



**Creative Resources Connections**  
"Connecting People & Resources"

# CreativeResourcesConnections

*"Connecting People and Resources"*

*#findyourworkathomehustle*

---

## ***Most Common Numbers and Emails for Support***

### **Registration Support**

- US Registration – registration@registration.arise.com
- Canada- caregistration@registration.arise.cm
- Limited email support available: The Arise registration department will ONLY respond to emails at this email for previously registered agents that are having issues accessing their account. Examples are inactive profiles and inability to log into the registration dashboard or portal.

### **Partner Support**

- Access partner support through Ava. Type the phrase "Check on Incident Status" in the chat box and then select Partner Support
- Hours are Monday- Friday 8am – 12am Eastern Time

### **Technical Support**

- Access partner support through Ava. Type the phrase "Check on Incident Status" in the chat box and then select Technical Support. They are open 24/7.
- If you are in need of technical assistance with Arise or Client applications (Vpn, Citrix, Arise Portal, Virtual Meeting Rooms, Telephony, etc)

### **First Advantage (Background Check & Drug Testing)**

- 1-866-439-7179 opt 1 for background and technical support
- Open Monday – Friday 8a-8p eastern
- Email: premier1@fadv.com

### **Arise Phone Number**

- 866-771-0041 Option 1 for tech support & Option 2 for central operations
- If you have a power outage and are unable to get into starmatic, you can call this number to release your schedule
- Most other issues they will refer you to chat support

### **Return Address for Ebay Equipment**

#### **• Attention Tinica Mullings 3450 Lakeside Drive Miramar, FL 33027**

- If you discontinue servicing for Ebay, You MUST return the ASD & any equipment received and get tracking once they return it. Creative Resources Connections MUST have confirmation of return (including a tracking number) before your final pay check is released.