Customer Gervice 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 PLATFORM!

Work from home using the 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 Reside Country (required)	ence				
United States					~
Tell Us About Yourself					
First name (required)	Enter First	Name	MI	Last name (required)	Enter Last Name
Date of birth (required)	(Enter Da	te of Birth)			
Did someone tell you about t	he Platform?				
If yes, let us know so we can	hank them!				
Enter referral code if y	ou have one	Enter CSP I	D Number 735634	4	

CONTACT INFO

How	to	Reach	You
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Email (required)	Enter Email Address	
Mobile phone (required)	Enter Working Phone Number for a	verification code will be sent.
our Address		
Address line 1 (required)	Enter Address info for all fields	Address line 2
City (required)		
State (required)		✓ ZIP code (required)



LOGIN SET UP

LUGIN SET UP						
Create Your Username and	Password					
Username (required)		2A. Create a Use	ername that you	will REMEMBE	<mark>R &</mark> WR	ITE IT DOWN!!!
Your username must begin you will be prompted to sel	with a letter and ma ect a different user	ay contain a combination on ame.	of letters and numbers.	Please choose a name that i	is business ap	propriate. If the name you enter is in use,
Password (required)	2B. Creat	e a Password				
Requires at least 3 of the fo Plus: 8 characters or more l	llowing: a-z (lowerc can't contain first c	ase) A-Z (uppercase) 0- r last name can't contair	9 (numbers) special cha n username	racters (@, # , \$)		
Sign NDA and Agree to Ten	ms of Service		2	D. Click here to re	eview and	d sign the NDA Agreement
2C. Click NDA customers) to third part box. By registering, you a	here to chec ties. By checking agree to the Terr	k the box agreed the box, you agree to ns of Use, Acceptable	ment to not disclose to comply with the te to Use, Systems & Equ	information related to erms of the NDA. Click uipment Policy, and Priv	Arise [®] or a Here to rea vacy Policy (ny clients (including the client's d the NDA before checking the including cookie use).
I'm not a robot	reCAPTi Privacy - 1	2E. C	Click here to rev	iew and click here	e to check	the box before proceeding
2G. Click REGIS	STER to proc	eed	3			
	VALIDAT	YOUR CONT	ACT INFO			
	Please verify your	phone number so we can k	keep in touch			
	We sent a validation	code to: (845) 505-6880			Edit	
	Mobile Validation	Code* 3A. Che	eck your phone a	and enter the code		
	By providing yo delivering servic data rates may a contacts by char to third parties	ur phone number, you agree an e through the platform, througi pply. Message frequency varies aging your communication pref	nd consent to be contacted by h an auto dialer, pre-recordec s. Text STOP to cancel SMS co ferences after completing regi	v Arise, and third-party partners in I messages and text messages. SM mmunications. You can opt-out of istration. <u>We do not sell your infor</u>	volved in //S and f certain <u>mation</u>	
	Resend Code			Ne	xt	
3B. Click he	ere to check t	he box				Two steps to validate!
				3C. Click NEX	Г	Validate your mobile number

Validate your email address



VALIDATE YOUR CONTACT INFO



Two steps to validate!

< Validate your mobile number

Validate your email address

<u>NOTE</u>

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



Complete Your Profile to Enroll in a Client Opportunity

This is what the 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



Click 'Learn More' for details on each Opportunity.

Sort By	
Click for options	¢
Filter	<u>Clear All</u>
Туре	
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)	





REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE

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.

_ First Name *		Edit
DO NOT TOUCH	H. Your name has been automatically populated	
Last Name * DO NOT TOUC	H. Your name has been automatically populated	
Social Security Number * 8A. Enter	r your Social Security number which is required	
Confirm Social Security Number * 8B.	. Enter your Social Security number AGAIN which is require	ed
		Next
		Ť
		Click NEXT



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

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

Enter the FEIN or Service Partner ID (IB ID)

		OR	Service Partner ID	9A. Enter IB ID number 9680
	Verify	correctly, make a		Verify
				9B. Click Verif
				Next
		10		
ter the FEIN or Service Partner	ID (IB ID)			
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ter the FEIN or Service Partner usiness Selected:	· ID (IB ID)		erify the IBO Com	pany is correct
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ter the FEIN or Service Partner Isiness Selected: EIN	· ID (IB ID) Verify	OR	erify the IBO Com	pany is correct Verify Next 10B. Click NEXT



REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE

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.

Service Partner Name :
What would you like to do?
Restart Check Status

THIS IS IMPORTANT...

Please send your IBO an email to admin@mapademgmt.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...



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

Platform

View & Sign

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

Agent Waiver

The Acknowledgement and Waiver Agreement (the "Waiver") is a contract between a company using the 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 if 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 the clients on the Platform (including the client's customers) to third parties. Any information that is provided to you by or on behalf of the parties or any clients or otherwise in connection with your provision of services using the 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...



THIS IS IMPORTANT...

Now that you have completed the Agent NDA & Waiver, send your IBO an email to admin@mapademgmt.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?	
Restart Check Status	•
	14
CLIENT OPPORTUNITIES	CONCRATULATIONS VOLLARE IN
ck 'Learn More' for details on each Opportunity.	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.

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 last day of the month

Platform Usage Fee: \$19.75

Our Company Service Fee: \$40.00

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.
- 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!!!