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Getting Setup:

This page provides a checklist and information regarding things that you will need to do before you log in for the first time to take customer calls. You will need to complete all of these steps and review all of this information in order to be prepared and ready to take live calls.

Requirements:

- Computer
- Internet Browser
- Broadband Internet Connection
- Land-line Phone Service and Phone Number
- Phone Handset

Recommended:

- Pen or Pencil
- Notepad
- Headset
- Comfortable Desk
- Comfortable Chair

To Be Completed Before You Log In For Your First Shift:

- You should have read all of the Psychic employee training before you log in for your first shift
- You should have read all of the FAQs before you log in for your first shift
- Make sure you have created / completed your biography and submitted it to Management for approval
- Upload your profile picture
- Verify that the phone number on your profile is correct
- Ensure you have a dedicated phone line that has no features such as call waiting or call answer. You will need to have a home phone or landline, this is to ensure that there aren't any dropped calls, if your power goes out you will not drop the call. Landlines are more reliable connections. You will also have to disable your voicemail or answering machine while working. If it is not disabled clients may be exposed to your personal information, name and home telephone number. The customer may also be charged for the time that they are on the line during your voice message recording, which will need to be refunded. Please note that not having a dependable land-line, having a voice mail / answering machine, disclosing personal and / or direct contact information, etc. could lead to termination.
- Ensure that you have a high-speed internet connection available to you as you will have to use your browser to log on (dial up internet will not work as it will interfere with your phone and will be too slow to load)