**Arise Computer Requirements**

* Laptop, Desktop or MAC Computer:
  + - MAC – the required Operating Systems
      * Intel core i5 2.7 GHz processor or better
      * Operating System of MAC OS x 10.10 Yosemite or higher.
      * Download of the bootcamp software
* Computer Monitor (15" or higher...)
  + - 1280 x 1024 (SXGA) screen resolution or 1920 x 1080 (Full HD or 1080p).
    - Dual monitors may be required on some client programs.
* Operating Systems: (one of the following listed below)
  + - Windows 7 (32 or 64 bit)
    - Windows 10
* Computer Hard Drive:
  + - 2.8 or more GHz (20 GB available space/60 GB total space) or Intel I class dual core processor.
    - Atom, Celeron, Pentium, and Opteron processors are not permitted.
* Memory: 4 GB of RAM or Better
* Computer Keyboard and Mouse
* 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.
* Internet Software:  Internet Explorer 8.0, 9, 10 or 11, on Windows 7, 8, or 10. Optional: Mozilla (Firefox) and/or Google Chrome.
* Computer Protection: Microsoft Security Essentials for Windows 7 and/or Windows Defender for Windows 8 or 10.
* Noise cancelling headset with microphone (Brands: Logitech, Plantronics, or Microsoft)
* Computer Desk/Chair
* Office space

**ACD Computer Requirements**

* Laptop, Desktop or MAC Computer:
* Computer Monitor (15" or higher...)
  + - 1280 x 1024 (SXGA) screen resolution or 1920 x 1080 (Full HD or 1080p).
    - Dual monitors may be required on some client programs.
* Operating Systems: (one of the following listed below)
  + - Windows 10
* Computer Hard Drive:
  + - 2.0 or more GHz (20 GB available space/60 GB total space) or Intel i class dual core processor
* Memory: 2 GB of RAM or Better
* Computer Keyboard and Mouse
* Hardwired Broadband Internet Service via DSL, Cable or Fiber Optic with an internet connection:  minimum download speed of 512K and a minimum upload speed of 1.5 MBPS. Wireless connection is PROHIBITED. USB connected modems are not supported.
* Internet Software: Google Chrome.
* Computer Protection: Windows Defender for Windows
* Noise cancelling headset with microphone (Brands: Logitech, Sony, Plantronics)
* Computer Desk/Chair
* Office space - A room free from ALL background noises (crying babies, barking dogs, people talking, TV, radio, etc. Private Location (with door that closes)
* **Go About My PC and then Windows Security for screenshots.**