

Work From Home Technical Requirements

Applicants must supply and support their own computer hardware, software, and internet. The minimum technical requirements for working from home are outlined below.

PC Hardware:

- Windows PC (no Macs or Chromebooks)
- 2.0 GHz Processor
- 3 GB of RAM
- 80 GB Hard Drive, 20 GB Available Free Space (specifications measured on the C:/ Drive)
- Sound card
- A minimum of one USB port (USB version 2)
- Monitor 17 inches or greater
- Minimum Graphic Resolution: 1024 x 768 16 bit
- Modem (single-port or multiport)
- Router (required whether using either single-port or multiport modem)
- Full, standard-sized keyboard, with Function Keys (F1-F12) and number pad*
- Power Bar/Surge Protector
- USB Headset (combination of microphone and headset)
- Computer with webcam technology

**Full, standard-sized keyboard only required for Work From Home Customer Service Representatives*

PC Software

- Operating System: Windows 8, 8.1 or 10
- Internet Browser: Internet Explorer 10.0 or higher
- Current anti-virus/spyware software installed at all times
- Java 2 - Version 1.6
- Windows Media Player 12.0 or higher (for video and sound)
- Adobe Acrobat Reader 11.0 or higher

The latest version of Adobe Acrobat Reader is FREE at the Adobe site www.adobe.com. You can get the latest version of Windows Media Player for FREE from www.microsoft.com. We don't support Vista or Windows XP in our environment due to many issues experienced with these Operating Systems.

Internet Service Requirements:

- Internet access provided by a cable or fiber provider
- DSL, satellite and wireless broadband is NOT permitted
- Minimum upload speed of 2 mbps
- Minimum download speed of 5 mbps

Maintaining an uninterrupted internet connection is a requirement of the Work From Home position. You may be asked to upgrade your existing service or switch providers to meet the job requirements.

Modem & Router Requirements:

The remote technology department has determined that modem/router combinations (sometimes referred to as a multi-port modem or gateway) often cause connection problems with company issued phones that can prevent connection. You will need to add a router into your network that meets the following guidelines:

- Ethernet ports wired for gigabit speed connections
- Availability of at least two (2) Ethernet connections to the internet source is required (for your PC and phone)
- Your modem or router must either be in the same room as your workspace, or you must have an Ethernet cord long enough to reach your workspace to meet this requirement. Working wirelessly is prohibited

Additional Tip:

If you have phone service through your internet provider, and the phone line originates from the same modem that provides your internet, you may want to ask the provider for a separate phone modem. Settings on the phone/internet combo modems will often prevent the company issued phone from connecting to the Enterprise Network.

