

Customer Service 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 [REDACTED] PLATFORM!

Work from home using the [REDACTED] 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 residence

Country (required)
United States

Tell us about yourself

First name (required) Enter Legal First Name

Last name (required) Enter Legal Last Name

Date of birth (required) Enter Date of Birth Gender Choose Gender

2

What languages are you fluent in (check all that apply):

- | | |
|-------------------------------------|-------------------------------------------|
| <input type="checkbox"/> English | <input type="checkbox"/> Spanish |
| <input type="checkbox"/> French | <input type="checkbox"/> French Quebecois |
| <input type="checkbox"/> Portuguese | <input type="checkbox"/> German |
| <input type="checkbox"/> Italian | |

Check All Languages that **APPLY**

Other Languages

If you were referred to the platform, please enter the CSPID number you were given

2022182

Enter this CSP ID number

Contact Info

How to reach you

Enter Email

Re-Enter Email

IMPORTANT – Enter your working mobile phone no, for you will receive a **CODE**

Your address

Enter Legal Address

Enter Additional Address Information (Apt, Ste, NW, etc)

Enter City

Enter State



Enter Zip Code

3

Login Set Up

Create your username and password

Enter a Username that you will **REMEMBER**

Choose a business-appropriate username that begins with a letter.

Follow the **INSTRUCTIONS** below in creating your Password

Passwords must be at least 10 Characters, including a-z (lower case) | A-Z (upper case) | 0-9 (numbers), symbols (@, #, \$).

4

REVIEW & CHECK each box & Click **REGISTER**

Confirm and agree to the following

- I'm over 18.
- By registering, you agree to the [Terms of Use](#), [Acceptable Use](#), [Systems & Equipment Policy](#), and [Privacy Policy](#) (including [Cookie Use](#)).
- The [NDA \(Non-Disclosure Agreement\)](#) is your agreement to not disclose information related to [REDACTED] any clients (including the client's customers) to third parties. By checking the box, you agree to comply with the terms of the NDA.
- This is not an employment opportunity. I understand that by registering to use the [REDACTED] I will not be an employee of [REDACTED] or any client and the services rendered through the [REDACTED] Platform do not establish any employment rights with [REDACTED] or any client. Services will be provided on an independent contractor basis. If you have chosen to work for a company registered on the [REDACTED] Platform, your relationship with that company must be negotiated between you and the company.

Register

5

Now, check your phone to enter the Code sent...

VALIDATE YOUR CONTACT INFO

Please verify your phone number so we can keep in touch.

We sent a validation code to: **Verify your phone number**

Enter Validation Code



By providing your phone number, you agree and consent to be contacted by Arise, and third-party partners involved in delivering service through the platform, through an auto dialer, pre-recorded messages and text messages. SMS and data rates may apply. Message frequency varies. Text STOP to cancel SMS communications. You can opt-out of certain contacts by changing your communication preferences after completing registration. We do not sell your information to third parties.

[Resend Code](#) [Edit number](#)

Next

6

YOU ARE ALMOST THERE...click the X

WELCOME TO THE [REDACTED] PLATFORM!

Be your own boss, earn extra income from home, and provide customer support for brands you love.



IT'S YOUR CHOICE!

What Client Will You Pick?

- Check-out available clients, then click the orange next button to finish registering and claim your seat!

How Will You Use the Platform?

- Work for Yourself – Run your own business
- Work for Someone Else – Work for a business in the network

[VIEW OPPORTUNITIES](#)

You are encouraged to contact legal and tax professionals if you have any questions about establishing your business.



7

Amazing opportunities are just a few steps away.

Browse the client programs that are available NOW! You can filter based on call type (service, sales, tech), servicing times (when you'll work), and of course the brands you like the most! Once you've completed registration you'll get more details like revenue information. When you've decided what interests you most, click on Finish Registering!

Finish Registering

Click Finish Registering to move to the next step....

8

DON'T WANT TO REGISTER AS A SOLE PROPRIETOR?



Do you have your own company? Will you have others work for you on the Arise® Platform?

Register Your Company



Do you want to work for someone else? Do you have a company code or FEIN for a Service Partner?

Join a Service Partner

Click Join a Service Partner to move forward with the Registration

9

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

Please enter the FEIN (Federal Employment Identification Number) or Service Partner ID (IB ID) of your Service Partner.

Search by FEIN or ID

OR

Enter this IB ID number...

10

**Verify the correct IBO company name is listed and click NEXT.
Make sure you read the information listed...**

BUSINESS SELECTED:

831976077 – Dedicated Dream Chasers LLC

Next

11

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

Your Request is Pending

Service Partner Name : **Dedicated Dream Chasers LLC**

THIS IS IMPORTANT...

Please send your IBO an email to dedicateddreamchasersllc@gmail.com and request for them to accept your registration and to let you know when complete. Upon completed notification from the IBO, click **REFRESH the screen or log out and log back in** to proceed.

12

Just one step to go. 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 [REDACTED] Platform.

Agent Waiver Click view, review and sign the Agent Waiver

View & Sign

The Acknowledgement and Waiver Agreement (the "Waiver") is a contract between a company usi...

[see more](#) ▾

Agent NDA 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 i...

[see more](#) ▾

After completing the NDA & Waiver, click NEXT

Next

13

REGISTER AS AN AGENT WORKING FOR A SERVICE PARTNER ON THE [REDACTED] 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 : **Dedicated Dream Chasers LLC**

Your registration has been submitted to your Service Partner (the business you selected). You can continue your journey once your registration is approved. We recommend you reach out to the Service Partner to expedite this process and check back in 24 hours.

THIS IS IMPORTANT...

Now that you have completed the Agent NDA & Waiver, send your IBO an email to dedicateddreamchasersllc@gmail.com and request for them to finalize your registration and to let you know when complete. Upon completed notification from the IBO, log out and log back in and proceed with the registration.

This is an IMPORTANT SECTION. You will need at least 30 minutes – 1 hour to complete the Assessment. If you are not able to provide this time, logout and complete when you are able to do so.

14

Amazing opportunities are just a few steps away.

Well-known brands are seeking help for their customers across a variety of industries. Complete the assessment so you can begin exploring.

Complete Assessment

Click and begin assessment

ASSESSMENT – *IMPORTANT NOTES* for each section of the Assessments

1. Provide your schedule – **DO NOT LEAVE BLANK**
2. **READ THE INSTRUCTIONS** (some of the instructions can be misunderstood)
3. Provide the answer they want to hear and show the answer that should not be stated
4. Make sure you speak clearly
5. Make sure you read the question correctly on the English Assessment **AND TAKE YOUR TIME**
6. Make sure you speak clearly and listen attentively to the words being spoken as you record and repeat it back to them as you HEARD IT. ***THIS IS IMPORTANT***
7. After you finish the assessment, provide the survey, click submit and then log out
8. Refresh the page

YOU ARE COMPLETE....

Amazing opportunities are just a few steps away.

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 30th 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.
8. 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!!!