**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.*