

Frequently Asked Questions

Arise Platform FAQs

I am already enrolled in an opportunity but would like to enroll in another one. Is this possible?

You can enroll in another opportunity as long as the class times do not conflict. Please see the Opportunity Announcement (OA) for any stipulations.

What should I do if I want to change client opportunity class times?

Please visit enrollment chat and ask if there is availability in the other class, if available, they can request the change for you.

What is an Opportunity Announcement?

An Opportunity Announcement is a document that contains all the information you need to determine if your business, or your agents, would like to provide call center services for a particular client program. Details about the client, call types, additional equipment requirements, service revenue, certification course schedules and certification requirements are in this document. It is critical that you read Opportunity Announcements thoroughly before expressing interest in a client program.

What is the monthly service fee?

Service Partners incur a Monthly Service Fee immediately following their agent's successful completion of their client certification opportunity. This fee is applied for each agent and is not negotiable. The fee is not applied on registrants who are in the registration process or on agents who are not yet servicing. The Arise service fee of \$39.50 per month is charged for the infrastructure that Arise provides, including the Arise 24-Hour Client Technical Support Help Desk and StarMatic® scheduling system.

Do Agents, who plan on working for my business have to go through the registration process?

Everyone who wants to use the Arise Platform, regardless of whether they start their own business, or work for another business, needs to complete the entire registration process.

Please note: Arise cannot release information about any individual agent until they are finished with the registration process. The registration process must also be completed by the person referenced in the profile.

How do I get paid?

Arise will disburse service revenue twice monthly directly to the Service Partners bank account. If you choose to become an agent you will get paid by the business you work for.

What do I need to do if I want to start my own call center?

You may log into the Portal to start your own call center at any time. You can find the step by step directions in AVA.

Where can I find a guide to using the Arise Platform?

You can download the New User Platform Guide [here](#).

General Questions - continued

Why is a Background Check required and what is the impact of a criminal conviction?

Call centers provide important services using the Arise Platform for client programs and Arise has a vested interest in protecting the property, safety and welfare of its employees, clients and their customers. A background check is required to confirm that each individual providing services on behalf of a call center is free of disqualifying criminal convictions. Arise complies with all applicable laws related to its use of information from background checks. Only criminal convictions are considered and a conviction does not necessarily preclude an individual from providing services on behalf of a call center as an agent. When evaluating this information, Arise considers all relevant factors including the bearing the criminal offense may have on the services required by the particular client program.

Arise reserves the right to conduct additional background checks at any time. Should any background check report reveal that an individual has a disqualifying criminal conviction, the individual will not be permitted to provide services on the applicable client program on behalf of a Service Provider. Background checks are provided by a non-affiliated third party vendor.

Please ensure that you provide complete and accurate information when completing a background check. Anyone who provides false information will be automatically disqualified and will forfeit any money paid to Arise or any of its third party vendors.

I have ordered the Background Check but I cannot proceed.

Background checks typically **take 1-3 business days to complete**. Upon completion of the background check the third-party vendor sends the information to Arise. Once the background check is received, it will be reflected on your profile. If you have questions as to the status of your background check order please contact the vendor, First Advantage by calling 844-344-9084.

Note: Due to certain courthouse closures during the COVID-19 pandemic, Arise may be unable to completely finalize your background check. However, in order to allow you to continue your enrollment process, if the portion of your background check that is able to be completed is clear, you will receive a PROVISIONAL pass. Once the courthouses reopen, we will finalize your background check. If any disqualifying criminal history is uncovered during this finalization process, you will be notified and your company's SOW will be terminated. We are unsure at this time how long it will take to complete background checks. We apologize for any inconvenience this may cause your company.

Questions About Call Centers

What is the Non-Disclosure Agreement (NDA) and how do I sign it?

The NDA document indicates that you are in confidence with Arise. It is signed electronically, right from your registration dashboard.

How do I know which Independent Contractor Type I should choose?

There are three options to choose from, you will want to select the option that works best for you.

- **Sole Proprietor** - The easiest and most direct way to register. This may be the best choice if you do not want to incorporate a business or work for somebody else. (This option is only available to new registrants).
- **Call Center** - The path if you already own a business or plan to hire additional agents to work for your business. An EIN and separate business banking account are required.
- **Agent Working for a Call Center** - The call center you work for told you to select this option— You will need the businesses FEIN or Company ID to complete this step.

What do I need to do if I want to start my own Call Center ?

You may log into the Portal to start your own call center at any time. As long as your agent profile has not been inactive, you will not have to restart it.

Are there any limitations on the type of corporation?

No. Arise does business with all types of corporations, S-Corp, C-Corp or LLC (with S or C designation). Your business can be incorporated in any U.S. state (even if it is not your state of residence). Please note, that we are not currently doing business with incorporations located in the following states: California, Connecticut, Maryland, Massachusetts, New York, Oregon or Wisconsin. You are encouraged to consult your accountant or attorney for advice on choosing the type of corporation. Once you have formed your business, you will need to obtain a Federal Employer Identification Number (FEIN) from the Internal Revenue Service.

How does my business get paid?

Service Revenue is paid twice a month to the call center. Service revenue is calculated based on the currently governing statement of work between Arise and the call center.

How long do I have to find/select a client program to service?

There is not a specified timeframe in which you need to select a client program.

Which companies will I have the opportunity to service?

Arise's client portfolio includes a diverse variety of companies representing different industries and many are Fortune 500 companies. Arise clients represent many industries, including the following: telecommunications, retail, hospitality, roadside assistance, and tax software, just to name a few!

How long before I can start servicing an Arise client program?

Upon successful completion of the registration process, your next step will be to enroll in the client certification course of your choice. Client courses may take as little as three weeks or as long as eight weeks to complete depending on the program selected. See the [How to Enroll in a Client Opportunity Guide](#) to walk you through this step.

General Questions

How do I contact Registration?

You may contact the Registration Team by sending an e-mail to registration@registration.arise.com. Be sure to include your full name, address, email, phone number and user ID. You may also contact us via Online Help, available by logging into your profile, Monday - Friday 10 AM to 6 PM EST.

What is my User ID?

Your User ID is the number used to identify you in the Arise systems for security purposes. You can find your User ID located in the top right-hand corner of the Arise dashboard.

How can I change my profile information?

From the Registration Home Page, click on "My Profile" link located at top of the page. Once the page reloads, please select "Go" next to Update Profile. Upon changing your information, please click "Save" at the bottom of the screen.

Where can I find the Arise System and Equipment Policy?

To view the Arise System and Equipment Policy, please click [here](#).

Where can I find information on registering and using the Arise Platform?

The [Arise Platform Resource Center](#) is where call centers and their agents can find information and other resources for consideration for their own business' operations.

How do I activate my profile after a period of not providing services to Arise?

If you were still completing the registration process, you can continue from where you left off within the Arise Platform. If you receive a message about an inactive profile, please send a request via e-mail to registration@registration.arise.com. Please include your User ID, full name, e-mail address, mailing address and phone number in your e-mail communication. **DO NOT create another profile as doing so may permanently disqualify you from the Arise Platform.**

What happens if I create a duplicate profile?

Creating duplicate profiles is strictly forbidden. If you created a profile before but cannot remember the details, please send an e-mail to registration@registration.arise.com and describe the details of your issue. If you had successfully completed the registration process and were at the phase of "Selecting a Client Opportunity" and there has been activity on your profile, you will re-start from where you left off.