Customer Service Professional

STEP-BY-STEP

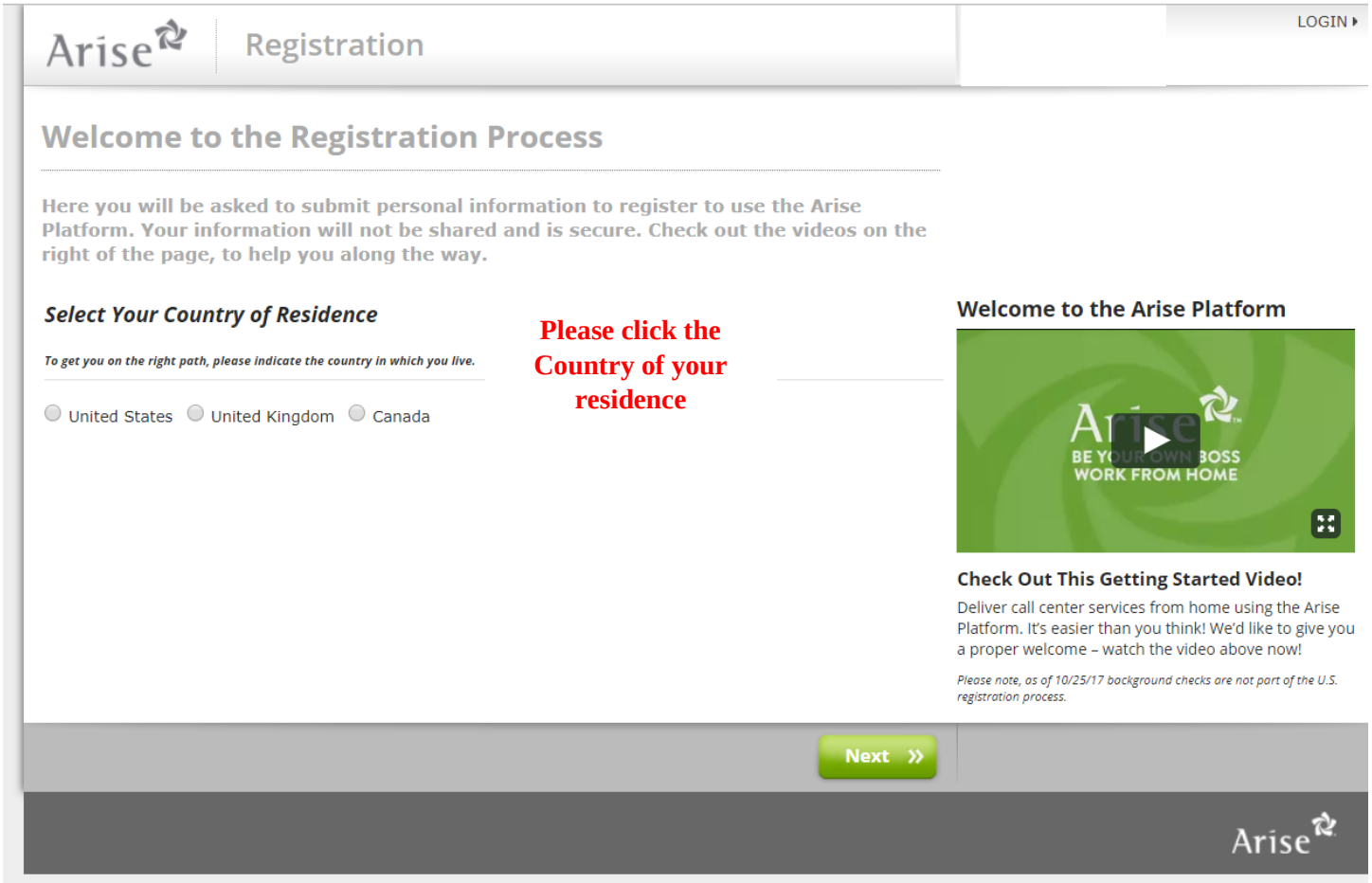
REGISTRATION INSTRUCTIONS

STEP 1 – Click on this link to complete your profile registration and proceed to Step 2 to complete your profile registration.

https://partnersetup.arise.com

STEP 2 – After clicking on the link above, please follow the illustrated steps and instructions (indicated in red):

1



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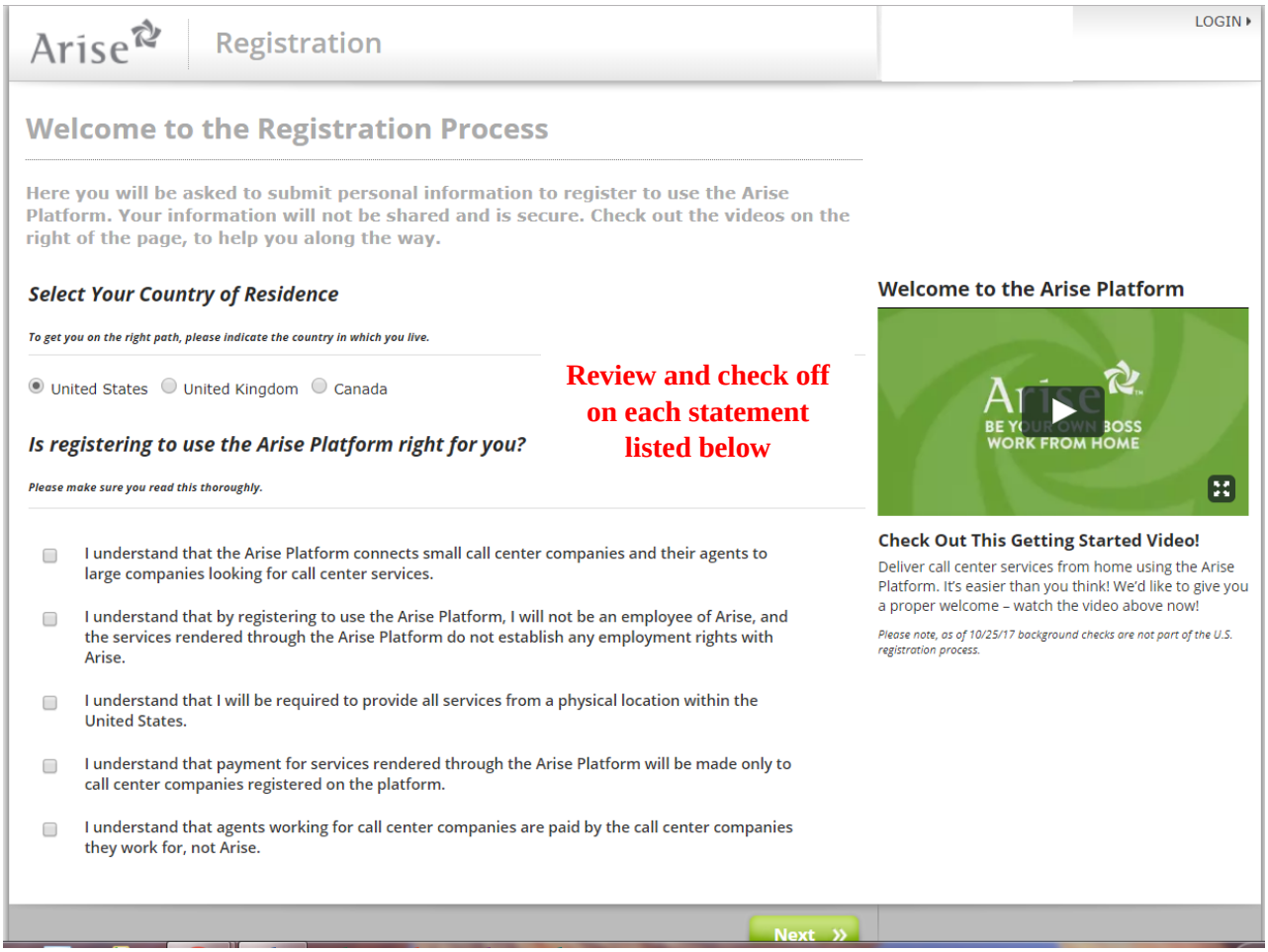

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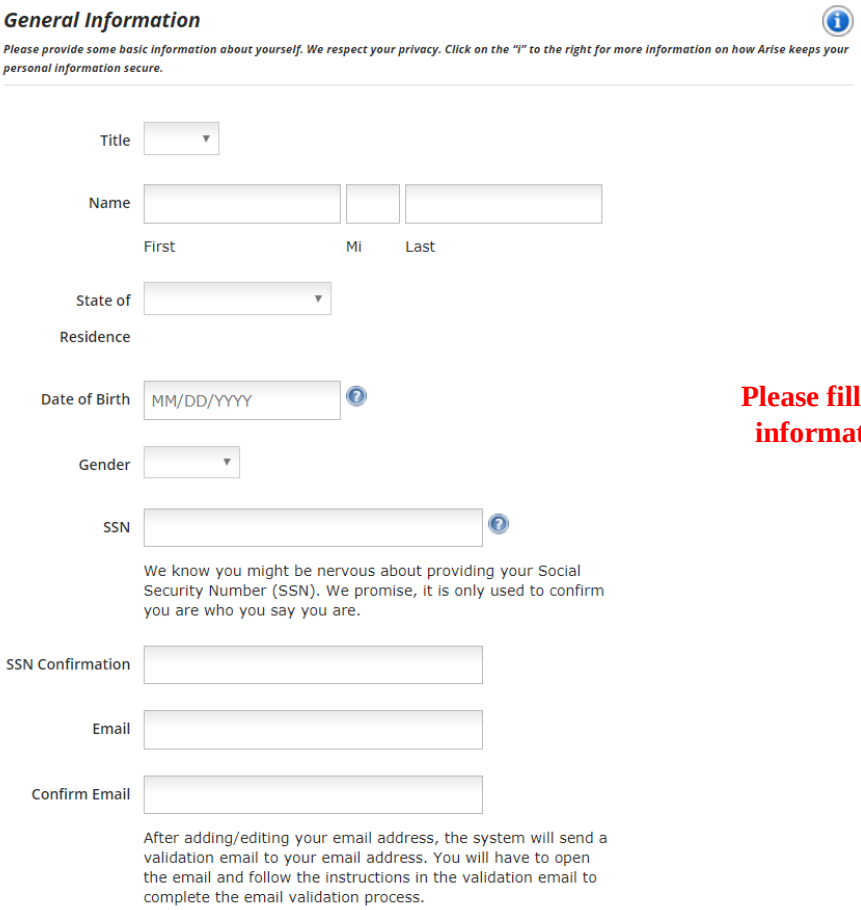


Please fill out all the information listed

4

Arise | Registration

Logout
User ID:

Welcome to the Registration Process

Here you will be asked to submit personal information to register to use the Arise Platform. Your information will not be shared and is secure. Check out the videos on the right of the page, to help you along the way.

Notifications

Contact Information

Address

Address2

City

State Texas

Zip/Postal Code

Home Phone

Mobile Phone

Please fill out all the information listed. From the previous information provided, the system will automatically put in your State of Residence.

The Registration Process

Getting Started is Easy!

Meet Dee, she signed up to use the platform and was interviewed on national TV! In this backstage footage, she talks about how easy it was to get started and how great the experience has been!

Online Help Available

Attend a live webinar infosession or open chat hour. Get your questions answered and start earning revenue! Click the button below for this week's schedule of online help events.

Learn More >

5

Additional Information

Did you learn about the Arise Platform from a call center or one of their agents? Yes

Click Yes

Enter referring agent ID (CSPID)

Enter 1726048 and click the magnifying glass

Referring agent

How did you hear about the Arise Platform?

Please enter the highest level of education you have completed

Please tell us if you have experience in any of the following fields

None
Customer Service
Sales
Technical Support

Is English your primary language?

Please let us know what other languages you are fluent in

Spanish
French (Quebecois)
French
Italian

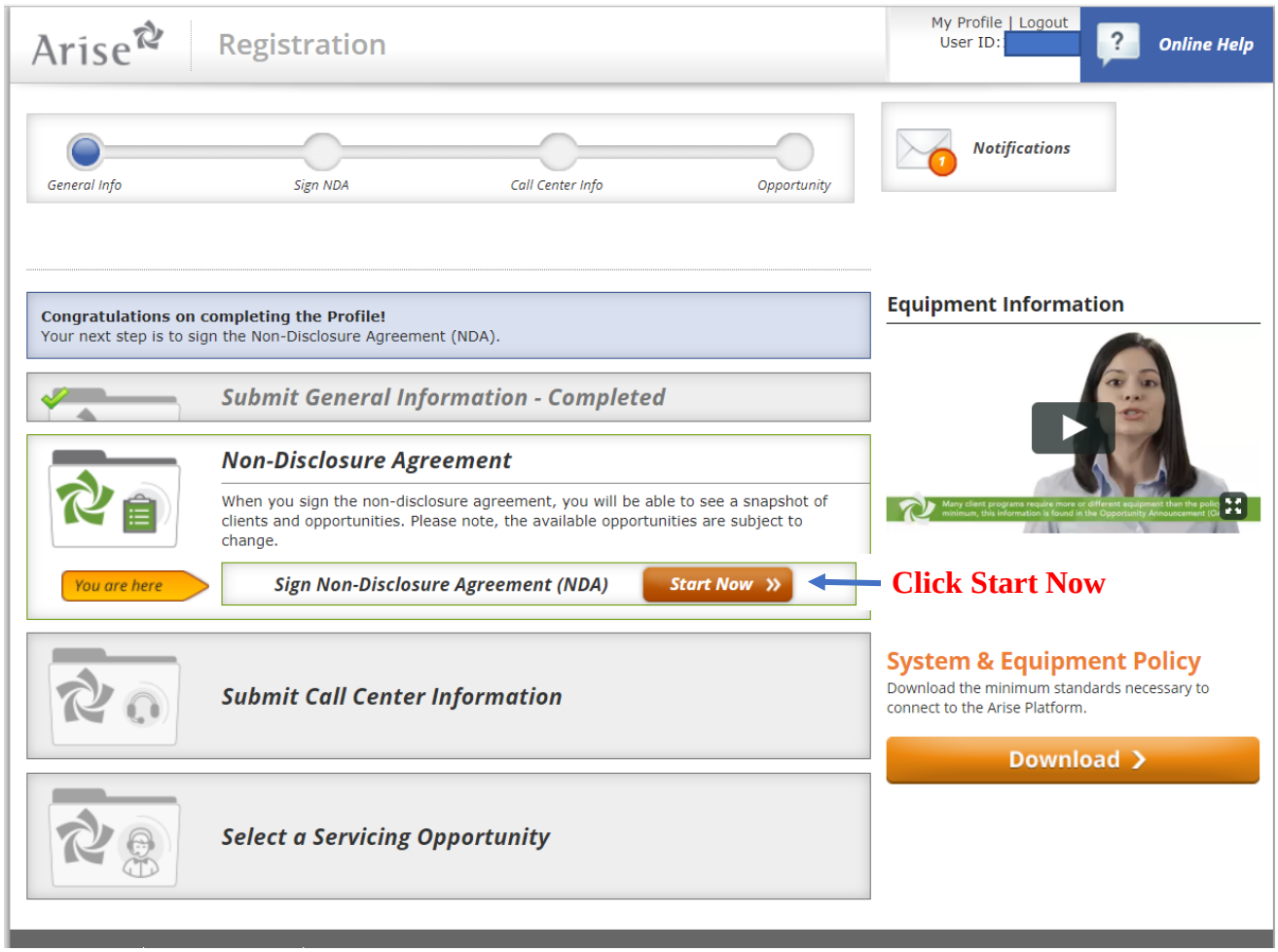
Please answer all the questions.

Getting Started

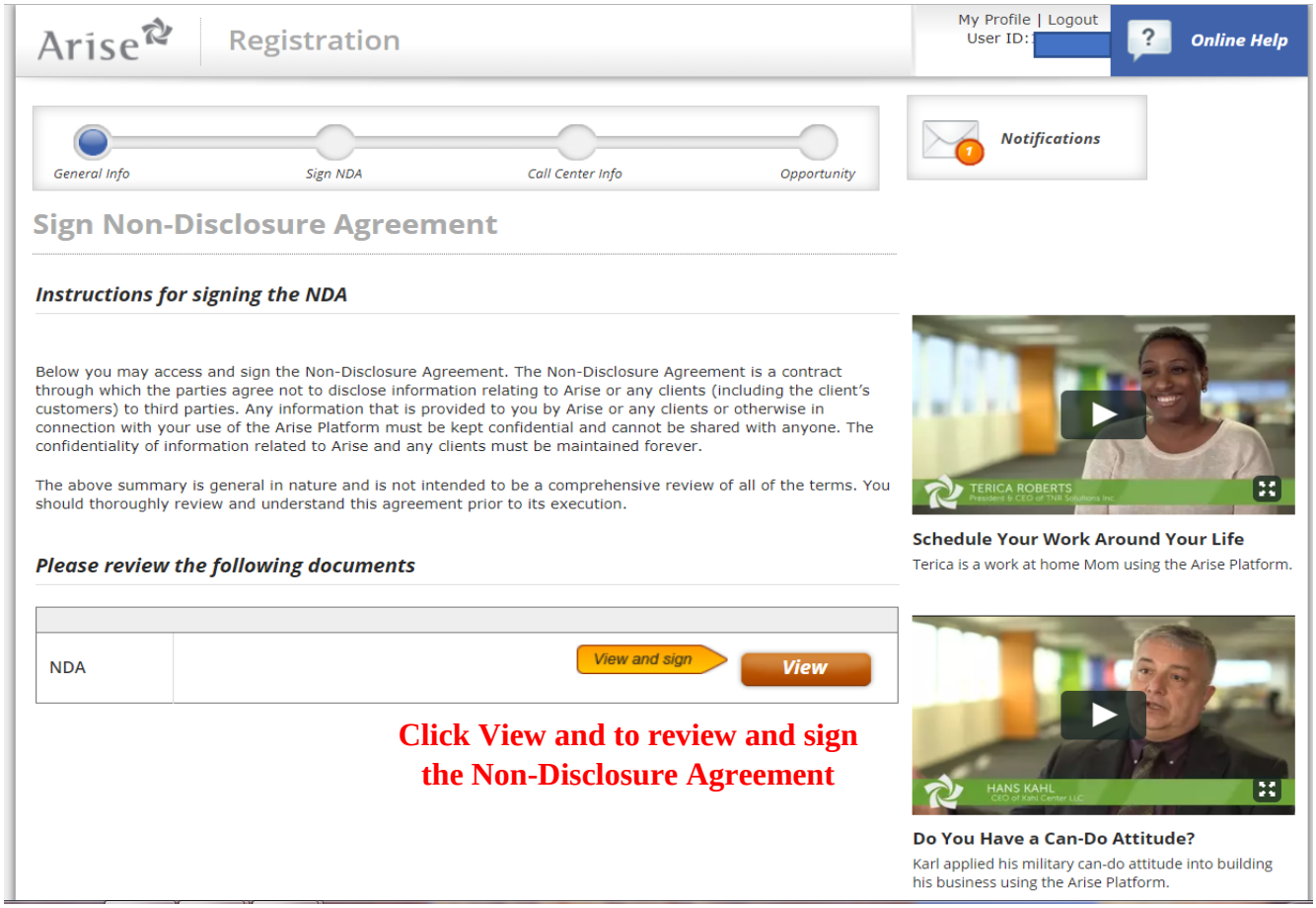
Get all the details. From costs to equipment, to getting paid and more.

Learn More >

6


Arise
Registration
My Profile | Logout
User ID:
Online Help
General Info
Sign NDA
Call Center Info
Opportunity
Notifications
Congratulations on completing the Profile!
Your next step is to sign the Non-Disclosure Agreement (NDA).
Submit General Information - Completed
Non-Disclosure Agreement
When you sign the non-disclosure agreement, you will be able to see a snapshot of clients and opportunities. Please note, the available opportunities are subject to change.
You are here
Sign Non-Disclosure Agreement (NDA)
Start Now
Click Start Now
Submit Call Center Information
Select a Servicing Opportunity
Equipment Information
System & Equipment Policy
Download the minimum standards necessary to connect to the Arise Platform.
Download

7


Arise
Registration
My Profile | Logout
User ID:
Online Help
General Info
Sign NDA
Call Center Info
Opportunity
Notifications
Sign Non-Disclosure Agreement
Instructions for signing the NDA
Below you may access and sign the Non-Disclosure Agreement. The Non-Disclosure Agreement is a contract through which the parties agree not to disclose information relating to Arise or any clients (including the client's customers) to third parties. Any information that is provided to you by Arise or any clients or otherwise in connection with your use of the Arise Platform must be kept confidential and cannot be shared with anyone. The confidentiality of information related to Arise and any clients must be maintained forever.
The above summary is general in nature and is not intended to be a comprehensive review of all of the terms. You should thoroughly review and understand this agreement prior to its execution.
Please review the following documents
NDA
View and sign
View
Click View and to review and sign the Non-Disclosure Agreement
TERICA ROBERTS
Schedule Your Work Around Your Life
Terica is a work at home Mom using the Arise Platform.
HANS KAHL
Do You Have a Can-Do Attitude?
Karl applied his military can-do attitude into building his business using the Arise Platform.

8

Arise | Registration

My Profile | Logout
User ID:

Online Help

Notifications

General Info — Sign NDA — Call Center Info — Opportunity

Sign Non-Disclosure Agreement

Instructions for signing the NDA

Below you may access and sign the Non-Disclosure Agreement. The Non-Disclosure Agreement is a contract through which the parties agree not to disclose information relating to Arise or any clients (including the client's customers) to third parties. Any information that is provided to you by Arise or any clients or otherwise in connection with your use of the Arise Platform must be kept confidential and cannot be shared with anyone. The confidentiality of information related to Arise and any clients must be maintained forever.

The above summary is general in nature and is not intended to be a comprehensive review of all of the terms. You should thoroughly review and understand this agreement prior to its execution.

Please review the following documents

NDA	View

After reviewing and signing the NDA, click NEXT.

Schedule Your Work Around Your Life
Terica is a work at home Mom using the Arise Platform.

Do You Have a Can-Do Attitude?
Karl applied his military can-do attitude into building his business using the Arise Platform.

9

Arise | Registration

My Profile | Logout
User ID:

Online Help

Notifications

General Info — Sign NDA — Call Center Info — Opportunity

You're almost finished!
You can now register your call center or indicate the call center you are working for.

Submit General Information - Completed

Non-Disclosure Agreement - Completed

Submit Call Center Information

In this step, you will submit information regarding your call center or the call center you will be working for; including the Federal Employer Identification Number (FEIN). IMPORTANT: Please log out and log back into the portal once you have successfully completed all necessary steps to allow the system to refresh and move you onto the last and final process!

You are here — *Submit Information* — Start Now »

Select a Servicing Opportunity

Click Start Now

How to Submit Call Center Info

Watch This Video!
This video walks you through the final step in the registration process so you can select a client and start earning faster!

Registering Your Company
Get the details on registering a new or existing company.

Learn More »

Registering as an Agent
Working for a micro-call center using the Arise Platform?

10

You have two options. You can :

A. Register your call center as a vendor on the Arise Platform.

As a call center owner, your company has exclusive access to revenue rates for various opportunities, special revenue incentives, and communications from Arise. All fees earned by your company, and any agents working for your company, will be deposited into your company's bank account.

This option may be best if you:

- Want to be your own boss.
- Want to manage your own business, profits, pay and schedule.
- Want to grow your call center and manage agents.

B. Work for a call center already on the Arise Platform.

You can learn more about working for call centers using the Arise Platform here.

This option may be best if you:

- Prefer not to manage the day-to-day functions of a company or other agents.
- Want to get experience using the Arise Platform before running your own call center.

The choice is yours! If you are registering to work for a call center already using the Arise Platform it is important to thoroughly research and make contact with them prior to submitting your registration.

What would you like to do?

- ○ Register your call center on the Arise Platform
- ○ Register as an agent for a call center already on the Arise Platform

Click Here and click Submit Request

How to Submit Call Center Info

Watch This Video!

This video walks you through the final step in the registration process so you can select a client and start earning faster!

Registering Your Company

Get the details on registering a new or existing company.

Learn More ›

Registering as an Agent

Working for a micro-call center using the Arise Platform?

Learn More ›

« Previous | Submit Request »

11

your convenience. It is your responsibility to decide whether your association with a particular Call Center Company is right for you. These companies are in no way affiliated with or controlled by Arise and Arise does not assume any legal liability or responsibility for the acts or omissions of such companies. Arise encourages you to do your due diligence and background research before you join any call center company.

IMPORTANT: Please log out and log back into the portal once you have successfully completed all of the necessary requirements below to allow the system to refresh and move you onto the last and final step – Selecting a Servicing Opportunity!

Enter Call Center Company Information

To register as an agent of a call center in the Arise Network, please complete the requested information.

Enter FEIN

OR

IB Id

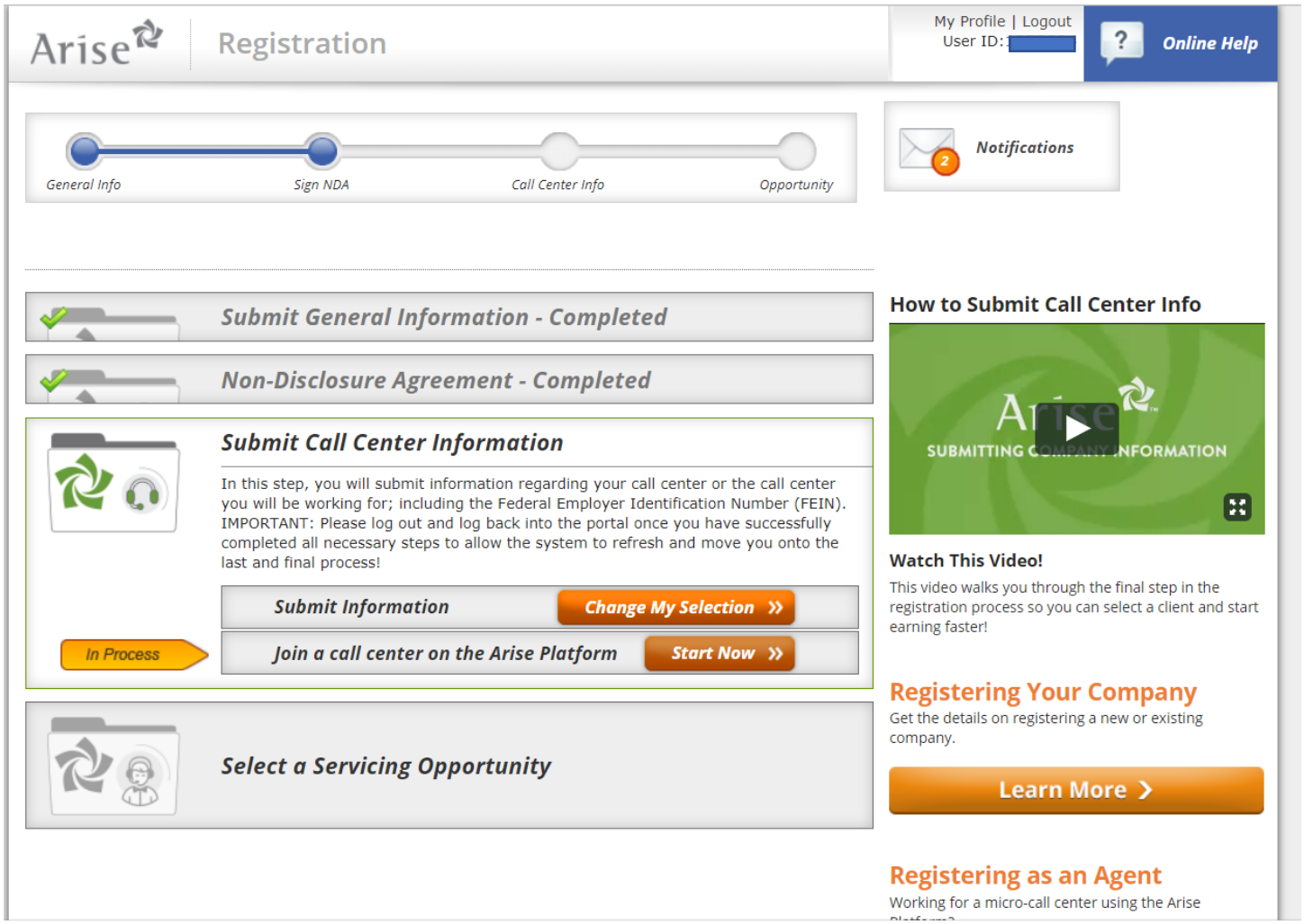
Enter IB Id number 94449 and click the magnifying glass. Click NEXT…

Name of Call Center

Agreements

Agreements	
Agent Waiver	View
Agent NDA	View

« Previous | Next »



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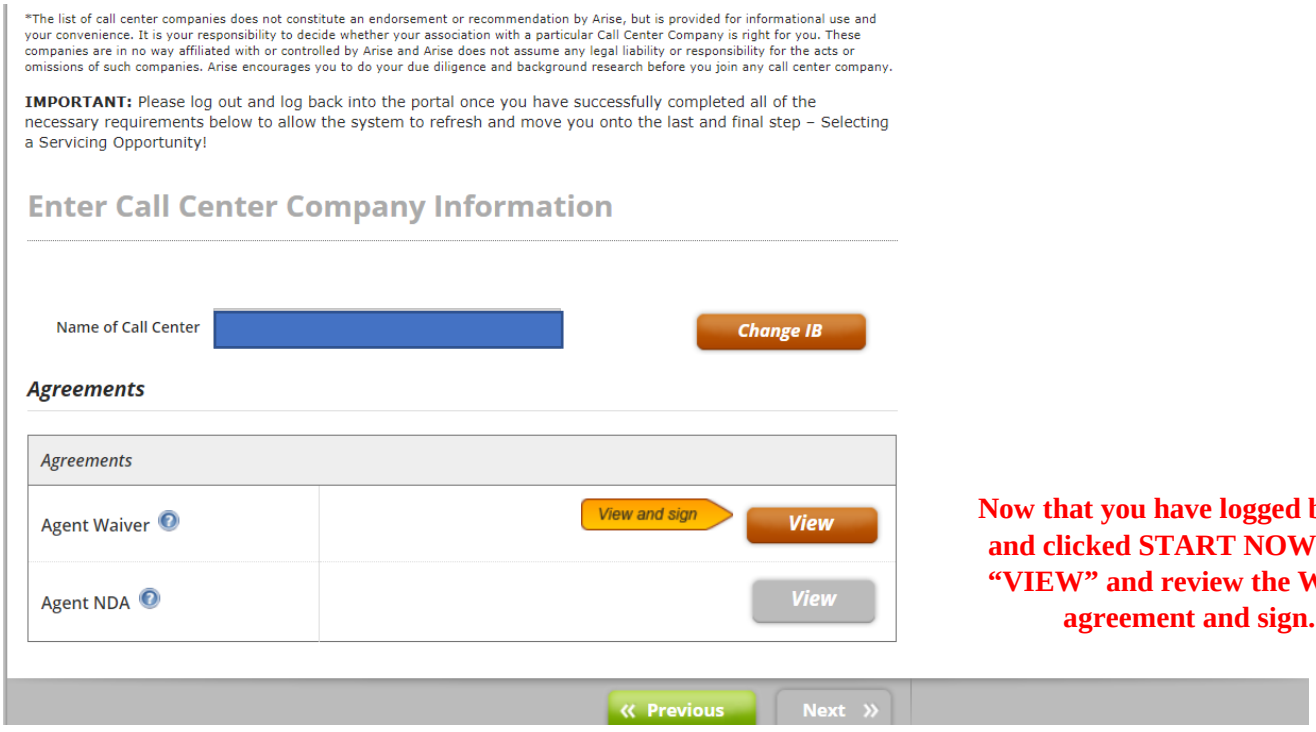
Log out and send us an email at info@enhancementsllc.com stating you have completed the first portion of the registration and the registration needs to be accepted. After you receive an email back from us stating accepted, please log back in and click "START NOW"



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Now that you have logged back in and clicked START NOW, click "VIEW" and review the Waiver agreement and sign.

IMPORTANT: Please log out and log back into the portal once you have successfully completed all of the necessary requirements below to allow the system to refresh and move you onto the last and final step – Selecting a Servicing Opportunity!

Enter Call Center Company Information

1

Name of Call Center [redacted] Change IB

Agreements

4

Agreements	
Agent Waiver	View
Agent NDA	View and sign View

« Previous Next »

Now that you have viewed and signed the agent waiver, now click VIEW and sign the NDA agreement.

Enter Call Center Company Information

1

Name of Call Center [redacted] Change IB

Agreements

Your registration must be confirmed by the call center you work for. You will not be able to view the opportunity until such confirmation is received.

5

Agreements	
Agent Waiver	View
Agent NDA	View

« Previous Next »

Click NEXT. After you have clicked next, log out and send an email stating your registration is ready to be finalized.

Upon receipt of your email, you will receive an email from ZohoSign.com to view and sign the required documents for our company.

<u>Please note</u>: Upon receipt of your finalized documents, your registration will be finalized.

1

6

Congratulations!
This is the final step of the registration process. You will now have access to the Arise Portal. On the next page, you will see an overview of the client opportunities currently available.
If you have not already done so, this is a good time to run the PC Check – to insure your systems and equipment meet the Arise policy standards.

Submit General Information - Completed

Non-Disclosure Agreement - Completed

Submit Call Center Information

In this step, you will submit information regarding your call center or the call center you will be working for; including the Federal Employer Identification Number (FEIN). IMPORTANT: Please log out and log back into the portal once you have successfully completed all necessary steps to allow the system to refresh and move you onto the last and final process!

Submit Information **Change My Selection »**

Join a call center on the Arise Platform **Update Info »**

Select a Servicing Opportunity

You are in the final step of the registration process, selecting your first client opportunity! Select "Start" to move to the next page.

You are here

Select Client Opportunity

- Email address has not yet been validated. You may:
  - Check your inbox for validation email and follow instructions included
  - Click **here** to edit your email address or request validation email be resent
  - Click **here** to refresh this page once validation is complete

Client Opportunities

Learn more about the exciting client opportunities currently available on the Arise Platform!

learn more

PC Check

Please run this PC Scan to make sure your equipment meets the minimum standards necessary to connect to the Arise Platform.

Start Now

Go to your email inbox and click the email validation link within the email.

1

7

Arise

Log in.

Username

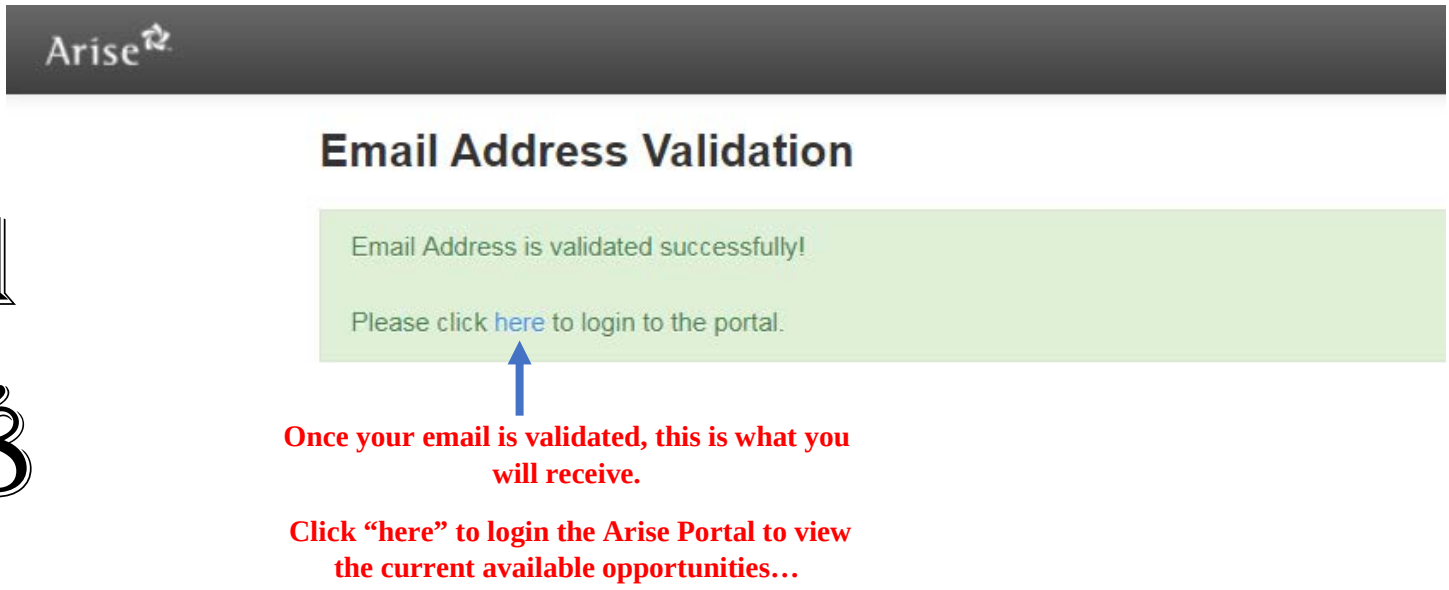
Password

Password is case sensitive

Log in

Once you click on the validation email, it will take you to this page.

Enter your login information.



18

Once your email is validated, this is what you will receive.

Click “here” to login the Arise Portal to view the current available opportunities…

ADDITIONAL REQUIRED STEPS

After you have completed Step 2, please note the following:

1. You will receive via an electronic signing software (ZohoSign.com) an email with the following documents for your review and signature:
    a. Independent Contract Agreement (ICA)
    b. W-9
    c. Direct Deposit Authorization Form

Upon receipt of the signed documents, we will review and finalize your registration to allow you the opportunity to start reviewing the available clients to choose to service.

IMPORTANT NOTES

Payroll Dates: 1st and 15th day of every month

Arise Usage Fee: $19.75

Our Company Service Fee: $35.00

The Arise usage fee covers and pays for 24/7 Technical Support, scheduling system, services of providing work from home job opportunities and distribution of payroll.

Our company service fee covers and pays for the following services: time and support service to handle all issues and answer all questions, continuing education and training sessions, correspondence to allow you to succeed as an independent contractor working from home and payroll distribution.

Our company will provide you 1099 tax information to view and a CSP Payroll Financial Report to help you notate the estimated amount of taxes that would need to be taken out each payroll and put aside to pay every three months.

SETTING UP YOUR OFFICE

Please see below the list of equipment and software needed to set up your office and start working from home.

1. Laptop, Desktop or MAC Computer:
    1. MAC – the required Operating Systems
        a. Intel core i5 2.7 GHz processor or better
        b. Operating System of MAC OS x 10.10 Yosemite or higher.
        c. Download of the bootcamp software

2. Computer Monitor (15" or higher...)
    1. 1280 x 1024 (SXGA) screen resolution or 1920 x 1080 (Full HD or 1080p).
    2. Dual monitors may be required on some client programs.

3. Operating Systems: (one of the following listed below)
    1. Windows 7 (32 or 64 bit)
    2. Windows 8
    3. Windows 10

4. Computer Hard Drive:
    1. 2.8 or more GHz (20 GB available space/60 GB total space) or Intel i class dual core processor
    2. Atom, Celeron, Pentium and Opteron processors are not permitted.

5. Memory: 4 GB of RAM or Better

6. Computer Keyboard and Mouse

7. Hard-Wired Land Line Telephone connection (plain old telephone line) w/long distance and international long-distance service (preferably through your cable provider). Based on the client preference, the following are also excepted: cable telephony, digital service or business class VOIP. Softphones and cell phones are not permitted.

8. Hardwired Broadband Internet Service via DSL, Cable or Fiber Optic with an internet connection: minimum download speed of 10 mbps and a minimum upload speed of 3 mbps. Wireless connection is PROHIBITED. USB connected modems are not supported.

9. Internet Software: Internet Explorer 8.0, 9, 10 or 11, on Windows 7, 8, or 10. Optional: Mozilla (Firefox) and/or Google Chrome.

10. Computer Protection: Microsoft Security Essentials for Windows 7 and/or Windows Defender for Windows 8 or 10.

11. Noise cancelling headset with microphone (Brands: Logitech, Plantronics or Microsoft)

12. Computer Desk/Chair

13. Office space

14. Combination Dry Erase Board w/Cork (optional)

ENROLLING & SERVICING A CLIENT

By now, you have completed your registration and you are at the point to where you can now start reviewing the client program to start working from home, servicing Fortune 500 companies such as theme parks, major telecommunications, cruise lines, online retailers and much more. The average pay for these wonderful opportunities are between $9 - $14.00 an hour, with the ability to earn incentives and bonuses. In addition, please note the client certification courses range from $19.99 - $149.00 and the fee varies per client. To receive further information regarding how to enroll with a client, please view the CSP Job Aid Bible provided to you by your IBO.

WE LOOK FORWARD TO YOU JOINING OUR TEAM!!!