |
|-----------------------------------|---------------------------------|-------------|-------------|
| You have 1 assessment to complete | | | |
| Assessment Name | Task | Status | Time Needed |
| Assessment | Take Assessment | Not Started | 19 Minutes |


Please note:

- 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

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



Filter All



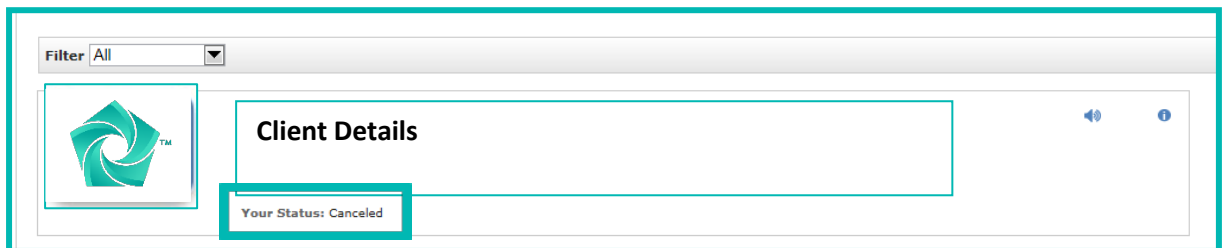
Client Details

Your Status: Pay


[Resume](#)

4/12/2016

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



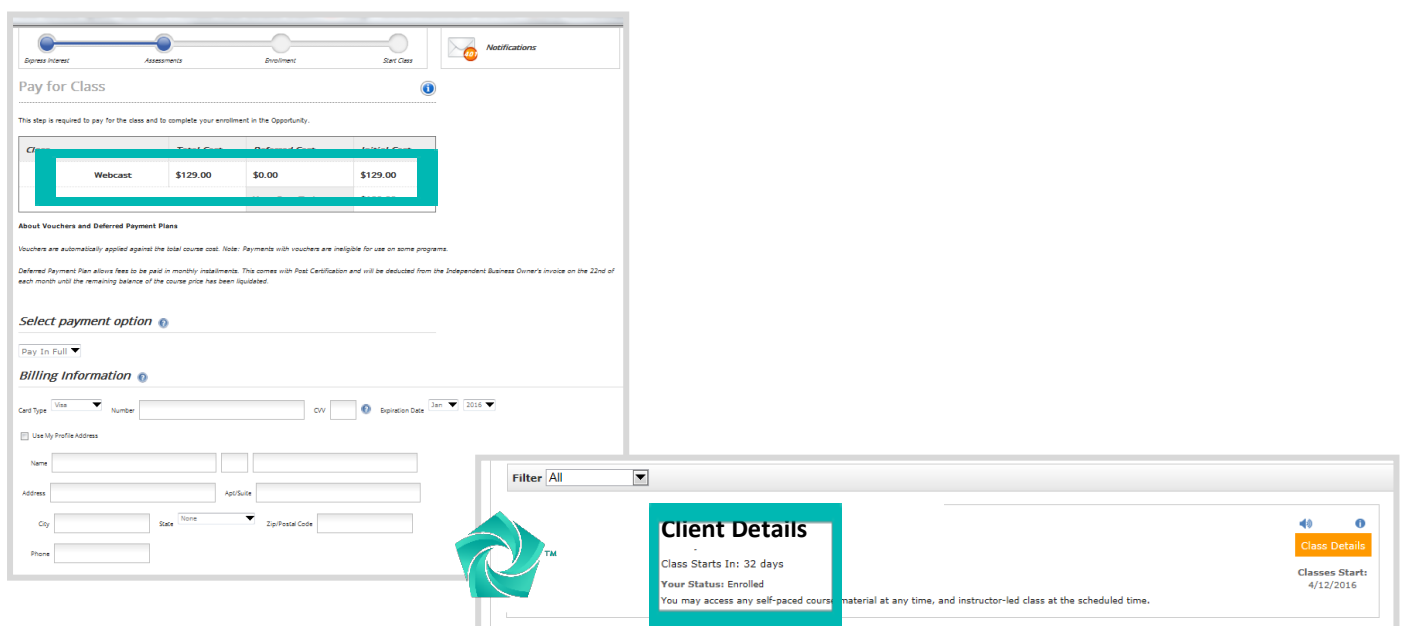
Filter All



Client Details

Your Status: Canceled

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



Express Interest Assessments Enrollment Start Class

Notifications

Pay for Class

This step is required to pay for the class and to complete your enrollment in the Opportunity.

| Class | Smart Start | Deferred Start | Enrolled Start |
|---------|-------------|----------------|----------------|
| Webcast | \$129.00 | \$0.00 | \$129.00 |

About Vouchers and Deferred Payment Plans

Vouchers are automatically applied against the total course cost. Note: Payments with vouchers are ineligible for use on some programs.

Deferred Payment Plan allows fees to be paid in monthly installments. This comes with Post Certification and will be deducted from the Independent Business Owner's invoice on the 22nd of each month until the remaining balance of the course price has been liquidated.

Select payment option


Pay In Full

Billing Information

Card Type Visa Number CVV Expiration Date Jan 2016

☐ Use My Profile Address

Name Address Apt/Suite City State Zip/Postal Code Phone



Client Details

Class Starts In: 32 days

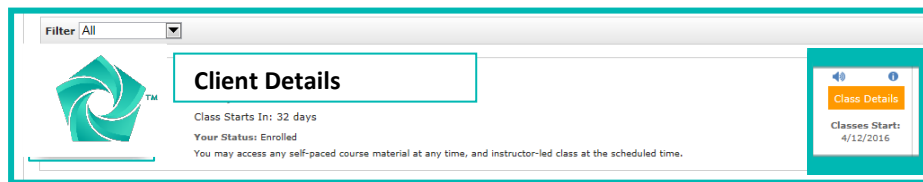
Your Status: Enrolled

You may access any self-paced course material at any time, and instructor-led class at the scheduled time.

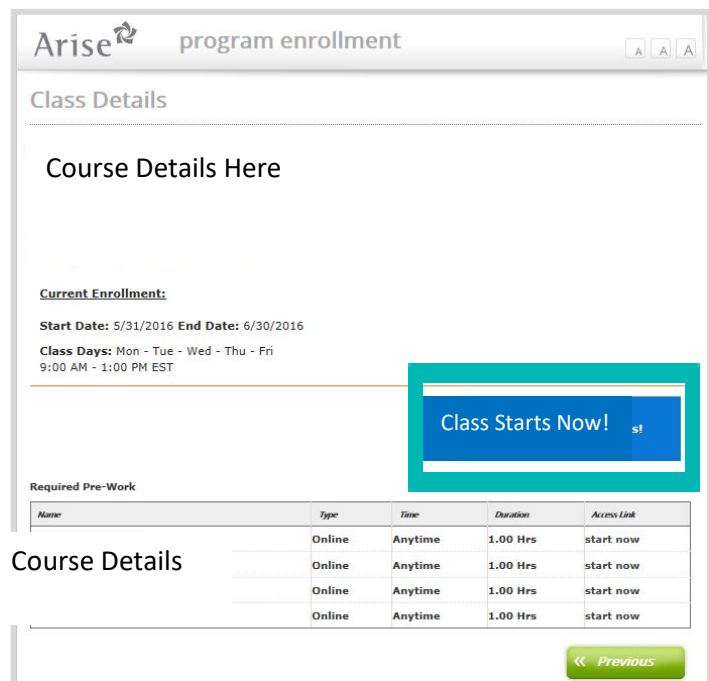
[Class Details](#)

Classes Start: 4/12/2016

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



- 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 customer support business 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 Welcome 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 customer support business 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.