

Frequently Asked Questions



[General Questions](#)

[Questions about Independent Businesses](#)

General Questions

What is my CSP ID?

Your CSP ID is the number used to identify you in the Arise systems for security purposes. You can find your CSP ID by clicking on the Profile link under the My Info dropdown menu in the Arise Portal. Your CSP ID is located in the top right-hand corner of the new window that opens.

How can I change my profile information?

From the Partner Admissions Home Page, click on "My Profile" link located at top of the page. Once the page reloads, please select "Go" next to Update Profile. Upon changing your information, please click "Save" at the bottom of the screen.

Where can I find the Arise Workstation Requirements?

For information about Arise Workstation Requirements: Please see the U.S. Workstation Requirements Guide for more details: [U.S. Workstation Requirements Guide](#).

Where can I find the Independent Business Owner (IBO) Guide?

Independent Business Owners have the IBO Reference Guide as an available resource. The IBO Reference Guide can be downloaded by clicking here: [Independent Business Owner Reference Guide](#). You can also download a copy from the Partner Admissions home page at <https://partnersetup.arise.com>.

How do I activate my profile after a period of not providing services to Arise?

If you were still completing the Admissions Process and there has been activity on your profile within the last three months, you can continue from where you left off within the Arise Network, otherwise you will have to begin the process from the start.

If you had successfully completed Admissions process and where at the phase of "Select a Client Opportunity" and there been activity on your profile within the last 120 days you will re-start from where you left off.

If you receive a message about an inactive profile, please send a request via e-mail to admissions@admissions.arise.com. Please include your User ID (CSPID), full name, e-mail address, mailing address and phone number in your e-mail communication. **DO NOT create another profile as doing so may permanently disqualify you from the Arise network.**

What happens if I create a duplicate profile?

Creating duplicate profiles is strictly forbidden. If you created a profile before but cannot remember the details, please send an e-mail to admissions@admissions.arise.com and describe the details of your issue.

If you were still completing the Admissions Process and there has been activity on your profile within the last three months, you can continue from where you left off within the Arise Network, otherwise you will have to begin the process from the start.

If you had successfully completed Admissions process and where at the phase of "Select a Client Opportunity" and there been activity on your profile within the last 120 days you will re-start from where you left off.

Frequently Asked Questions



Questions about Independent Businesses

Where do I find a list of Independent Businesses (IBs)?

A list of current Independent Businesses that are Premier Partners (the largest vendors providing services to Arise) can be found on the Arise Partner Admissions Dashboard. To see the list:

Click on the Start Now button in the Join an Existing Affiliated Corporation section.

Choose Join an Arise Affiliated Corporation option and click Next.

Then, click on the Click Here link to see a list of the Premier Partners.

Or, you may submit your request for a list Premier Partners via e-mail to premierpartner_us@arise.com. You will receive an automated response with the list attached. It will be your responsibility to reach out to the IBs to express interest in joining their company.

PLEASE NOTE: The list of Premier Partners does not constitute an endorsement or recommendation by Arise, but is provided for informational use and your convenience. It is your responsibility to decide whether your association with a particular Independent Business is right for you. Arise encourages you to do your due diligence and background research before you join any Independent Business.

What do I need to do if I want to start my own IB?

Once the Independent Business you are working for removes you from their roster, you may log into the Portal to start your own IB. As long as your CSP profile has not been inactive for more than 90 days while in the Admissions process, you will not have to restart it.

Are there any limitations on the type of corporation?

No. Arise does business with all types of corporations. Your company can be incorporated in any U.S. state (even if it is not your state of residence). Please note, that we are not currently doing business with companies located in the following states: Connecticut, Maryland, Massachusetts, New York, Oregon or Wisconsin.

You are encouraged to consult your accountant or attorney for advice on choosing the type of corporation.

Once you have formed your company you will need to obtain a Federal Employer Identification Number (FEIN) from the Internal Revenue Service which you will need to provide to Arise.

How does my company get paid?

Service Revenue is paid twice a month to Independent Businesses. Service revenue is calculated based on the currently governing statement of work between Arise and the Independent Business.

How long do I have to find/select a client program to service?

You have 120 days from completion of the Admissions process to enroll in a client certification course. Enrolling in - and passing - a client certification course is the last step before you can begin providing services on a client program.

