

System and Equipment Policy



PC Requirements



MINIMUM/RECOMMENDED

CPU Speed

Intel i class or better, or AMD APU class or better, clocked at Dual-core 1.4 GHz or better

NOTE: Atom, Celeron, Pentium, and Opteron processors are not permitted

MINIMUM

RECOMMENDED

Hard Drive

20 GB or more of available space
60 GB or more of total space

30 GB or more of available space
60 GB or more of total space

Memory

4 GB of RAM

8 GB of RAM

Operating System (Non-Beta)

Windows 10
Windows 8.1 (NOTE: this operating system is not supported by some client programs)

Windows 10 Windows 11
(Supported on most client programs. Check the System and Equipment section of the Opportunity Announcement for details.)

Standard Connection and Speed*

Wi-Fi connections are NOT Supported

Hard-wired connection (No wireless)
Minimum 10 mbps download /
Minimum 3 mbps upload

Hard-wired connection (No wireless)
Minimum 30 mbps download /
Minimum 10 mbps upload

Maximum Latency Threshold

120 milliseconds (ms)

50 milliseconds (ms)

Monitor Recommendations

1280 x 1024 (SXGA) screen resolution

1920 x 1080 (Full HD or 1080p)

Dual Monitor Capability

May be required for some programs

Recommended

USB 3.0 Port

Required to be used with USB headsets and flash drives

Please note: These are the basic requirements (both minimum and recommended) for use of Platform ONLY. Certain client systems may necessitate higher or additional requirements. Please review all Opportunity Announcements carefully for details regarding such requirements.

Service Partners must service on the computer they use to perform the PC Scan at time of enrollment. If it is determined your computer is different than the one you used at time of enrollment and it is incompatible with the client program, you will not be permitted to service and no refund or voucher will be issued.

**If you are using Spectrum® as your Internet Service Provider, you must have Spectrum® Business Class Plan.*

Mac Requirements



	MINIMUM	RECOMMENDED
CPU Speed	iMac, Mac Mini, MacBook/MacBook Air/MacBook Pro, Mac Pro built in 2015 or later	iMac, Mac Mini, MacBook/MacBook Air/MacBook Pro, Mac Pro built in 2019 or later
Hard Drive	20 GB or more of available space 60 GB or more of total space	30 GB or more of available space 60 GB or more of total space
Memory	4 GB of RAM	8 GB of RAM
Operating System	Must be running MS Windows via Boot Camp.* See page 3 for acceptable Windows operating systems	Must be running MS Windows via Boot Camp.* See page 3 for acceptable Windows operating systems
Standard Connection and Speed** Wi-Fi connections are NOT Supported	Hard-wired connection (No wireless) Minimum 10 mbps download / Minimum 3 mbps upload	Hard-wired connection (No wireless) Minimum 30 mbps download / Minimum 10 mbps upload
Maximum Latency Threshold	120 milliseconds (ms)	50 milliseconds (ms)
Monitor Recommendations	1280 x 1024 (SXGA) screen resolution	1920 x 1080 (Full HD or 1080p)
Dual Monitor Capability	May be required for some programs	Recommended
USB 3.0 Port	Required to be used with USB headsets and flash drives	

* Macs must have an Ethernet port or an USB Ethernet adapter in order to maintain a hardwired internet connection Please note: These are the basic requirements (both minimum and recommended) for use of Platform ONLY. Certain client systems may necessitate higher or additional requirements. Please review all Opportunity Announcements carefully for details regarding such requirements.

Service Partners must service on the computer they use to perform the PC Scan at time of enrollment. If it is determined your computer is different than the one your used at time of enrollment, and it is incompatible with the client program, you will not be permitted to service and no refund or voucher will be issued.

*Boot Camp and a licensed version of Windows MUST be installed if the client program is a non-ASD program. (Please see page 3 for acceptable Windows operating systems).

** If you are using Spectrum® as your Internet Service Provider, you must have Spectrum® Business Class Plan. Click here for more details.

Other Requirements (Mobile Devices, Accessories, Software, and Internet/Phone Service Providers)

Mobile Devices:

Smart Phone or other Mobile Device to be used for multifactor authentication and other security verification processes

Note that Cell phones CANNOT be used to service and should not be used for any purpose while servicing.

An iOS or Android-based mobile device (e.g. smartphone or tablet) with a working camera



Required Accessories*:

Hardwired USB headset with phone quality audio (required for certification and to service some programs)

Logitech, Plantronics, Microsoft, or similar brands recommended.

Suggestions:

- Plantronics Blackwire 3320
- Logitech USB H570e
- Jabra UC VOICE 150



Hardwired Keyboard and Mouse

Logitech Media Combo MK200



* Accessories may vary by Client Program. Please review the applicable Opportunity Announcement for additional details.

Software

Updated Web Browser
Mozilla Firefox or Chrome
for Windows

Chrome may not be compatible with certain registration components of the Platform.

Windows Security

Other security software may be incompatible and should be avoided. Technical support may not be available if your software configuration is not compatible with the Platform or Client required servicing software. Service Partners and their agents are responsible for maintaining the security and reliability of their equipment.

Accessories, Software, and Internet/Phone Service Providers (continued)

Internet and Phone Service Providers

<p>Hard-Wired Broadband Internet service via DSL, Cable, or Fiber Optic connection</p> <p>Wi-Fi connections are NOT Supported</p>	<p>The use of wireless internet connections to access any system at any time is prohibited, even if the connection is encrypted. Connectivity to the Platform through an unauthorized Proxy Service or unauthorized VPN Service is strictly prohibited. Additionally, Satellite, Microwave, and Cellular Hotspot Internet Services are not permitted. USB connected modems are not supported.</p>
<p>Client's VoIP System</p>	<p>Review the Opportunity Announcement to determine what is required to service individual programs. Client programs which require a hard-wired USB headset with phone quality audio do not require a dedicated phone to service.</p>
<p>Hard-Wired Telephone Service to the Router/Modem Device or Wall Outlet</p> <p>Review the Opportunity Announcement first to determine if a hard-wired telephone service is needed for the program selected.</p> <p>Cell phones CANNOT be used to service and should not be used for any purpose while servicing.</p>	<p>Review the Opportunity Announcement to determine what is required to service individual programs. Client programs which require a hard-wired telephone service are compatible with the following types of services: POTS (plain old telephone service), cable telephony, digital service, or VoIP through a physical hard phone, i.e. a tangible device that sits on your desktop. The service should be connected directly from the router/modem device or wall outlet to your telephone. Softphones (an application that is installed on your computer) are not permitted. The servicing telephone line should not interface at any point with the computer. All servicing telephone lines should not have voicemail, fax, or other features on the line (other than unlimited long distance, if necessary).*</p>

Prohibited Items NOT supported by Platform

Netbooks/Chromebooks, and Tablets

All-in-One computers

Security Risks

The following items are considered security risks and are prohibited on all systems accessing the Platform:

- Software known to be malicious or carrying malware
- Virtualized Operating Systems (i.e.: VMWare, Parallels, etc.)

VPN software or proxy settings not provided by us.

- TOR or other privacy software

PC Scan – Passed/Failed...What does it mean?

A PC Scan is a check that helps determine if your computer meets the unique technical requirements that you must meet in order to use the Platform or any client-required software necessary to service the program you are interested in.

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

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

- Close all other applications and start from a fresh system reboot
- Clear cache/cookies

If you are having trouble with the PC Scan on your equipment:

- Try a different browser
- Reboot your modem/router
- Ensure your connection is hard wired and your network is not in use by other devices for best results
- Note: the PC Scan does not run on a Mac

How do you run the PC Scan?

•Step by step directions

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

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

•**CPU** – Your PC's processor is not compatible and cannot be used on the Platform. 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.

- If you are not getting the minimum required upload/download speeds, you will need to contact your Internet Service Provider to upgrade.

- **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 a hard-wired connection via Ethernet and not Wi-Fi. 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 Platform. You will need to update your computer with a supported OS, please see page 4 for supported operating systems.
- **RAM** – The RAM on your computer is not sufficient. Your PC's RAM can be upgrade (by adding additional RAM to the system) without any issue. You may need to contact a local technician for upgrading your RAM.