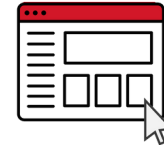# Work From Home System Requirements

LAPTOP OR DESKTOP COMPUTER

✕ **MacBooks, iPads, iMacs, Chromebooks, Surface Pros, Surface Go, and Samsung Notebooks Are <u>NOT</u> Compatible**

- Windows 10 or Windows 11 Operating System
- Processor Speed of 3.5 GHz Processor or greater with 2 or more cores
- Internal RAM of 8 GB or greater
- Free Storage to meet or exceed 20 GB
- Ability to have a wired connection
- Wired Headset

HIGH SPEED INTERNET CONNECTION

✕ **Mobile Hotspots Are <u>NOT</u> Compatible**

- Password Protected
- Computer or Laptop is connected to high speed internet through a wired connection to a modem/router
- Download Speed of 15 Mbps minimum
- Upload Speed of 5 Mbps minimum
- Latency of 80-100 ms (milliseconds) maximum
- Google Chrome 23 or higher, Mozilla Firefox 3 or higher

OTHER REQUIREMENTS

Mobile Device

capable of receiving and sending text messages

Headset

Wired with a working microphone

Webcam

VPN USAGE POLICY

** You are not permitted to access the network using any hosted PC service. Software needs to be loaded directly to your physical machine. Ask your recruiter, trainer, or supervisor if you have any questions about this. If you have multiple people working for Agero in your home, you
need to inform Agero and may be asked to provide additional information to support their use. Agero reserves the right to require employees to work from unique data locations (public IP endpoints). Access via a
public VPN service is not permitted. If you subscribe to any VPN/Privacy Service or Proxy Service it needs to be disabled while you work. Ask your recruiter, trainer, or supervisor if you have any questions.