



THE QUICK CANDIDATE GUIDE on **Home Office Requirements**

What are Home Office Requirements?

Home Office Requirements are the various items that you need to have at home in order for you to provide exceptional service to our clients and their customers.

These requirements are determined by the different system specifications that provide the most optimal environment for working with the client and program you are profiled for.

Home Office Requirements of course involves the home office itself; how it's laid out and how the room is set up for work. It is best to have your some office set up in a room of the house that is devoid of all potential distractions and deterrents.

Click on the link below to read more on what essential information you need to know about the Home Office Requirements.

<https://jobs.alpineaccess.com/work-home/work-home-overview/home-office-requirements/>

Computer Home Office Requirements?

The following are the basic computer related Home Office Requirements.

Computer Processor Type and Speed

For all of our positions, your personal computer (desktop or laptop) needs to be have a Dual Core Processor or Higher. This means that your computer must possess two or more processors working together. The minimum speed is 2GHz of processing.

Operating System

Our systems are windows applications and therefore require the use of Windows operated computers. Windows 7 and Windows 8 are acceptable.

At this time, Windows 8.1 or higher is not yet supported.

All operating systems used on a computer should be a genuine copy of the product.

MacBooks or Macs are not supported even if they are Windows operated. You must have a computer or laptop that is specific for Windows OS use.

REMINDER: Depending on your client, you may be required to have a specific OS to work on.



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Computer Home Office Requirements?

The following are the basic computer related Home Office Requirements.

Hard Disk Space and RAM

You must have at least 20 GB of free hard disk space. This will allow your computer to use programs and applications for work. You must also have a minimum of 2 GB of RAM to support these tool and application and ensure that they are running smoothly.

Sound and Video Card

Your computer must have sound and video cards that will allow for your to play back audio files and display images with a resolution of at least 1024 X 768. The best screen resolution for work is 1280 X 1024.

Separate Standalone Monitors

These are your run of the mill computer monitors are typically come with your desktop computer. These come in any of the following display types:

CRT Monitors



LED Monitors



LCD Monitors



Plasma Monitors



Pick a monitor that is within your price range keeping in mind the following:

1. Depending on your program, you may be required to have 2 standalone monitors for a dual monitor working setup.
2. Your monitors should be able to display the prescribed resolution above.



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Computer Home Office Requirements?

The following are the basic computer related Home Office Requirements.

Separate Standalone Monitors

Please remember that your monitors must have a VGA Cable for it to be connected to your computer.

VGA Cable for Monitors



VGA Port where monitors connect into



If your monitors do not have these, talk to your local computer good store to find out what options you have to connect your monitors to the VGA port.

Internet Home Office Requirements?

The following are the basic internet connection related Home Office Requirements.

Internet Connection

You must have a **hard wired internet connection**. This means that you are not using any over the air internet services such as WiFi or Satellite internet access. **DSL, Fiber Optic, or Cable** internet connections are preferred.

Remember, internet connection should be through a line or wire and you must have a router connected to your computer.



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Internet Home Office Requirements?

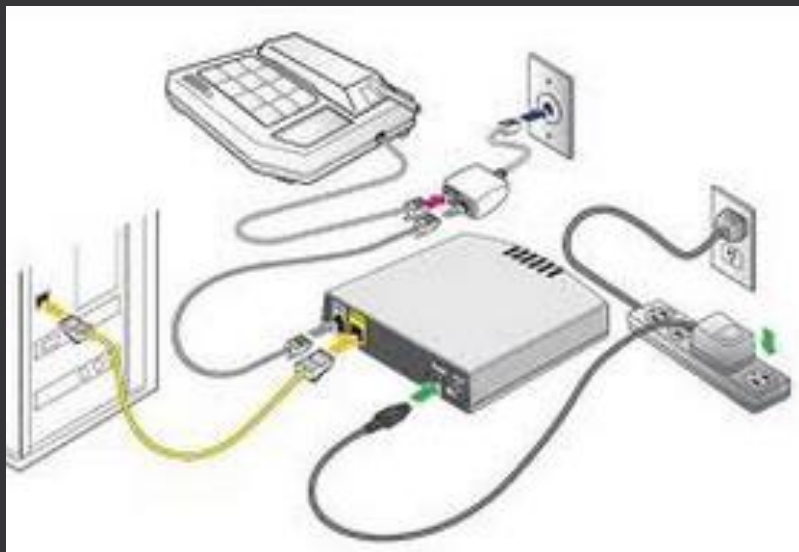
The following are the basic internet connection related Home Office Requirements.

Internet Connection

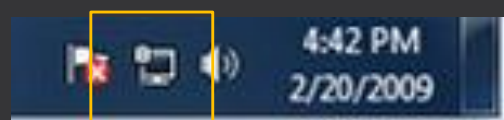
Internet connection should direct to PC for the following reasons:

1. Stability
2. Security
3. Speed

Direct to PC or Hard Wired Connections do require connection to a Modem. The modem could be an onboard modem or a separate modem. The image below illustrates how that connection should be to your computer.



An indication that your internet is hard wired is seen via your task bar. If you look at your connectivity icon, if you have the icon on the left, it means you are connected to over the air and not through a hard wire. The one the right is the indication that you are.





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Internet Home Office Requirements?

The following are the basic internet connection related Home Office Requirements.

Internet Browser

All employees will be required to connect to a tool called WebCenter. This system is the employee intranet and all tasks for the day start by logging into WebCenter. For WebCenter to be loaded into your computer and for you to log into it, you will need to have Internet Explorer as that is the ONLY browser that allows you to connect to the network.

AA Agent General VPN.
If you have reached this page while attempting to reach your assigned program, please close this window and check your link. Secure Logon for Alpine Access
uri:
[forgot your username?](#)
[forgot your password?](#)
[Home Office Equipment Standards](#)
[Internet Explorer Settings](#)
For assistance with SykesHome technical issues Monday through Friday from 9 AM Mountain Time until 3:30 PM Mountain Time, please seek assistance via the following link:
<http://alpinehq.adobeconnect.com/outage>
You will need to enter the room as a guest using your first and last name.

Username and Passwords are case sensitive

Username

Menu
Log Out
Administrator
Super User
Something For Everyone
Operations
Human Resources
Payroll
Training

Good Evening, Ian!

Actions

Announcements

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The following internet explorer browsers are approved for use with WebCenter.

1. Internet Explorer 8
2. Internet Explorer 9
3. Internet Explorer 10

If you are using internet explorer 11, you will need to set up your system so that it will allow you to access the program. On the next page are the steps.

REMINDER: Internet Explorer 11 is NOT yet completely compatible with our system. If the steps on the next page does not work, you must downgrade to the IE versions above.



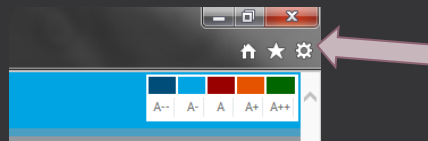
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Internet Home Office Requirements?

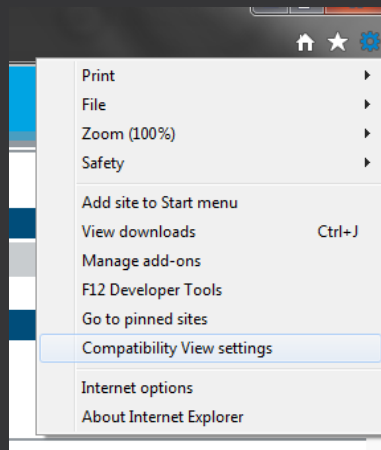
The following are the basic internet connection related Home Office Requirements.

Internet Browser – Setting Up IE 11

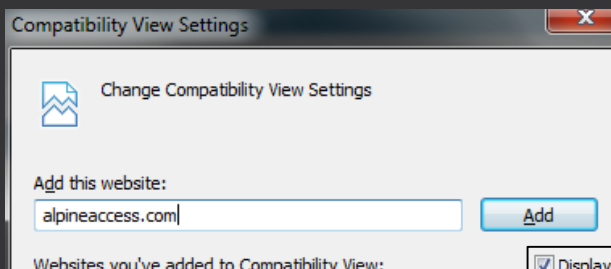
1. Click on the Tools button on the upper right hand corner of the page.



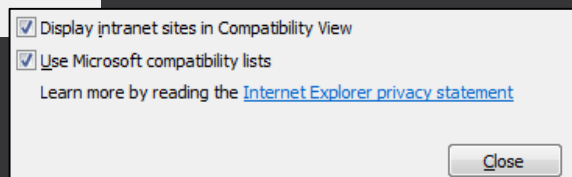
2. Scroll down to Compatibility View Settings



3. A dialog box will pop up. Type in AlpineAccess.com in the field at the top and click Add.



Ensure that you are able to click on the checkboxes at the bottom at the dialog box and click Close.





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Internet Home Office Requirements?

The following are the basic internet connection related Home Office Requirements.

Internet Speed

There are 2 components to your internet speed:

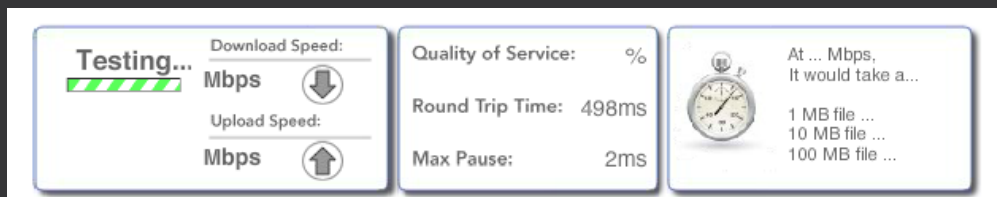
1. **Download Speed** or the amount of data in Megabytes (MB) that is delivered to your computer per second. This is measured in MBPS (Megabytes per second)
2. **Upload Speed** or the amount of data in Megabytes (MB) that your internet connection enables you to send to the internet per second. This is also measured in MBPS (Megabytes per second)

For our clients needs we require a minimum of **3 MBPS for Download Speed** and **1 MBPS for the Upload Speed**. This should be acquired **prior to the start of your training** as it can take time for the internet provider to update your connection speed.

The best measure of your internet speed is to use online speed tests like InternetFrog.



This gives you an update as to how fast data transfer is with your internet connection and if it meets the minimum speed requirements.





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Headset and Phone Requirements?

In order to be successful in attending your training and in assisting our clients and their customers' concerns, you will need headsets and a corded phone.

Headsets

There are 2 kinds of headsets that we will use:

1. **USB Headset.** This is a headset that connect to your computer via the USB port. This allows you to have a better sound and microphone connection versus the conventional audio jack headsets. The USB headset is used during training sessions and review sessions done via online.



2. **Corded Phone Headset.** This is a headset that connects to the base of a corded phone or can connect to an amplifier or dock that can connect to the corded phone. This headset is used to receive and make calls.



Phone with Headset Port



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Headset and Phone Requirements?

In order to be successful in attending your training and in assisting our clients and their customers' concerns, you will need headsets and a corded phone.

Corded Phones

There is really just 1 type of corded phone. It's a phone that is connected to the phone line by a wire and has it's receiver also connected to the phone via a pigtail cord.



Cordless phones, wireless phones, cellphones, VOIP phones, and other types of land lines are not acceptable.





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Home Office Setup Requirements?

Your home office should follow these guidelines:

1. Ergonomically safe
2. Comfortable for extended periods of time
3. Well ventilated
4. Has ample space for you and your Home Office Requirements
5. Noise and Distraction Free

We have a great videos that you can watch to have an idea of what is expected of your for your Home Office Work Area Setup. Click on the images to play the videos.





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How to Submit my Home Office Requirements?

For us to validate your home office requirements we require that you **upload** screenshots of these requirements into your **applicant support page** via your **AlpineAccessJobs.com** profile.

Screenshots of your:

1. Confirmed internet speed via InternetFrog
2. Confirmed RAM Capacity of your computer
3. Confirmed Genuine Windows Operating System Version
4. Confirmed Internet Explorer Version
5. Confirmed Processor Type
6. Confirmed Processor Speed

You must also type the following information on your application support page:

1. Make and Model of your corded phone
2. Make and Model of BOTH your headsets
3. Make and Model of your standalone monitor(s) [if required]
4. Confirmed Home Phone Number

On the next pages you will see steps on how to get the screenshots.



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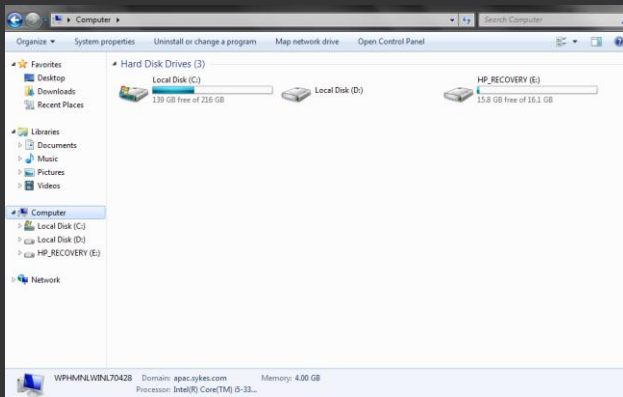
How to Submit my Home Office Requirements?

For your **Screenshots** of your:

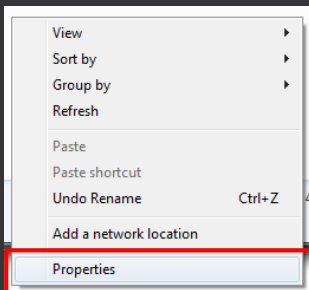
1. Confirmed RAM Capacity of your computer
2. Confirmed Genuine Windows Operating System Version
3. Confirmed Processor Type
4. Confirmed Processor Speed

The easiest way to get them in ONE screenshot is to follow these instructions:

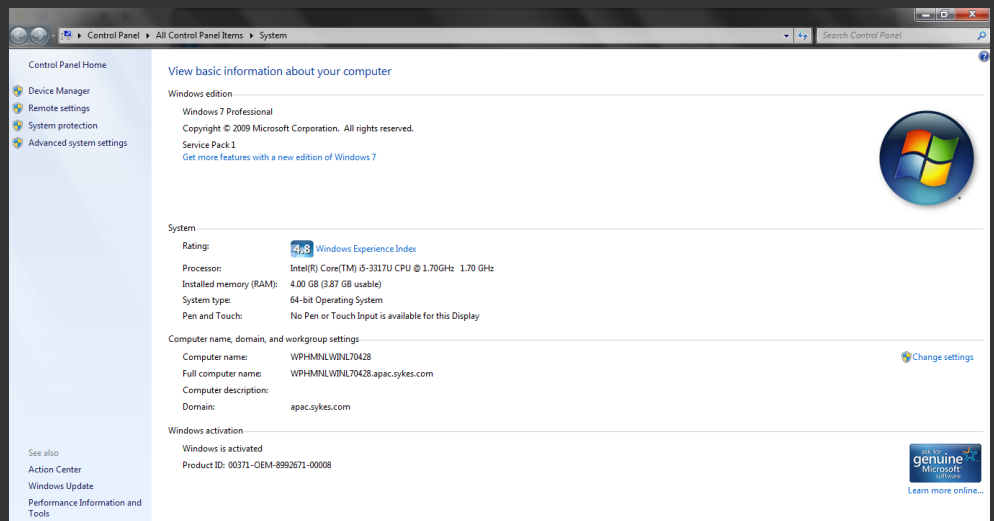
1. Open your My Computer folder.



2. Right click on the screen, click on Properties, and your System Properties should appear.



Take a screenshot of the **WHOLE** page as all the information necessary for the list above are in here.





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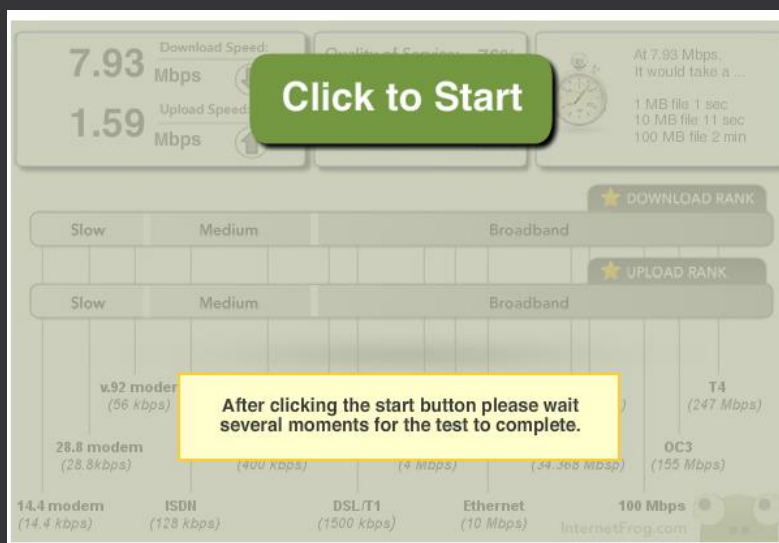
How to Submit my Home Office Requirements?

For your **Internet Speed Screenshots**:

1. Access and Run the InternetFrog.com internet speed test.



2. Click on Start Test and wait for the test to complete. Once done, take a screenshot of the results.



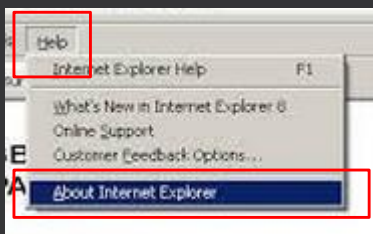
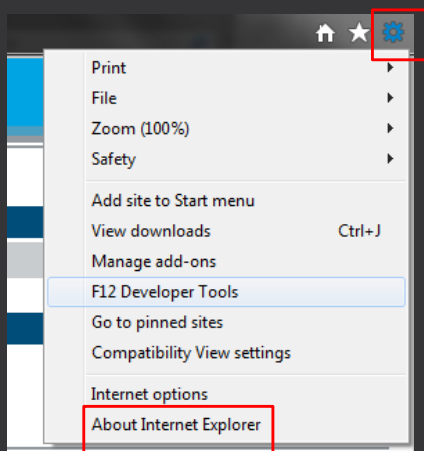


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How to Submit my Home Office Requirements?

For your **Internet Explorer Screenshots**:

1. Click on the **Tool icon** or the **Help Menu** from your Internet Explorer Menu Bar and click on **About Internet Options**.



2. A pop out will appear with the version of your internet explorer. Take a screenshot of that pop-up.



Again, if you are using Internet Explorer 11 make sure that you are able to follow the Compatibility Steps listed earlier. **If IE 11 does not work, downgrade to an older version of Internet Explorer.**



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IMPORTANT REMINDERS

1. You are required to MEET ALL of the minimum HOME OFFICE REQUIREMENTS for us to allow you to continue with the job even if your program will give you an Alpine in a Box setup.
2. You must not expect to be reimbursed for your phone line, internet connection, and purchased home office requirements if you needed to buy them.
3. You must complete ALL your home office requirements on OR before 7 business days before the target start date of your training.
4. If you cannot commit to getting your Home Office Requirements in time, notify your recruiters immediately so that they can work with you and move you into the next training start date if any other open positions will still be available.