



Asurion Work@Home Technical Requirements

Minimum requirements for equipment and connectivity have been established to ensure quality of service and security for our organization, our clients and customers. We have listed below our current requirements which must be met *upon hire and prior to beginning training*.



Computer Requirements

- Windows 7, Windows 8 or Windows 8.1; most recent Service Pack applied (as applicable)
- 1 GHz Processor or Greater
- 3GB RAM or more with 2.75 GB RAM showing usable
- Minimum of 1 GB of available hard drive space
- Sound Card with speakers
- Adobe Flash Player; with most recent update applied
- Internet Explorer (version 8.0 or later)
- Microsoft Windows Firewall must be active
- Approved Virus Protection Software:
 - Avast (free)
 - AVG (free)
 - Microsoft Security Essentials (free)
 - McAfee Antivirus (basic version only)
 - Norton Antivirus (basic version only)
- **NOT PERMITTED:** Wireless mice, keyboards, PC connectivity (or other wireless devices, connectivity)

How do you check?

RAM: Click the Start button, right-click on (My) Computer and select properties. On the systems page, check Installed memory (RAM): which will show both installed and usable amounts of RAM. It will also show your Windows version and the speed in GHz.

IE Version: Go to the browser's Help menu and select "About." This screen will give you the version number you have installed.



Internet Service Provider Requirements

- High Speed DSL, Cable or Fiber Internet Service
- Minimum download speed of 6.0 Mbps and minimum upload speed of 786 Kbps
- **NOT PERMITTED:** Wireless or satellite internet service such as Verizon Wireless HomeConnect or HughesNet



Phone Equipment Requirements

- Corded headset with a noise-canceling microphone and a mute button
- Telephone keypad built in to either the phone or amplifier
- **NOT PERMITTED:** Cordless phones or wireless headsets



Phone Service Provider Requirements

- The phone service providers and options are **approved and permitted**:
 - Basic analog *landline* residential telephone service
 - Digital or hard phone VoIP services such as:
 - ✓ AT&T Uverse ✓ Bresnan Digital Phone ✓ Charter Telephone ✓ Comcast Digital Voice ✓ ConwayCorp
 - ✓ Cox ✓ Insight ✓ NewWave Digital Phone ✓ Optimum.net ✓ RoadRunner
 - ✓ Suddenlink ✓ Time Warner ✓ Verizon FIOS ✓ Windstream
- The following providers/options are **NOT permitted**:
 - Softphone VoIP or Cellular/Wireless phone providers such as:
 - ✓ AT&T Wireless Home Phone ✓ Google Voice ✓ Magic Jack
 - ✓ Mediacom ✓ Skype ✓ Sprint Phone Connect
 - ✓ Verizon Wireless Home Phone Connect ✓ Vonage ✓ Other soft phones

IMPORTANT NOTES

- **NO cell phones or wireless base stations are permitted.** Telephone service must be wired to the home and in the home.
- Landline phone and equipment / connectivity must be in the same location as home office address on file.
- Long distance and caller ID are not required.
- All features such as call waiting and voicemail (and any other features that may cause call interruption) **MUST** be removed from your working phone line.
- Wireless mice, keyboards, PC connectivity (or other wireless devices, connectivity) are not permitted.
- List of approved / permitted providers is subject to change and list provided may not be all inclusive.

Optional Recommended Equipment

- **Surge Protector (suppressor) with Telephone Line Protection:** A surge protector is a device that limits momentary over-voltages to a safe level, providing additional protection to your PC equipment from damage or disruption.
- **Malware Scanner:** Malware can prevent your PC from running applications and is costly and time consuming to repair

The following applications will be installed **AFTER** employment begins:

- **Citrix Client:** It will need to be downloaded and installed from our website after employment begins.
- **Microsoft Lync Group Chat client, Lync Communicator client and our Web Conferencing Client:** All will need to be installed from our support website after employment begins.

ADDITIONAL POLICIES

- 1. Technical requirements may change in order to keep up with business needs. It is the employee's responsibility to meet these requirements at all time.**
- 2. These requirements must be met and maintained throughout duration of employment for all positions within the Asurion WAH team.**
- 3. Any changes/upgrades to service providers, equipment, connectivity, and all associated costs for such changes are the sole responsibility of the employee.**
- 4. Team Members will protect and maintain data security and records confidentiality in compliance with all applicable Asurion policies. During work hours, no one else other than the team member may have access to the computer, applications, programs or Customer/Client/Asurion data either directly or via remote access programs.**
- 5. Team members must have full administrative rights to the computer to allow for the installation/removal of software per Asurion policies.**