



## **Basic System Requirements**

In addition to the below specifications, agents need to have a reasonable understanding of computers and their components as well as the ability to troubleshoot and/or follow directions from technical support.

Windows computer in good working order (all software and updates are current) to include the following:

- ✓ At least 5 GB of available hard disk space
- ✓ High Speed Internet access with wired router. Must meet speed requirements below using <https://www.megapath.com/speedtestplus>
- ✓ Windows 10 with all updates applied (*sorry, no Chromebooks, MAC's or Linux systems*)
- ✓ Google Chrome or equivalent browser
- ✓ Microsoft .NET framework 4.8 or newer
- ✓ Visual C++ Redistributable for Visual Studio 2015 x86

Below are the minimum hardware requirements that must be met to be considered for WFH. The better the specs of your home computer and the better your connection speed, the better your experience as a WFH agent will be.

<b>Application</b>	<b>Minimum Requirement</b>
Processor	Intel Core i3 (4th Generation) at 3 GHz or higher
Memory	8 GB
Screen Resolution	1440 x 900
Speed Test Results	Download >= 20 Mbps Upload >=10 Mbps Latency <= 50 ms Jitter <= 15 ms

Additional requirements: a webcam and a quality headset for taking calls. Recommendations for headset:

- ✓ Two ears instead of one
- ✓ A least a 6 foot cord (preferred)
- ✓ Inline audio controls (mute, volume)
- ✓ A noise cancelling microphone
- ✓ USB PnP capable (preferred) *Note: some agents in the past have used headsets with a 3.5 mm headphone jack type connector with success but TMS does not support these.*