PC Requirements

	MINIMUM/RECOMMENDED
CPU Speed	Intel i class or better, or AMD APU class or better, clocked at Dual-core 1.4 GHz or better NOTE: Atom, ARM, Celeron, Pentium, and Opteron processors are not supported. Examples: Microsoft Surface PCs and Chrome OS based PCs are NOT supported.

	MINIMUM	RECOMMENDED
Hard Drive	20 GB or more of available space 60 GB or more of total space	30 GB or more of available space 60 GB or more of total space
Memory	4 GB of RAM	8 GB of RAM
Operating System Windows needs to be a Genuine Licensed Copy.	Windows 10	Windows 11
Standard Connection and Speed **Wi-Fi connections are NOT Supported**	Hard-wired connection (No wireless) Minimum 10 mbps download / Minimum 3 mbps upload	Hard-wired connection (No wireless) Minimum 30 mbps download / Minimum 10 mbps upload
Maximum Latency Threshold	120 milliseconds (ms)	50 milliseconds (ms)
Monitor Recommendations	1280 x 1024 (SXGA) screen resolution	1920 x 1080 (Full HD or 1080p)
Dual Monitor Capability	May be required for some programs	Recommended
USB 3.0 Port	Required to be used with USB headsets and flash drives	

Other Requirements (Mobile Devices, Accessories, Software, and Internet/Phone Service Providers)

Mobile Devices:

Smart Phone or other Mobile Device to be used for multifactor authentication and other security verification processes **Note that Cell phones CANNOT be used to service and should not be used for any purpose while servicing.**	An iOS or Android-based mobile device (e.g. smartphone or tablet) with a working camera

Required Accessories*:

Hardwired USB headset with phone quality audio (required for certification and to service some programs)	Logitech, Plantronics, Microsoft, or similar brands recommended. **Suggestions:** • Plantronics Blackwire 3320 • Logitech USB H570e • Jabra UC VOICE 150
Hard-wired Telephone and headset (required for Production/ Servicing for some programs)	**Suggestions** • AGPtek Call Center Dialpad • Plantronics S12
Hardwired Keyboard and Mouse	Logitech Media Combo MK200