

CUSTOMER **S**ERVICE **P**ROFESSIONAL

STEP-BY-STEP

REGISTRATION

INSTRUCTIONS

STEP 1 – Click on this link to complete your profile registration and proceed to Step 2 to complete your profile registration.

[Registration Link](#)

STEP 2 – After clicking on the link above, please follow the illustrated steps and instructions (indicated in red):

1



Sign-Up to Use the Platform Today!

Deliver call center services from home using the Platform. It's easier than you think!

Select Your Country of Residence

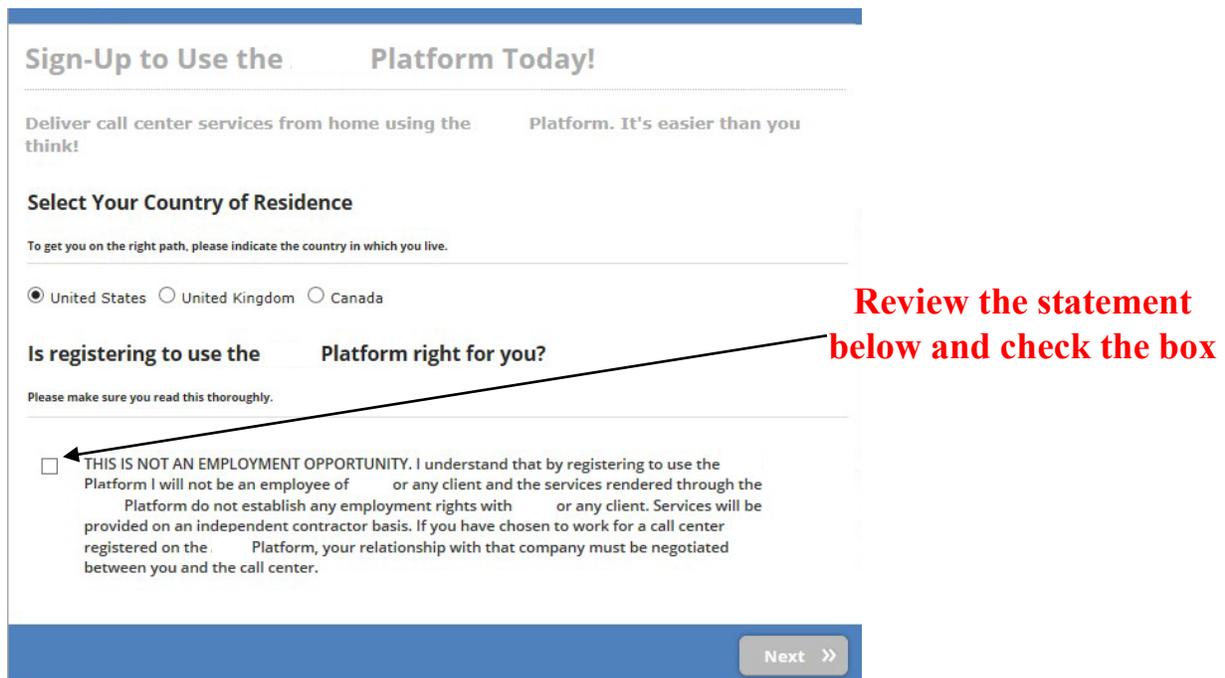
To get you on the right path, please indicate the country in which you live.

United States United Kingdom Canada

Please click the Country of your residence

Next >>

2



Sign-Up to Use the Platform Today!

Deliver call center services from home using the Platform. It's easier than you think!

Select Your Country of Residence

To get you on the right path, please indicate the country in which you live.

United States United Kingdom Canada

Is registering to use the Platform right for you?

Please make sure you read this thoroughly.

THIS IS NOT AN EMPLOYMENT OPPORTUNITY. I understand that by registering to use the Platform I will not be an employee of or any client and the services rendered through the Platform do not establish any employment rights with or any client. Services will be provided on an independent contractor basis. If you have chosen to work for a call center registered on the Platform, your relationship with that company must be negotiated between you and the call center.

Review the statement below and check the box

Next >>

3

General Information



Please provide some basic information about yourself. Do not include any punctuation marks (such as a period, comma, or hyphen) in your name. We respect your privacy. Click on the "i" to the right for more information on how we keep your personal information secure.

Title

Name
First Mi Last

State of
Residence

Are you over the age of 18 Yes No

Gender

Email

Confirm Email

Thanks for confirming your e-mail address! Once you click the "next" button below check your e-mail and follow the steps included to confirm you are registered to use the Platform.

Username

Password

Confirm Password

Next >>

Please fill out all the information listed

4

Sign-Up to Use the Platform Today!

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Contact Information



Address

Address2

City

State

Zip/Postal Code

Home Phone

Mobile Phone

Consent By submitting my phone number(s) in this profile, I agree to be contacted by [redacted], along with its agents and partners, at such number(s) for marketing and other purposes, including through the possible use of an auto dialer, prerecorded messages and text messages. I certify that the phone number(s) I included in my profile is/are my own number(s). I agree that my calls may be recorded or monitored. I will update [redacted] immediately if I change my number.

Please fill out all information listed. From the previous information provided, the system will automatically put in your State of Residence.

Additional Information

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Did you learn about the Platform from a Service Partner or one of their agents?

Yes ▾

Click the dropdown button and click yes

Enter referring agent ID (CSPID)



Referring agent

Once you click yes, enter 2002784 and click on the magnifying glass to pull up the name of the Referring agent.

Finish completing the remaining information.

How did you hear about the Platform?

Please enter the highest level of education you have completed

Please tell us if you have experience in any of the following fields

None
Customer Service
Sales
Technical Support

Is English your primary language?

Please let us know what other languages you are fluent in

Spanish
French (Quebecois)
French
Italian

Next >>

6

Congratulations on completing the Profile!

Your next step is to sign the Non-Disclosure Agreement (NDA).



Submit General Information - Completed



Non-Disclosure Agreement

When you sign the non-disclosure agreement, you will be able to see a snapshot of clients and opportunities. Please note, the available opportunities are subject to change. NOTE: Chrome not recommended

You are here

Sign Non-Disclosure Agreement (NDA)

Start Now >>

Click Start Now



Select Independent Contractor Type



Select a Servicing Opportunity

7

Sign Non-Disclosure Agreement

Instructions for signing the NDA

Below you may access and sign the Non-Disclosure Agreement. The Non-Disclosure Agreement is a contract through which the parties agree not to disclose information relating to [redacted] or any clients (including the client's customers) to third parties. Any information that is provided to you by [redacted] or any clients or otherwise in connection with your use of the [redacted] Platform must be kept confidential and cannot be shared with anyone. The confidentiality of information related to [redacted] and any clients must be maintained forever.

The above summary is general in nature and is not intended to be a comprehensive review of all of the terms. You should thoroughly review and understand this agreement prior to its execution.

Please review the following documents

NDA	View and sign View
-----	--

[« Previous](#)

[Next »](#)

Click View and to review and sign the Non-Disclosure Agreement

[General Info](#)

[Sign NDA](#)

[Call Center Info](#)

[Assessments](#)

[Opportunity](#)

Sign Non-Disclosure Agreement

Instructions for signing the NDA

After reviewing and signing the NDA, click NEXT.

Below you may access and sign the Non-Disclosure Agreement. The Non-Disclosure Agreement is a contract through which the parties agree not to disclose information relating to [redacted] or any clients (including the client's customers) to third parties. Any information that is provided to you by [redacted] or any clients or otherwise in connection with your use of the [redacted] Platform must be kept confidential and cannot be shared with anyone. The confidentiality of information related to [redacted] and any clients must be maintained forever.

The above summary is general in nature and is not intended to be a comprehensive review of all of the terms. You should thoroughly review and understand this agreement prior to its execution.

Please review the following documents

NDA	 View
-----	--

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[Next »](#)

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You're almost finished!
You can now register your call center or indicate the call center you are working for.

 **Submit General Information - Completed**

 **Non-Disclosure Agreement - Completed**

 **Select Independent Contractor Type**

Submit Information **Start Now >>**

 **Select a Servicing Opportunity**

Click Start Now to enter the IBO Call Center Number

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Select Independent Contractor Type



Agent Working For A Call Center

Select

The call center you work for told you to select this option. You will need the company's FEIN or Company ID to complete the process.

- Work for a call center
- Perform customer support for great brands without the responsibility of running your own business

Check Select

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Submit Call Center Information

View a list of call center companies: [Click Here](#)*

Please enter the details of the call center company you are working for.

1. Enter the FEIN or IB ID then click the magnifying glass and confirm the IB name matches the IB you have selected.
2. Your request will be forwarded to the call center company for confirmation. You will receive notification once the call center company has accepted your request, at which time you will be required to sign agreement with the call center company.
3. Sign the Non-Disclosure Agreement and Waiver.
4. These agreements will be forwarded to the call center company.

The next step is for the call center company to approve your registration, and you will receive notification at that time.

*The list of call center companies does not constitute an endorsement or recommendation but is provided for informational use and your convenience. It is your responsibility to decide whether your association with a particular Call Center Company is right for you. These companies are in no way affiliated with or controlled by First Advantage. First Advantage does not assume any legal liability or responsibility for the acts or omissions of such companies. First Advantage encourages you to do your due diligence and background research before you join any call center company.

IMPORTANT: Please log out and log back into the portal once you have successfully completed all of the necessary requirements below to allow the system to refresh and move you onto the last and final step – Selecting a Servicing Opportunity!

Enter Call Center Company Information

To register as an agent of a call center in the Network, please complete the requested information.
After you enter the FEIN or IB ID you must click the magnifying glass to populate the name of the call center.

Enter FEIN 

OR

Company Id  ←

Name of Call Center

**Enter IB ID number 316789
and click the magnifying glass to
insert the name of the IBO Call
Center.**

Enter Social Security Number

We understand that you might be nervous about providing your Social Security Number and date of birth. This information will only be used to confirm your identity and to run your background check and will be provided to First Advantage.
Please review the information you enter below prior to moving to the next step as it will be used to run your background check and you will be unable to edit it once you leave this page.

SSN

SSN Confirmation

Date of Birth 

**Enter your Social Security Number
& Date of Birth
Click NEXT...**

Agreements

Agreements	
Agent Waiver 	View
Agent NDA 	View

« Previous

Next »

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1. Log out of the system and send us an email at application@madcharmedia.com stating that you have completed the first portion of the registration and the registration has to be accepted. We will send you an email back letting you know that you are accepted.
2. Check your email inbox and open the three emails:
 - a. Open the email labeled “Deploy Admin” to validate the email address to proceed to complete the registration. See below...

Deploy Admin

★ Email Validation

Once you click on the validation email, it will take you to this page.

Enter your login information.

Log in.

Username

Password

Password is case sensitive

Email Validation is a SUCCESS!!!

Email Address Validation

Email Address is validated successfully!

Please click [here](#) to login to the portal.

3. Now that you validated your email address and we have accepted your registration, please log back in.

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Submit General Information - Completed

Non-Disclosure Agreement - Completed

Select Independent Contractor Type

In Process Join a call center on the Platform

Select a Servicing Opportunity

Click Start Now

1

View a list of call center companies: [Click Here*](#)

Please enter the details of the call center company you are working for.

1. Enter the FEIN or IB ID then click the magnifying glass and confirm the IB name matches the IB you have selected.
2. Your request will be forwarded to the call center company for confirmation. You will receive notification once the call center company has accepted your request, at which time you will be required to sign agreement with the call center company.
3. Sign the Non-Disclosure Agreement and Waiver.
4. These agreements will be forwarded to the call center company.

Submit Call Center Information

The next step is for the call center company to approve your registration, and you will receive notification at that time.

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IMPORTANT: Please log out and log back into the portal once you have successfully completed all of the necessary requirements below to allow the system to refresh and move you onto the last and final step – Selecting a Servicing Opportunity!

Enter Call Center Company Information

Name of Call Center

Change IB

Agreements

Agreements	
Agent Waiver	View and sign View
Agent NDA	View

Click "VIEW" and review the Waiver Agreement and sign

1

View a list of call center companies: [Click Here*](#)

Please enter the details of the call center company you are working for.

1. Enter the FEIN or IB ID then click the magnifying glass and confirm the IB name matches the IB you have selected.
2. Your request will be forwarded to the call center company for confirmation. You will receive notification once the call center company has accepted your request, at which time you will be required to sign agreement with the call center company.
3. Sign the Non-Disclosure Agreement and Waiver.
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Submit Call Center Information

The next step is for the call center company to approve your registration, and you will receive notification at that time.

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IMPORTANT: Please log out and log back into the portal once you have successfully completed all of the necessary requirements below to allow the system to refresh and move you onto the last and final step – Selecting a Servicing Opportunity!

Enter Call Center Company Information

Name of Call Center

Change IB

Agreements

Agreements	
Agent Waiver	View
Agent NDA	View and sign View

Now that you have viewed and signed the agent waiver, now click VIEW and sign the NDA agreement.

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Next »

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Enter Call Center Company Information

Name of Call Center [Change ID](#)

Agreements

Your registration must be confirmed by the call center you work for. You will not be able to view the opportunity until such confirmation is received.

Agreements	
Agent Waiver ⓘ	✓ View
Agent NDA ⓘ	✓ View

[← Previous](#) [Next →](#)

You have completed the signing of the required agreements.

Click NEXT. After you have clicked next, log out and send an email to us stating your registration is ready to be finalized.

Upon receipt of your email, you will receive an email from Adobe Sign to view and sign the required company documents.

Please note: Upon receipt of your finalized documents, your registration will be finalized.

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Congratulations!
This is the final step of the registration process. You will now have access to the [redacted] Portal. On the next page, you will see an overview of the client opportunities currently available. If you have not already done so, this is a good time to run the PC Check – to insure your systems and equipment meet the [redacted] policy standards.

 **Submit General Information - Completed**

 **Non-Disclosure Agreement - Completed**

 **Select Independent Contractor Type**

Submit Information [Change My Selection >>](#)

Join a call center on the Platform [Update Info >>](#)

 **Select a Servicing Opportunity**

You are in the final step of the registration process, selecting your first client opportunity! Select "Start" to move to the next page.

You are here [Select Client Opportunity](#) [Start Now >>](#)

Once your registration has been finalized, you are ready to CHOOSE YOUR CLIENT to SERVICE!!!

ADDITIONAL REQUIRED STEPS

After you have completed the steps, please note the following: You will receive an email from Adobe Sign 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: 1st and 15th day of the month

Platform Usage Fee: \$19.75

Our Company Service Fee: \$60.00

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 working from home.

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 boot camp software
2. Computer Monitor (19" 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: Windows Defender 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 for these wonderful opportunities are between \$9 - \$14.00 an hour, with the ability to earn incentives and bonuses. In addition, please note the client certification courses range from \$19.99 - \$149.00 and the 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 your IBO.

**WE LOOK FORWARD TO YOU
JOINING OUR TEAM!!!**