**BYOD (Bring Your Own Device) Requirements**

1. **PC Operating System**
	1. Windows 10 or Mac OS 10.14 (Mojave) or higher.
	2. MAXIMUS does not recommend and cannot accept tablet platforms (iPad, Chromebook, others) for AWS use as a BYOD device because the functionality of those platforms cannot be guaranteed and present problems/challenges for MAXIMUS to support.
2. **PC Processor**
	1. Intel Core i5 or equivalent
3. **PC Memory**
	1. 4 GB RAM required
	2. 8 GB RAM preferred
4. **PC Hard Drive Storage**
	1. 64 GB required
	2. 128 GB SSD or 5400 RPM
	3. 256 GB preferred
5. **Internet**
	1. RJ-45 connection for wired network connection to router
	2. Modem with Cat5e or higher cable
	3. Download – 20 Mbps minimum
	4. Upload – 5 Mbps minimum
	5. Attestation of speed may be required
		1. Google test https://projectstream.google.com/speedtest and screenshot results
		2. Access www.speedtest.net and submit a screenshot of the results
	6. MAXIMUS does not recommend taking calls on AWS through Wi-Fi, hardline connection is advised
	7. No mobile hotspots
6. **Headset**
	1. USB Gen 2 or newer port (for wired headset)
	2. Wired with microphone
	3. Genesys Diagnostic may be required
		1. Tests sufficient audio quality to manage calls

6.4 Voice over Internet Protocol telephony (VoIP)

***Note****: Background program and processes may affect the performance of a computer regardless of hardware/software/internet requirements being met. Equipment must be able to run all project programs/processes which primarily include Genesys PureCloud and AWS Client.*