Submitting your **Home Office Requirements**

Home Office Requirements are the various items that you need to have at home in order for you to provide exceptional service to our clients and their customers.

These requirements are determined by the different system specifications that provide the most optimal environment for working with the client and program you are profiled for.

Home Office Requirements of course involves the home office itself; how it’s laid out and how the room is set up for work. It is best to have your some office set up in a room of the house that is devoid of all potential distractions and deterrents.
Computer Home Office Requirements

Computer Processor Type and Speed

For all of our positions, your personal computer (desktop or laptop) needs to have a Dual Core Processor or Higher. This means that your computer must possess two or more processors working together. The minimum speed is 2GHz of processing.

If the processor is a quad core machine or higher, 1.0 GHz of processing speed is good enough.

Operating System

Our systems are windows applications and therefore require the use of Windows operated computers. Windows 7, Windows 8, and 8.1 are acceptable.

Windows 10 is not supported at this time. Apple OS is only approved for Apple
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**Computer Home Office Requirements**

**Separate Standalone Monitors**

These are your run of the mill computer monitors are typically come with your desktop computer. These come in any of the following display types:

- **CRT Monitors**
- **LED Monitors**
- **LCD Monitors**
- **Plasma Monitors**

Smart TVs and ALL-in-one PCs are not approved as standalone monitors.
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**Computer Home Office Requirements**

**Separate Standalone Monitors**

Please remember that your monitors must have a VGA Cable for it to be connected to your computer.

If the monitors do not have these, candidates must talk to their local computer good store to find out what options to connect monitors to the VGA port are available.
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**Internet Home Office Requirements**

**Internet Connection**

Internet connection should direct to PC for the following reasons:

1. Stability
2. Security
3. Speed

A hardline connection is required for work at home. Some program also require modem/router verification for extra security.

**Internet Browser**

All employees will be required to connect to a tool called WebCenter. This is system is the employee intranet and all tasks for the day start by logging into WebCenter. For WebCenter to be loaded into your computer and for you to log into it, you will need to have Internet Explorer as that is the ONLY browser that allows you to connect to the network.
Internet Home Office Requirements

Internet Speed

There are 2 components to your internet speed:

1. **Download Speed** or the amount of data in Megabytes (MB) that is delivered to your computer per second. This is measured in MBPS (Megabytes per second)
2. **Upload Speed** or the amount of data in Megabytes (MB) that your internet connection enables you to send to the internet per second. This is also measured in MBPS (Megabytes per second)

For our clients needs we require a minimum of **3 MBPS for Download Speed** and **1 MBPS for the Upload Speed**. Some clients WILL have greater requirements. This should be acquired **prior to the start of your training** as it can take time for the internet provider to update your connection speed.
Headset and Phone Requirements

Headsets

There are 2 kinds of headsets that we will use:

1. USB Headset. This is a headset that connect to your computer via the USB port. This allows you to have a better sound and microphone connection versus the conventional audio jack headsets. The USB headset is used during training sessions and review sessions done via online.

![USB Headset Image]

2. Corded Phone Headset. This is a headset that connects to the base of a corded phone or can connect to an amplifier or dock that can connect to the corded phone. This headset is used to receive and make calls.

![Corded Phone Headset Image]
Headset and Phone Requirements

Corded Phone

There is really just 1 type of corded phone. It’s a phone that is connected to the phone line by a wire and has it’s receiver also connected to the phone via a pigtail cord.

Cordless phones, wireless phones, cellphones, VOIP phones, and other types of land lines are not acceptable.
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**Headset and Phone Requirements**

Your home office should follow these guidelines:

1. Ergonomically safe
2. Comfortable for extended periods of time
3. Well ventilated
4. Has ample space for you and your Home Office Requirements
5. Noise and Distraction Free
Submitting your **Home Office Requirements**

Most home office requirements are verified by submitting screenshots or make and model information through support messages from the candidate’s application page in HIRE.

When submitting makes and models of your headsets and monitors, you only need to post these information on your support messages page. If you are not sure what the make and model is, take a photograph of the ACTUAL device and upload it to your support messages. We will not be able to verify stock images downloaded from the internet as we need to see the EXACT item that you have.
Submitting your **Home Office Requirements**

For your **Screenshots** of your:

1. Confirmed RAM Capacity of your computer
2. Confirmed Genuine Windows Operating System Version
3. Confirmed Processor Type
4. Confirmed Processor Speed

The easiest way to get them in ONE screenshot is to follow these instructions:

1. Open your My Computer folder.

2. Right click on the screen, click on Properties, and your System Properties should appear.

Take a screenshot of the WHOLE page as all the information necessary for the list above are in here. We advise using your PC’s snipping tool to take the screenshots.
Submitting your **Home Office Requirements**

For your **Screenshots** of your Internet Speed Test results.

SYKES only accepts results taken from [http://www.speedtest.net/](http://www.speedtest.net/)

All other speed test results WILL NOT be accepted. Additionally, the speed test must be completed FROM YOUR COMPUTER. Tests done using the mobile speed test app or using mobile browsers are not accepted as they are not done on the PC that will be used for work.

1. Go to [http://www.speedtest.net/](http://www.speedtest.net/) click on BEGIN TEST.

2. Wait for the test to run for BOTH the Download and Upload Speed.
Submitting your **Home Office Requirements**

For your **Screenshots** of your Internet Speed Test results.

3. You will see a completed speed test result on the screen. Take a screenshot of all the numbers in the result. The same screenshot below is what we are looking for. The numbers should be visible for both the download and upload speed results.

![Internet Speed Test Result](image.png)

4. Upload the results to your applicant support messages page for our team to review.
Submitting your Home Office Requirements

IMPORTANT REMINDERS

1. You are required to MEET ALL of the minimum HOME OFFICE REQUIREMENTS for us to allow you to continue with the job even if your program will give you an Alpine in a Box setup.

2. You must not expect to be reimbursed for your phone line, internet connection, and purchased home office requirements if you needed to buy them.

3. You must complete ALL your home office requirements as soon as possible as enrollment for class slots are first come, first served and you will not be pushed for enrollment until ALL your Home Office Requirements have been confirmed.

4. If you cannot commit to getting your Home Office Requirements in time, notify your recruiters immediately so that they can work with you and move you into the next training start date if any other open positions will still be available.