

# Meet arc

Our new device management solution.

24/7 self service access

Pick up and return your device in seconds

Always have a device that is charged and working properly



## How it works



### Pick up:

1. Press "Pick Up Device"
2. Scan/Enter User ID
3. Pick Up Device and Close Locker Door



### Return:

1. Press "Return Device"
2. Scan/Enter User ID and Device ID
3. Report Device Issues (If Applicable)
4. Connect Device and Close Locker Door

## Frequently Asked Questions

### Can I check out more than one device at a time?

ARC allows each person to check out one device at a time. If a second device is needed, a manager can assist you.

### What happens if I don't return my device at the end of my shift?

If you do not return your device within 24 hours of checking it out, you will not be able to check out another device. Your name will show up on the daily report that managers receive and will stay on the report until all devices have been returned to ARC.

### What if the device I'm using is damaged?

No problem. Please report damaged devices in the ARC system upon return. This will help managers to get that device fixed and ready to be used again quickly.

### If I find a device laying out, should I return it?

Yes, please do! ARC will always take back any devices, even if they're not yours. You may even be helping a fellow associate by returning a device they left laying around.

### What do the locker colors mean?

- Green: A device is in the locker and it's ready to be checked out.
- Blue: The locker is empty OR there is a device in the locker that is still charging.
- Red: There is a problem with the locker or the device. A manager will need to take a look before that locker is returned to normal use.

**Need help?** Contact [help@assetrecharge.com](mailto:help@assetrecharge.com) for 24 hour customer service.