

IRS Order Entry Clerk Position
NTI, Inc. Job Code CS-2005-002 & CS-2005-002sp

**Home Based Work
Equipment & Services Checklist**



+ **World Wide Web** +



= Ready!

To get to “ready” you need a suitable working computer, a live high speed connection to the Internet, a working telephone with headset, and a quiet place to work in your home. When working, you must be on the telephone connected to a long-distance call and connected to the Internet at the same time – to do this you will need one (1) phone line + one (1) broadband Internet connection (Cable, DSL).

Internet access through dial up, Microwave, Satellite, Voice over Internet Protocol (VoIP) are not acceptable Internet connections for this position.


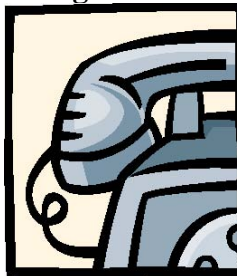

This checklist has four parts:

- 1. Electronic Equipment Requirements (Computers & Telephones)*
- 2. Internet Service Requirements (Broadband)*
- 3. Telephone Service Requirements (Local Dial Tone & Long Distance Service)*
- 4. Home Space Requirements (Space & Safety Suggestions)*

Please review your existing home equipment using these lists, taking notes to share with your state vocational rehabilitation counselor. Work with your counselor to determine if you have or have not met the necessary requirements and what can be paid for by the state agency. Please work with your counselor to obtain the needed equipment and/or services.

If you need help regarding the information contained in this checklist, please contact: Stephen Buttrick at the following e-mail address: sbuttrick@nti.org.

Home Based Work Checklist – Part 1 of 4 Electronic Equipment (Computers & Telephones)

Minimum Standards	Personal Notes
<input type="checkbox"/> Computer – Pentium II 300 MHz or better; 256MB RAM or better; 30 GB HD or better	
<input type="checkbox"/> Monitor – 15" or larger	
<input type="checkbox"/> Operating System Software –Windows 98 SE, ME, 2000 or XP with Internet Explorer 5.5 Service Pack 2 or better	
<input type="checkbox"/> Software for Word Processing & Spreadsheet – Microsoft Word 97 or later is required. Microsoft Excel 97 or equivalent/later versions are acceptable for spreadsheet. MS Office 2000 or XP suites are highly recommended.	
<input type="checkbox"/> Anti-virus Software – Symantec's Norton Internet Security™ preferred. See: Norton Antivirus 2005	
<input type="checkbox"/> Internet Connection: 10/100 Mbps Ethernet - if you will be using cable or DSL to access the Internet you will need an Ethernet wire connection.	
<input type="checkbox"/> Printer - Inkjet or Laser Printer	
<input type="checkbox"/> Corded Telephone with Headset. No cordless or cell phones. Phone must have a corded hands free headset with noise canceling microphone & a mute button. <p style="text-align: center;">Or,</p> <input type="checkbox"/> Corded Phone + Corded Hands-free Telephone Headset – Not cordless, Not a cell Phone. Headset must be hands free and have a noise canceling microphone & a mute button on the line. Phone must have a headset plug socket or adaptor on the line so you can plug the corded headset into the phone or into the phone line. Mute button is required! (e.g., Plantronics model M175. You can search the Internet to find a store that sells this headset near you, or even place the order online at a major retailer that delivers FREE (Staples, OfficeMax, Office Depot, etc)). Go to www.plantronics.com or call 800-544-4660 x5538 for technical assistance from 8 PM Sunday to 8 PM Friday Eastern Time.	 Or, A Regular Phone + Headset Plugged In  & 

Purchasing a new PC is often the fastest, simplest and even lowest cost way to meet the minimum computer equipment specifications. These are the important things to look for in a new PC:

Processor: Intel Pentium 4, 2.0 GHz or faster or AMD Athlon XP 2200+ or faster.

Memory or RAM: Get a minimum of 256 MB; 512Mb is preferred.

Internet connection:

- **Broadband Internet:** All new PCs have USB ports. If your cable or DSL modem **will connect** via a USB port, you don't need anything but a USB cable to connect to the modem. If your cable or DSL modem **will not connect** to your new computer with a USB connection, your new PC will need an Ethernet card. Typically you'll see the numbers 10/100 in your computer specs.

Hard disk drive: Most new PCs come with at least a 40GB hard disk drive. This is adequate. Larger hard drives will give you more space to store large files if other work will be performed that involves large documents, graphics, etc.

Monitor: Get a minimum 17" CRT monitor with a "dot pitch" of 0.27 or less. A good monitor of this type will cost around \$175 to \$250. Don't buy a cheaper CRT monitor; you'll find it hard on your eyes. If you can, get an LCD monitor; they're easier on the eyes, much lighter and easier to move, and generate less heat. A 15" LCD monitor of good quality will cost around \$350 to \$400; a 17" LCD monitor is better; good ones are selling for around \$500.

Antivirus Software: Antivirus software is critical. Most PCs come with antivirus software. However, this is likely to be a time-limited version that's good for 30 to 90 days. Build into your budget the cost of a full year licensed antivirus product from Symantec/Norton or McAfee; either is fine.

Word Processing and Spreadsheet Software: Microsoft Word is required to perform work for most NTI clients; therefore, Microsoft Word is required on your new PC. Most new PCs come with Microsoft Works or Corel WordPerfect Suite; a few come with Microsoft Office Suite. Only Microsoft Office Suite or a stand-alone copy of Microsoft Word is acceptable.

Surge Protector: Invest in a good surge protector. A good one costs \$20 to \$30. (The type you see for \$10 or less is essentially worthless.) Look for a UL 1449 listing (a UL "power tap" listing is not sufficient), suppressed voltage rating (also called clamping voltage) of 330 volts or less, and an energy rating of 700 joules or higher.

Home Based Work Checklist – Part 2 of 4

Internet Service Requirements (Broadband)

A working Cable or DSL Broadband Internet connection is required to perform the work.

You must have an Internet service provider (ISP) with an email account and a way to connect to the Internet. You must connect to the Internet with a broadband (Cable, DSL Internet service) connection.

Component	Personal Notes
<p><input type="checkbox"/> Broadband Internet Service Provider (ISP) with an email account - (Comcast, RoadRunner, RCN, Verizon, COX etc.).</p> <p>NOTE: Dial-up, Microwave, Satellite and/or Voice over Internet Protocol (VoIP) are not acceptable Internet connections.</p> <p>(Some VR agencies may pay for the first three months of service).</p>	
<p>Internet Connection:</p> <p>You will need to be on a long-distance telephone call while also connected to the Internet. To do this you need an Internet connection that is separate from the telephone line you will use to call into and stay connected to work. This separate connection must be a broadband (Cable or DSL) Internet connection.</p> <p><input type="checkbox"/> Required: High-speed Broadband (DSL, Cable) Internet Connection – fewer telephone lines will be needed at lower monthly cost. Performance will be faster and more efficient,</p> <p>(Some VR agencies may pay for installation and the first three months of service).</p>	

Home Based Work Checklist – Part 3 of 4

Telephone Service Requirements (Local Dial Tone & Long Distance Services)

You must be on a long distance call the entire time you are working plus be connected to the Internet

You will need to have one (1) telephone line connected to work by a long distance toll call and be connected to the Internet at the same time. You will need to remain connected to your work by that long distance call and on the Internet for your full work shift. Use the table below to determine if you will need 1, 2 or 3 telephone lines. The type of Internet connection you will be using and your family's need for a phone line while you are at work must be considered when determining how many telephone lines you will need. State vocational rehabilitation agencies will typically pay for telephone line installation and the first few months of service. You will be responsible for monthly fees afterwards. Residential lines are significantly much less costly per month than business lines. Since you will be a residential customer dialing to a business you are not required to obtain business phone lines.

Find Your Work Environment Below:	One Phone Line Required	Two Phone Lines Required
Log onto work with long distance service & Have Broadband Internet Service (Cable, DSL) & No family member(s) need a phone while you are at work	<i>1 line required</i>	
Log onto work with long distance service & Have Broadband Internet Service (Cable, DSL) & Family member(s) need a phone while you are at work		<i>2 lines required</i> <i>(Second line for family use may be a cell phone)</i>

<input type="checkbox"/> 1 Phone Line Needed	
<input type="checkbox"/> 2 Phone Lines Needed	

Long Distance Service

You will need long distance service to remain connected to work for several hours at a time. Unlimited long distance is a recommended.

Paying per minute is not economical; for example, \$0.05/minute long distance will cost you nearly \$3.50 per hour after adding taxes; \$0.07 per minute long distance will cost you nearly \$5.00 per hour! Flat-rate long distance will be most economical and can be obtained for about \$30 per month plus taxes.

You will be eligible to claim \$1 per hour worked to offset your Internet and telephone costs. Shop wisely to obtain the lowest cost unlimited long distance service possible.

As a residence calling a business, you are eligible for residential long distance services. Residential service is significantly lower cost than business service. You will be responsible for paying your own long distance telephone bill – make sure you are establishing residential service!

Component	Personal Notes
<p><input type="checkbox"/> Telephone Service for Long Distance Calls – this is the service that allows you to make long distance calls; logging onto work will require a long distance call that remains connected for your entire work shift.</p> <p>Long distance service is required on the telephone line that you will dial long distance to log onto work and remain connected while at work.</p> <p>One source of flat rate <i>unlimited residential</i> long distance service is:</p> <p>AT&T – Call AT&T and ask for unlimited long distance, \$29.99/month residential service; AT&T must become your long-distance carrier.</p> <p>There are other telephone companies offering unlimited long distance residential service in your area – call and shop wisely! Check with your local phone company too. A very few areas of the United States do not have any unlimited long distance service offered by traditional phone companies. Please contact NTI if you believe you live in one of these areas. Use of non-traditional long distance phone service (e.g., Cable/DSL based) is not permitted on this project.</p>	

Long distance glossary: <http://www.usatalkcheap.com/long-distance-glossary.html>

Home Based Work Checklist – Part 4 of 4

Home Space Requirements (Space & Safety Suggestions) **You will need quiet, private space in your home**

Choose your home work area and space wisely; think about what could interrupt work and avoid those areas. For example, is there the potential for background noise? What room will best avoid background noise? What noises can come into the room – do you live in a city (e.g., regular traffic vehicle noise), or a suburb (e.g., children, lawnmowers, etc.)? If there is the potential for noise, can you work in that room doors and windows closed? Where will your family members be when you are working?

Background noise exists in any environment and it is your responsibility to plan your work space so that you can manage background noise – keep it out while you are at work! Background noise is not acceptable when you are on a call and your calls are monitored for quality - serious job performance concerns will result if inappropriate or unwarranted background noise is heard during calls.

Component	Personal Notes
<p><input type="checkbox"/> Private, quiet space in your home sufficient to hold all equipment within your reach. A defined space will also help meet home office income tax deduction standards. Safety Tips:</p> <ul style="list-style-type: none"> ○ Walkways clear of boxes, chairs, wastebaskets, etc. ○ Files not top-heavy (with empty drawers on bottom, full drawers on top). ○ Boxes papers, files, books not stored on top of cabinets, files, windowsills. ○ First aid kit easily accessible. ○ Restricted access to equipment (paper cutter, utility knife, etc.) ○ Phone numbers for local emergency services posted on each phone. ○ Electrical cords in good condition (e.g., not frayed). ○ Electrical cords located away from heating sources and working/walking areas. ○ Electrical equipment located away from water sources. ○ No use of unnecessary, inappropriate or excessive numbers of extension cords. ○ All electrical equipment and appliances grounded (e.g., use of three-pronged plugs). ○ Desk, chair and monitor adjusted height and angle for comfort and minimal stress. ○ Fire extinguisher easily accessible to office and in working order. 	

The US Department of Labor offers an on-line guide for their employees to perform a self inspection of their work-at-home space: **U.S. DEPARTMENT OF LABOR HOME-OFFICE SELF INSPECTION GUIDELINES AND CHECKLIST:** <http://www.dol.gov/oasam/doljobs/programs/Flexiplace-telework/appendix-B.htm>