

Customer Service Professional

Step by Step

Registration Instructions

STEP 1 – Click on the registration link below to begin and complete your registration profile.

REGISTRATION LINK

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



WELCOME TO THE [REDACTED] PLATFORM!

Work from home using the [REDACTED] Platform to be your own boss. Earn extra income on a flexible basis by providing customer support for the brands you love.

ABOUT YOU

Select Your Country of Residence
Country (required)

United States

Tell Us About Yourself

First name (required) **Enter First Name** MI Last name (required) **Enter Last Name**

Date of birth (required) **(Enter Date of Birth)**

Did someone tell you about the [REDACTED] Platform?
If yes, let us know so we can thank them!

Enter referral code if you have one **Enter CSP ID Number 1650656**

CONTACT INFO

How to Reach You

Email (required) **Enter Email Address**

Mobile phone (required) **Enter Working Phone Number for a verification code will be sent.**

Your Address

Address line 1 (required) **Enter Address info for all fields** Address line 2

City (required)

State (required) ZIP code (required)

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LOGIN SET UP

Create Your Username and Password

Username (required)

2A. Create a Username that you will REMEMBER & WRITE IT DOWN!!!

Your username must begin with a letter and may contain a combination of letters and numbers. Please choose a name that is business appropriate. If the name you enter is in use, you will be prompted to select a different username.

Password (required)

2B. Create a Password

Requires at least 3 of the following: a-z (lowercase) | A-Z (uppercase) | 0-9 (numbers) | special characters (@, #, \$)

Plus: 8 characters or more | can't contain first or last name | can't contain username

Sign NDA and Agree to Terms of Service

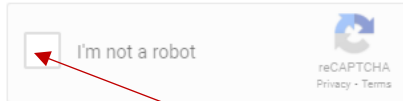
NDA

2C. Click here to check the box

agreement to not disclose information related to Arise® or any clients (including the client's customers) to third parties. By checking the box, you agree to comply with the terms of the NDA. [Click Here](#) to read the NDA before checking the box.

By registering, you agree to the [Terms of Use](#), [Acceptable Use](#), [Systems & Equipment Policy](#), and [Privacy Policy](#) (including cookie use).

2D. Click here to review and sign the NDA Agreement



2E. Click here to review and click here to check the box before proceeding

REGISTER

2F. Check the box before proceeding

2G. Click REGISTER to proceed

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VALIDATE YOUR CONTACT INFO

Please verify your phone number so we can keep in touch

We sent a validation code to: (845) 505-6880

[Edit](#)

Mobile Validation Code*

3A. Check your phone and enter the code



By providing your phone number, you agree and consent to be contacted by Arise, and third-party partners involved in delivering service through the platform, through an auto dialer, pre-recorded messages and text messages. SMS and data rates may apply. Message frequency varies. Text STOP to cancel SMS communications. You can opt-out of certain contacts by changing your communication preferences after completing registration. [We do not sell your information to third parties](#)

[Resend Code](#)

Next

3B. Click here to check the box

3C. Click NEXT...



Two steps to validate!

Validate your mobile number

Validate your email address

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VALIDATE YOUR CONTACT INFO

Please Validate Your Email Address

We sent a validation code to: krystel.nancy96@gmail.com

[Edit](#)

Email validation code sent

Email Validation Code*

[Resend Code](#)

Next



Two steps to validate!

Validate your mobile number

Validate your email address

NOTE

Depending on the system, you may not receive the email immediately. Be patient, it will come.

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Complete Your Profile to Enroll in a Client Opportunity

This is what the [Platform] Platform is all about! Check out the clients waiting for you when you finish signing-up!

[Complete Profile](#)

Click Complete Profile to complete and be able to view ALL the opportunities

CLIENT OPPORTUNITIES

Click 'Learn More' for details on each Opportunity.

Sort By

Click for options

Filter

[Clear All](#)

Type

- Customer Service/Tech (1)
- Customer Service/Sales (2)
- Customer Service (5)

Channel

- Phone (7)

Servicing Times (Servicing times are in ET)

- 24/7: 12AM - 12AM (1)
- Afternoons: 12PM - 6PM (7)
- Evenings: 6PM - 12AM (6)
- Mornings: 6AM - 12PM (7)



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HOW WILL YOU USE THE PLATFORM ?

PLEASE CONFIRM THE FOLLOWING...

I'm over 18. **6A. Check the box confirming you are over age of 18 years old**

This is not an employment opportunity. I understand that by registering to use the [Platform] Platform I will not be an employee of Arise or any client and the services rendered through the [Platform] Platform do not establish any employment rights with [Platform] or any client. Services will be provided on an independent contractor basis. If you have chosen to work for a company registered on the [Platform] Platform, your relationship with that company must be negotiated between you and the company.

6B. Read this paragraph and check the box to proceed.

I want to
WORK FOR SOMEONE ELSE

Select



6C. Click Select to proceed

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WORK FOR SOMEONE ELSE



REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE ARISE® PLATFORM

If you don't want the extra work and responsibilities of managing a business, you can register as an agent working for a Service Partner already on the platform.

Select

Click Select to proceed



REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE [REDACTED] PLATFORM

If you don't want the extra work and responsibilities of managing a business, you can register as an agent working for a Service Partner already on the platform.

Enter Social Security Number

We know you might be nervous about providing your Social Security Number (SSN). We promise, we'll keep your private information private.

Please Note: You only have two chances to enter the number correctly, make sure your first and last name match what's on your social security card.

[Edit](#)

First Name *
[REDACTED]

DO NOT TOUCH. *Your name has been automatically populated*

Last Name *
[REDACTED]

DO NOT TOUCH. *Your name has been automatically populated*

Social Security Number *

8A. *Enter your Social Security number which is required...*

Confirm Social Security Number *

8B. *Enter your Social Security number AGAIN which is required...*

Next

Click NEXT...

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REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE [REDACTED] PLATFORM

Please enter the FEIN(Federal Employment Identification Number) or Service Partner ID (IB ID) of the Service Partner you are working for. on the platform.

Enter the FEIN or Service Partner ID (IB ID)

We know you might be nervous about providing your Social Security Number (SSN). We promise, we'll keep your sensitive information private. Please Note: You only have two chances to enter the number correctly, make sure your first and last digits are correct.

FEIN OR Service Partner ID 9A. Enter IB ID number 94087

9B. Click Verify

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Enter the FEIN or Service Partner ID (IB ID)

Business Selected: 10A. Verify the IBO Company is correct

FEIN OR Service Partner ID

10B. Click NEXT

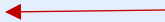
REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE [REDACTED] PLATFORM

Your request to register for the platform as an agent has been submitted to the Service Partner you will be working for. They must approve you in order to finalize registration. If your approval is delayed please contact them directly. You can restart by clicking the grey button and selecting a different Service Partner.

Request Pending**Service Partner Name :** [REDACTED]

What would you like to do?

Restart

Check
Status**THIS IS IMPORTANT...**

Please send your IBO an email to vocalresolutions@gmail.com and request for them to accept your registration and to let you know when complete. Upon completed notification from the IBO, click **CHECK STATUS** to proceed.

PROCEED TO THE NEXT STEP...

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12A. Click view, review and sign the Agent Waiver

REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE ARISE® PLATFORM

Let's Make it Official!

We'll need your signature on these documents so make sure to read and sign them to continue moving forward on the [redacted] Platform

Agent Waiver

View & Sign

The Acknowledgement and Waiver Agreement (the "Waiver") is a contract between a company using the [redacted] Platform and each of its agents who are providing services on behalf of the company. The Waiver contains a provision regarding "Arbitration of Claims" as well as a "Class Action Waiver." By signing the Waiver, you are agreeing that you will bring any claims against the company, as well as Arise or any client, in arbitration as opposed to in court. You are also agreeing to bring any such claims on an individual basis only (as opposed to bringing a class action, collective action, or any other type of aggregated action). Arbitrations will be held pursuant to the rules of the American Arbitration Association at one of its many offices throughout the U.S. **This summary is general in nature and is not intended to be a comprehensive review of all of the terms of the Acknowledgement and Waiver Agreement. You should thoroughly review and understand the Acknowledgement and Waiver Agreement prior to its execution. AS WITH ANY LEGAL AGREEMENT, ARISE RECOMMENDS THAT YOU OBTAIN THE ADVICE OF A QUALIFIED PROFESSIONAL TO ADDRESS ANY SPECIFIC LEGAL QUESTIONS YOU MAY HAVE.** Individuals who are company owners are required to sign the Waiver twice – once as an officer of the company and again as an agent.

Agent NDA

12B. Once you have completed the Agent Waiver, click view and sign the Agent NDA

View & Sign

The Non-Disclosure Agreement (the "NDA") is a contract in which you agree not to disclose information relating to [redacted] or the clients on the [redacted] Platform (including the client's customers) to third parties. Any information that is provided to you by or on behalf of [redacted] or any clients or otherwise in connection with your provision of services using the [redacted] Platform must be kept confidential and not shared with anyone. **This summary is general in nature and is not intended to be a comprehensive review of all of the terms of the Non-Disclosure Agreement. You should thoroughly review and understand the Non-Disclosure Agreement prior to its execution. AS WITH ANY LEGAL AGREEMENT, ARISE RECOMMENDS THAT YOU OBTAIN THE ADVICE OF A QUALIFIED PROFESSIONAL TO ADDRESS ANY SPECIFIC LEGAL QUESTIONS YOU MAY HAVE.** Individuals who are company owners are required to sign the Waiver twice – once as an officer of the company and again as an agent.

Next

12C. Once you have completed signing the Agent NDA & Waiver, Click NEXT

PROCEED TO THE NEXT STEP...



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THIS IS IMPORTANT...

Now that you have completed the Agent NDA & Waiver, send your IBO an email to vocalresolutions@gmail.com and request for them to finalize your registration and to let you know when complete. Upon completed notification from the IBO, click **CHECK STATUS** to proceed.

REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE ARISE® PLATFORM

Now that you've signed the paperwork, the Service Partner you're working for just needs to approve and you're ready to pick your first Client Opportunity! Please contact your Service Partner if you experience a delay in moving forward.

Pending finalization

Service Partner Name :

What would you like to do?

←

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CLIENT OPPORTUNITIES

Click 'Learn More' for details on each Opportunity.

CONGRATULATIONS...YOU ARE IN...

Now you can view the available client opportunities. To get started, click **Learn More** and view the Opportunity Announcement for more information regarding the client.

Contact your IBO if you have additional questions.

ADDITIONAL STEPS REQUIRED

After you have completed the steps, please note the following: You will receive an email from HelloSign.com 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: 15th and 30th day of the month

Platform Usage Fee: \$19.75

Our Company Service Fee: \$25.00

The Platform 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 servicing remotely.

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 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 10. Optional: Mozilla (Firefox) and/or Google Chrome.

10. Computer Protection: Microsoft Security Essentials for Windows 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 rate for these wonderful opportunities are between \$9.00 – 15.00 an hour, with the ability to earn additional incentives and bonuses.

In addition, please note the client certification courses ranges from \$0.00 – 249.00 and the certification course 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 our IBO, which will provide further step by step system instructions as you start servicing remotely.

We look forward to you joining our TEAM!!!