WELCOME TO THE ARISE PLATFORM!

Congratulations on completing the registration process!

There's just one more step to take before you can start servicing client programs through the platform.

You need to research, express interest and enroll in a client certification course for the client program of your choice.

This guide provides the following:

- Enrollment FAQs
- Step-by-Step Instructions
- Additional Information

BEFORE YOU GET STARTED

Enrollment FAQs

What is an "Opportunity Announcement"?

A document that contains all the information you need to determine if you, or your agents, would like to provide services for a particular client program. Details about the call types, additional equipment requirements, service revenue, certification course schedules and certification requirements are in this document.
It is critical that you read Opportunity Announcements thoroughly before expressing interest in a client program.

What Does it Mean to "Express Interest"

Expressing interest in an opportunity is the first step to enrolling in a client program. When you visit the Portal, and there is something that interests you – you click select. At this time you're indicating you want to be notified of next steps – it does NOT mean that you have enrolled in the course or been selected for the opportunity.

What Does it Mean to "Enroll" and How Do I Know I've Done it?

Enrolling means you have expressed interest, received instructions on next steps, taken any additional assessments or met other criteria and submitted your credit card for payment for the certification course.

Will I Automatically be Selected for the Opportunity?

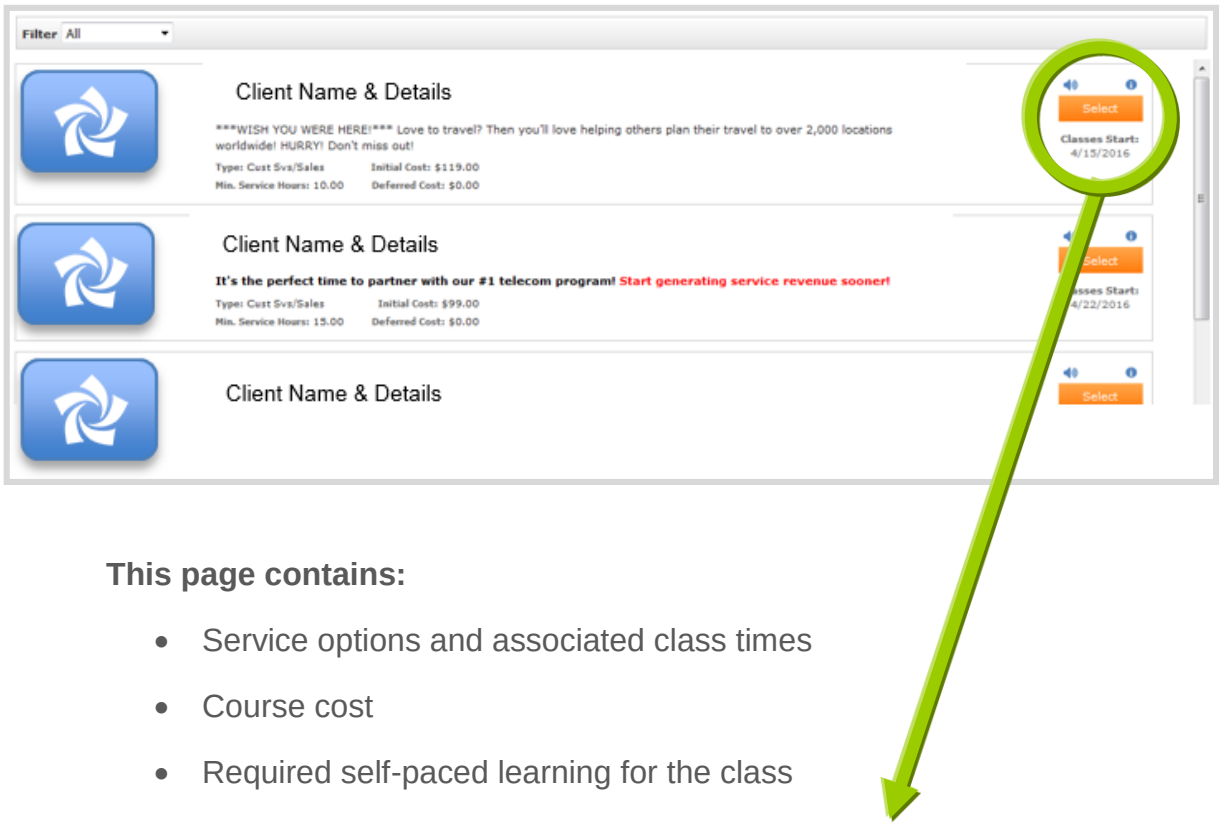
Opportunities are on a first come, first serve basis. Additionally agents may have to take a series of assessments, including a voice assessment for phone support programs. Finally, you must pass the course.

ENROLLING IN A CLIENT PROGRAM OPPORTUNITY (STEP-BY-STEP)

Follow these eight steps to select the right opportunity for you:

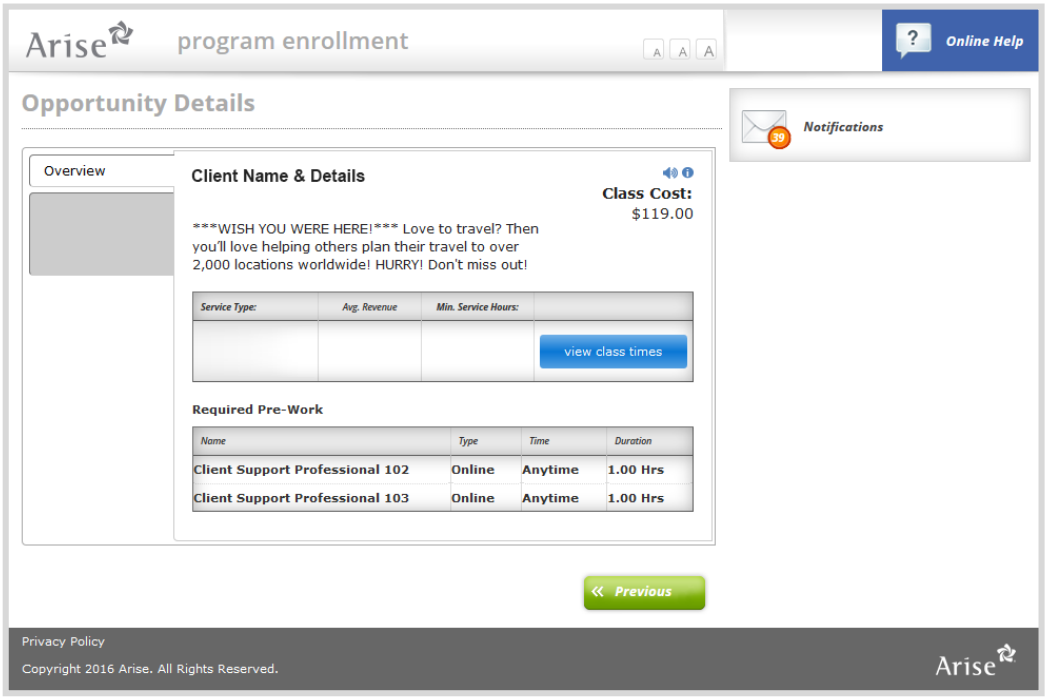
1. Click the “i” ICON to review the Opportunity Announcement which contains the details of the specific client program – including information on the call type, service revenue, whether there is an additional background check, disqualifiers, and whether there are additional equipment requirements.

2. Click **SELECT** to review details. The “Opportunity Details” page will then display.

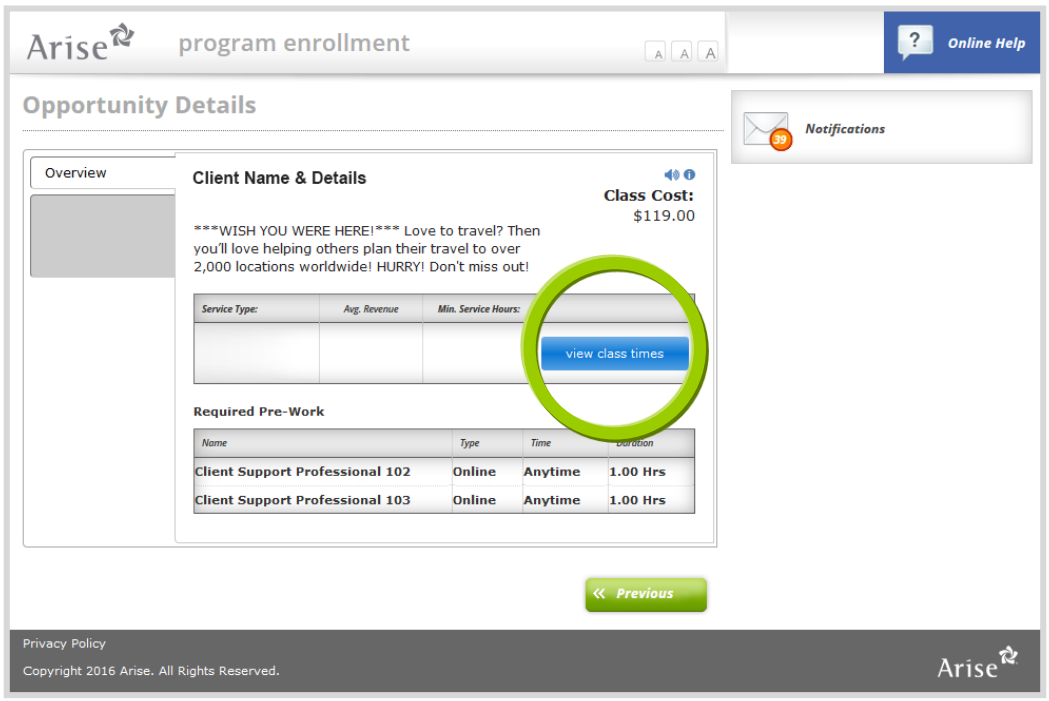


This page contains:

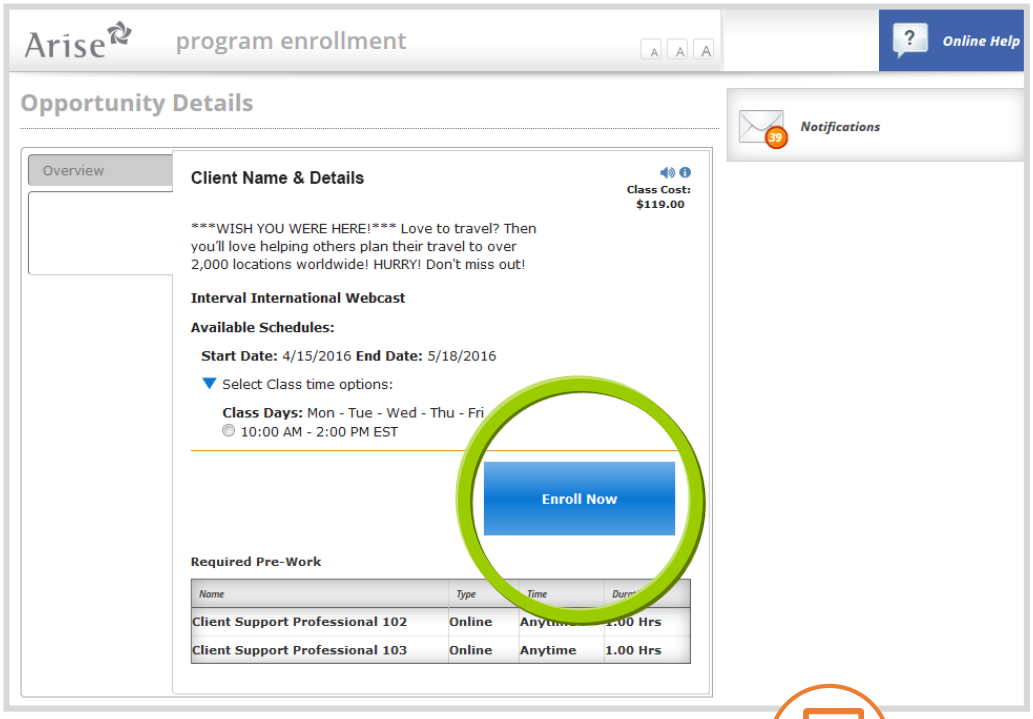
- Service options and associated class times
- Course cost
- Required self-paced learning for the class



3. Click the **VIEW CLASS TIMES** to display details.



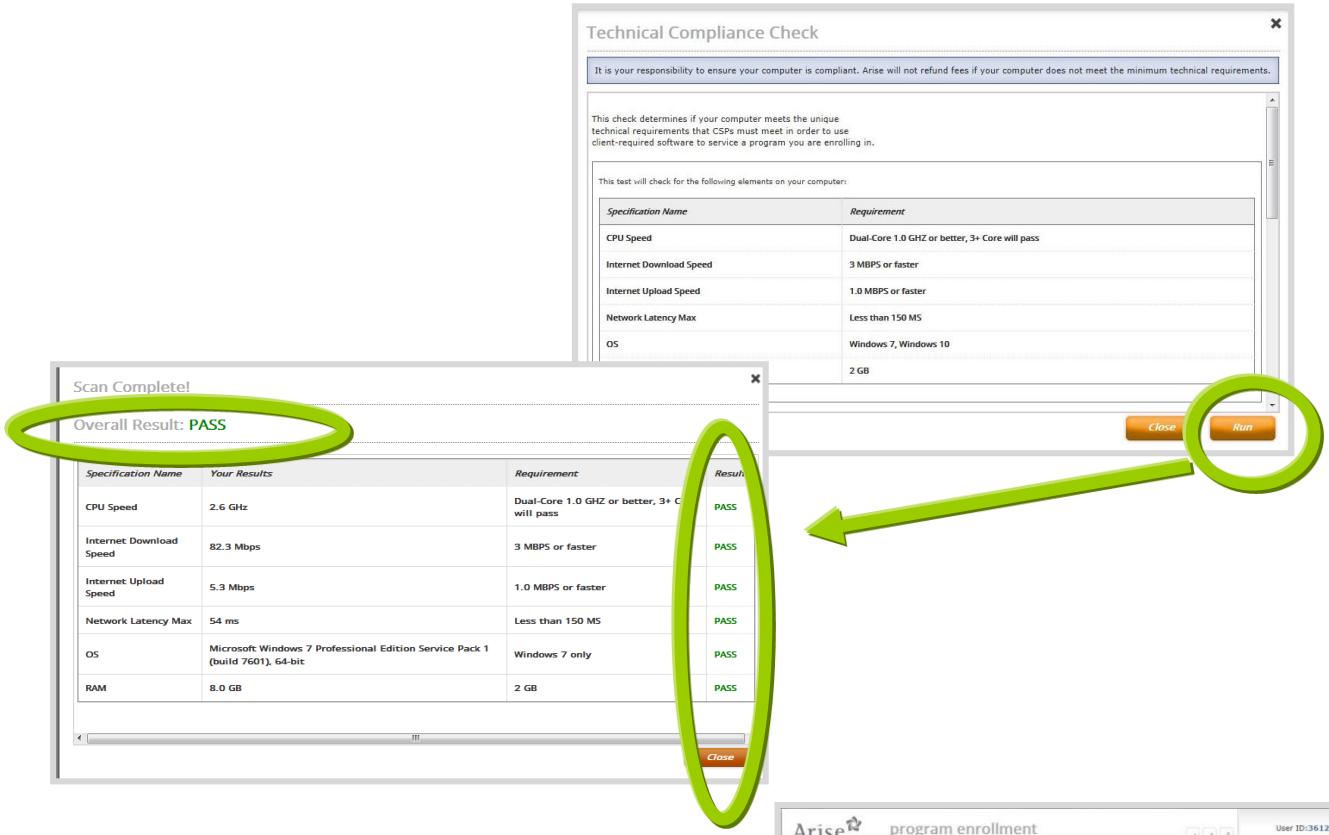
4. Click **Enroll Now** to select this business opportunity and the corresponding Client Course. You will then be taken to the **Partner Enrollment Dashboard Home** page



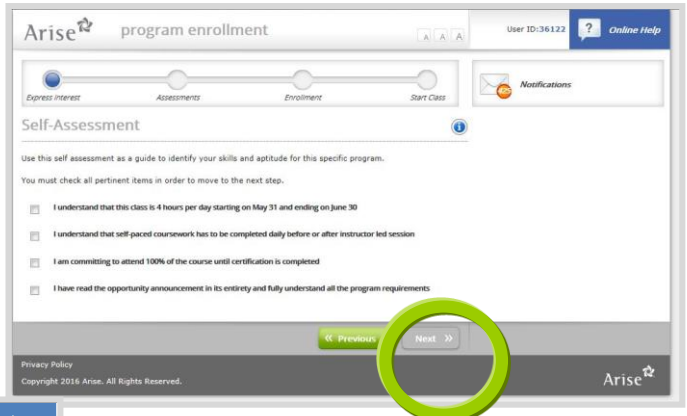
Note: From this point if you exit the Enrollment Dashboard you must log into the Arise Portal (Portal.Arise.Com) to continue. Just click "Resume".

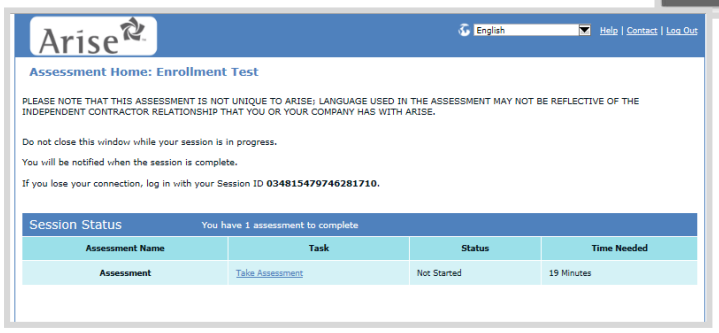
5. Once you have selected a client course, you will be asked to complete the remainder of the **Enrollment Process**. This could include:

    - Additional computer systems check



- Assessments (voice, chat skills, self-assessment)
- *One example, of an assessment experience, is shown below. Not all assessments will look this way, they vary by client program.*



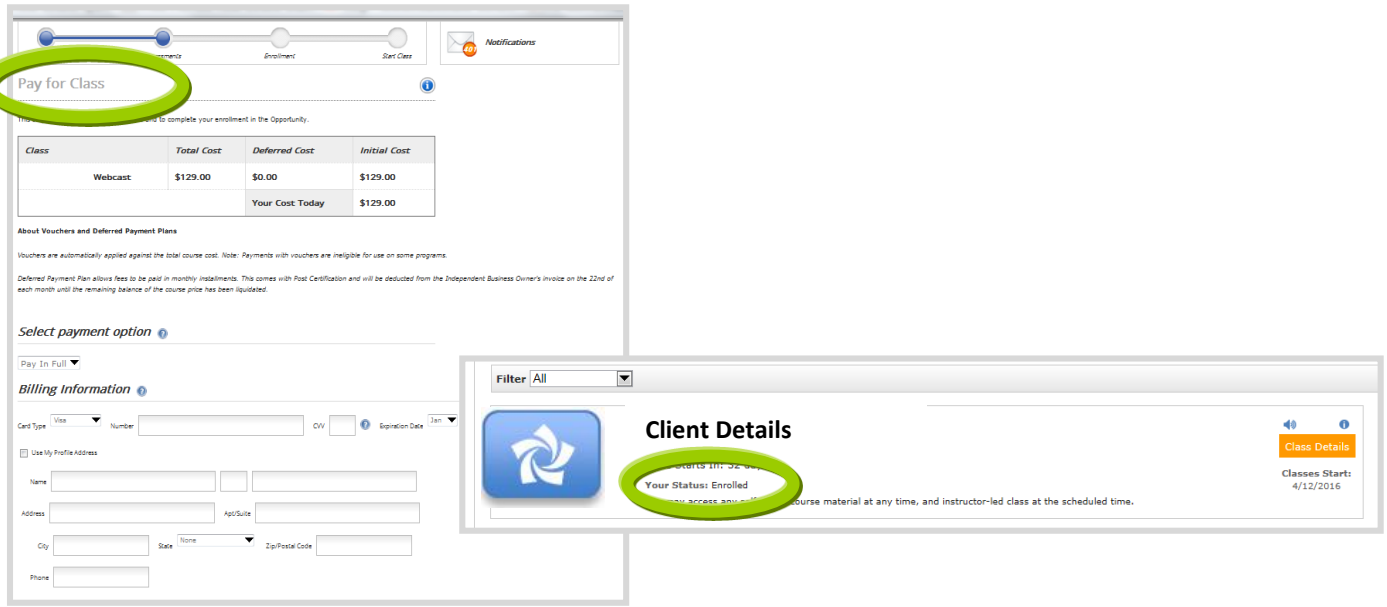


6. At this point you will either be selected to proceed to pay for the client course, or you will be notified that you were not selected for this particular business opportunity.

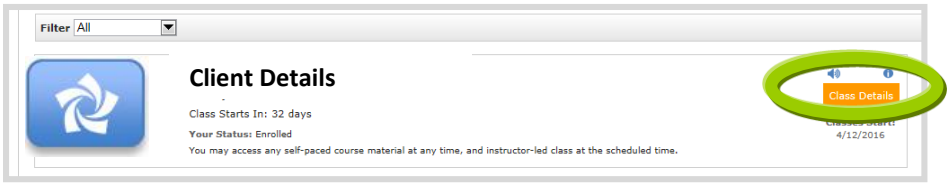
- When you are "**selected**" your status field on the business opportunity will display **Pay**.

- When you are "**not selected**," your status field on the business opportunity will display **Canceled**.

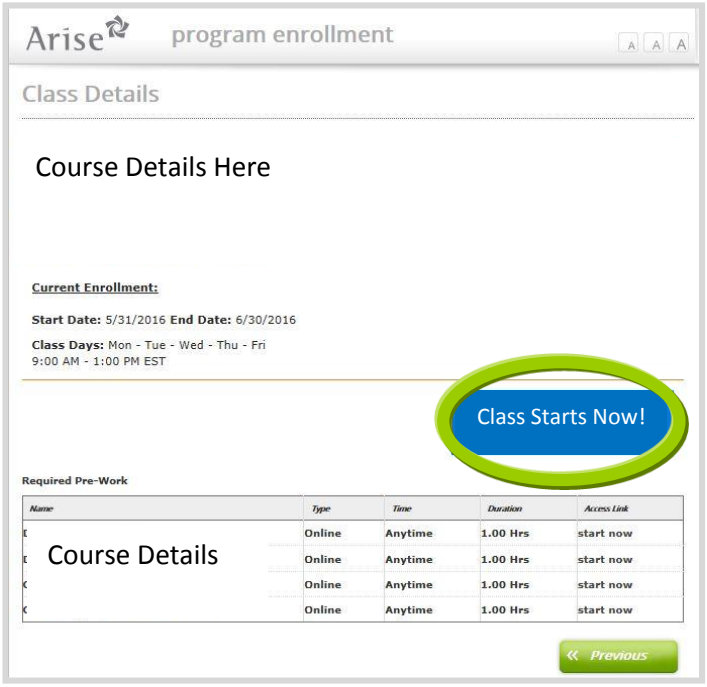
After you submit payment, you will receive confirmation of your enrollment onscreen.



7. Click “**Class Details**” to proceed to the **Class Details** screen. The screen will display “**Class Starts in X days**” or “**Class Starts Now**.”



8. Click “**Start Class Now”**” to attend class on the specified start date, or the “**Access Link**” to start a self-paced course on Arise U (please ensure you have your pop up blocker turned off). Please note that not all certification courses have self-paced requirements. (No image available)



ADDITIONAL INFORMATION

Once you have completed the registration process you will see the opportunity grid on the portal. You will also receive emails about specific opportunities that are available with links to a detailed “Opportunity Announcement”.

- Each Opportunity Announcement includes the details needed to decide if a client program is a good fit for you, your business and/or your agents.

- When reviewing the announcements, pay close attention to all of the requirements for the course participation and client program servicing; make sure you can fulfill those requirements before committing.

This guide provides the answers to some frequently asked questions, as well as step-by-step instructions to help you select, express interest in and enroll in a client program.

Need Additional Help?
Login to the portal and select online help. Ask AVA (the Arise Virtual Assistant) your question – if she can’t answer it within a few tries, you will be connected with a live chat rep Mon – Fri from 10AM-4PM Eastern Time

Note: *You have 24 hours to process and complete payment or you will be canceled from the client course and the opportunity and will have to repeat the enrollment process once again. Please note that certification courses are filled on a first-come, first-served basis and will fill at any given time. Your seat is not secure until you have fully paid for the course.*