

# Your career Our support



## 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 Chromebooks, no Macs)
- 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
- Computer with webcam technology
- 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)
- Full, standard-sized keyboard, with Function Keys (F1-F12) and number pad\*
- Power Bar/Surge Protector
- USB Headset (combination of microphone and headset)



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

*\*\* Departments requiring use of Avaya telephone equipment may call for purchase/use of a gigabit router*

**PC Software**

- Operating System: Windows 10 (newest version)
- Internet Browser: Microsoft Edge & Google Chrome (newest versions)
- Current anti-virus/spyware software installed at all times
- Windows Media Player 12.0 or higher (for video and sound)
- Adobe Acrobat Reader 20 or higher

*The latest version of Adobe Acrobat Reader is FREE at the Adobe site [www.adobe.com](http://www.adobe.com). You can get the latest version of Windows Media Player for FREE from [www.microsoft.com](http://www.microsoft.com). The latest version of Google Chrome is free at [www.google.com](http://www.google.com)*

**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.*

*Use of a personal Android or iPhone Smartphone for the purpose of authentication via the RSA SecurID App is PREFERRED.*

