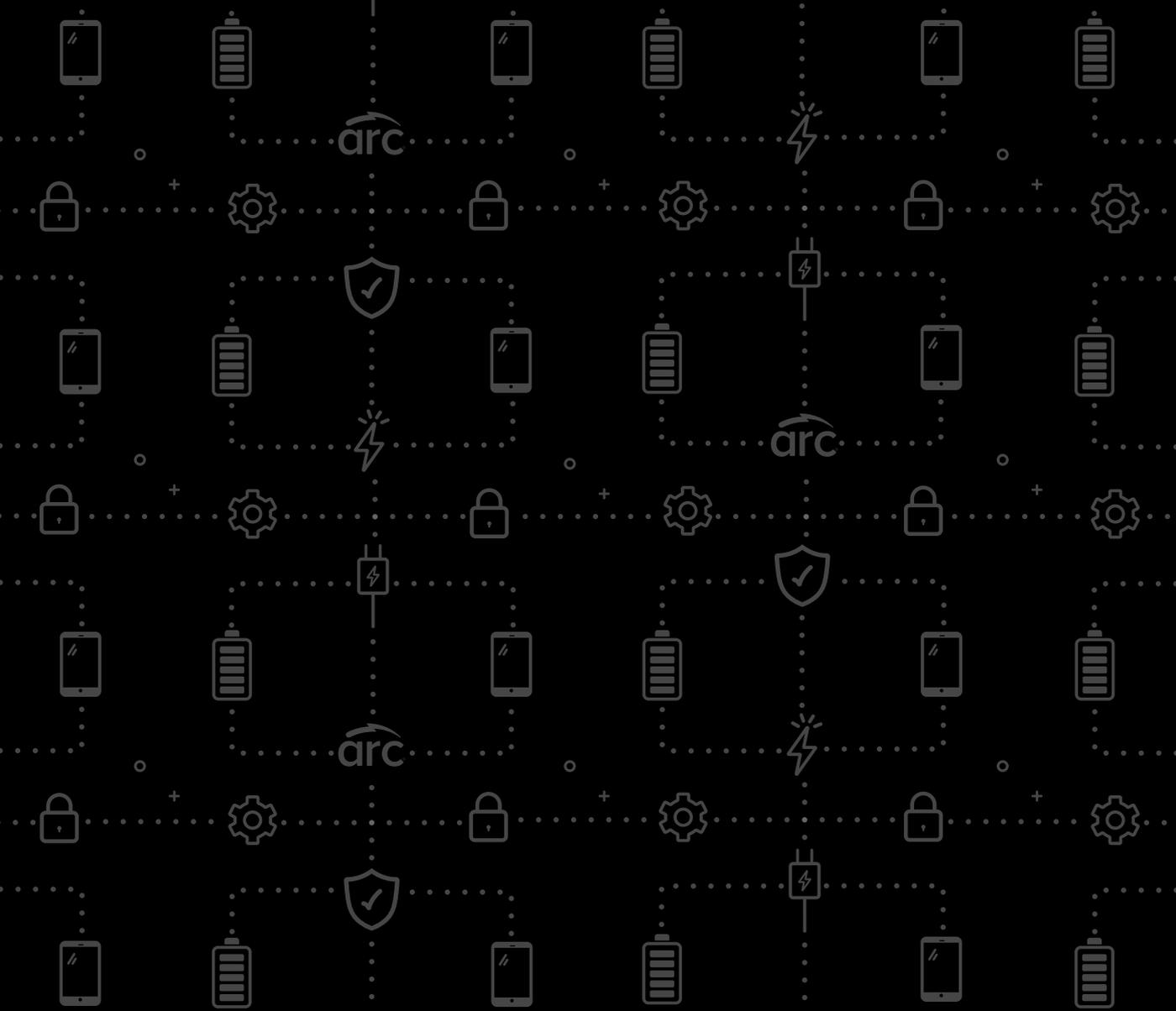




Manager
Quick Start
Guide



arc
by ChargeSpot®



Welcome to ARC!

Complete parts 1-4 to set up team members and devices.

	PART		PAGE
BEFORE ARC ARRIVES	1	Verify Contents of Boot Up Box	4
		Login to ARC Portal	5
	2	Add QR Codes to Team Member Badges	6
		Add QR Codes to Devices	7
		Register Devices to ARC Portal	8-9
		Create Role Permissions in Client Portal	10-12
ONCE ARC ARRIVES	3	Add devices to ARC Kiosk	13-16
	4	ARC Basics	17-23

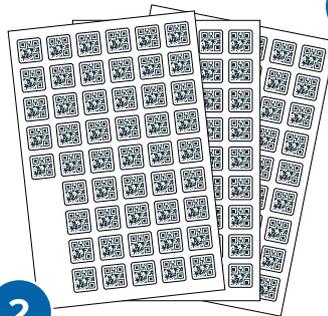
Part 1: Verify Contents

Contents of the ARC Boot Up Box:

1. Quick Start Guide
2. QR Code Kit with QR Labels, Alcohol Swabs, and Instructions
3. 'Meet ARC' One-Pagers



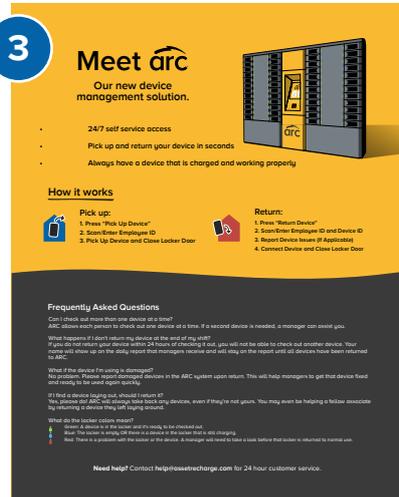
1



2



3



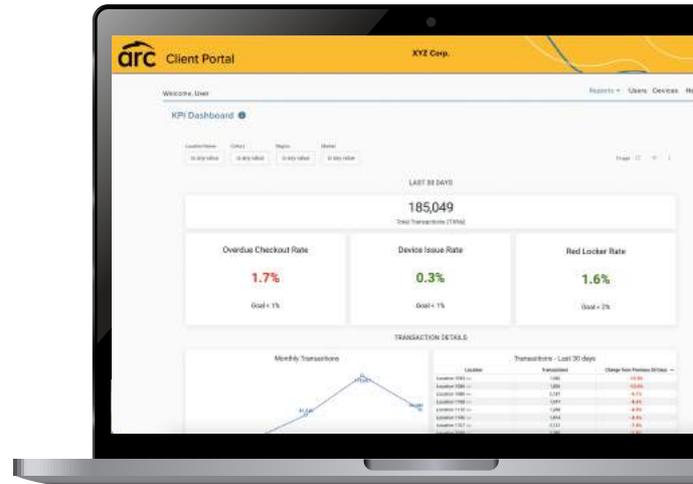
Login to the ARC Portal

The online client portal allows you to easily manage the Devices and Users that have access to the kiosk.

- Soon, you'll be receiving a welcome email coming from "no-reply@assetrecharge.com"
- Please locate the welcome email and click the provided link to activate your account. Register your account and set your username and password.

To use the Client Portal in the future, you should bookmark this link:
[ARC Client Portal \(arc-kiosk.com\)](http://arc-kiosk.com)

If you are having difficulty logging in or are missing any contents of your boot up box, please email us at: help@assetrecharge.com

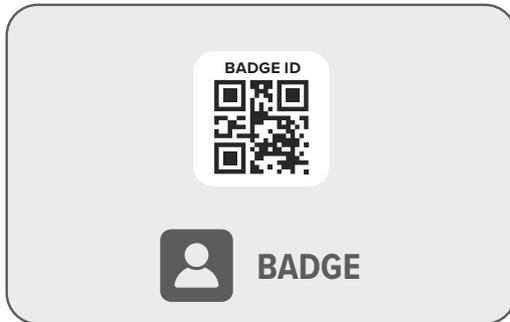


Tip: Registering devices and users is best accomplished using a desktop or laptop computer.

Add QR Codes to Team Member Badges

The Boot Up Box contains QR code stickers to adhere to team member badges. These QR codes provide a “Badge ID” which employees will use to scan at the ARC Kiosk to check out and return devices as needed.

Every employee that uses the ARC Kiosk will need a QR code sticker adhered to their badge. While completing this process, you can also enroll them in the Client Portal. This is how ARC associates devices with users.



Adhere Badge ID stickers to an easily scannable place on every employee’s badge. The employee should wait there with you so you can simultaneously create their ARC permissions in the Client Portal.

NOTE: Some clients use company-issued employee IDs in lieu of this step. If you aren’t sure whether you’re using employee IDs or ARC QR codes, check with your leadership.

Add QR Codes to Devices

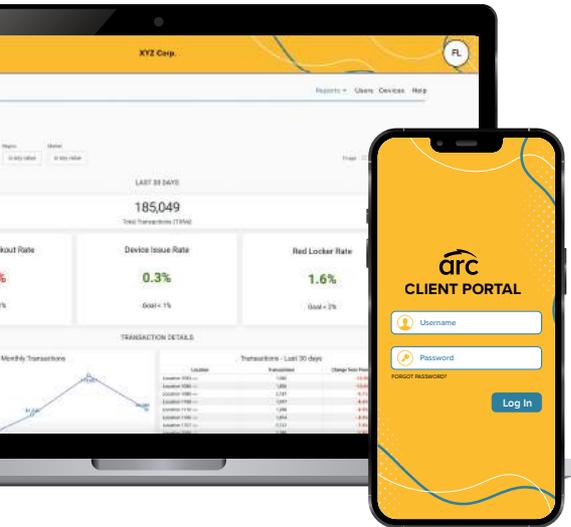
The Boot Up Box contains QR code stickers to adhere to your devices. These QR codes provide a “Device ID” and enable your devices to be enrolled in the ARC Kiosk and Client Portal system.

When placing QR codes, it is important to find a location on the device that meets these guidelines:

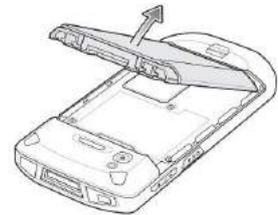
- Do not place the QR code on the removable battery
- Place in a location with minimal direct contact with skin if possible
- Place in a location lower than (recessed below) the case if possible/applicable
- Place in a location on the outside of the device (not under the battery)
- Place in a location that does not cover any important device features like the scanner, the camera, or the charging ports`

Register Device to ARC Client Portal

Once you've tagged all of your devices, follow these steps to register them in the ARC Client Portal.



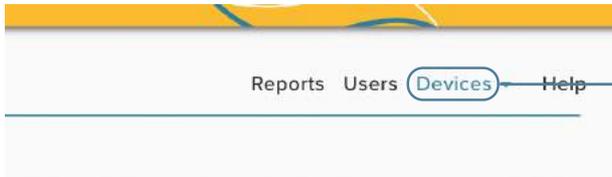
Login to the ARC Client Portal.



Serial Number starts with (S) S/N:

Locate the device serial number. This can typically be found under the device battery.

Once you've tagged all of your devices, follow these steps to register them in the ARC Client Portal.



After logging in to the ARC Portal, select '**Devices**'



Click "**Register New Device**"

A screenshot of the 'REGISTER NEW DEVICE' form. The title 'REGISTER NEW DEVICE' is in blue. Below it are two input fields. The first is labeled 'Serial Number:' and the second is labeled 'Device ID:'. Both labels have a question mark icon to their left.

Input the device's **serial number** (S/N) and **Device ID** (the number at the bottom of the QR code sticker placed on the device)



Click '**Save.**'

Repeat this process for all remaining devices.

Create Role Permissions in ARC Client Portal

All of ARC's users will have a clearly-defined role in the Kiosk (to access devices) and in the Client Portal (to review reporting on users and devices). Before assigning role permissions, it's important to understand the access level differences and decide which are best for each employee's role.

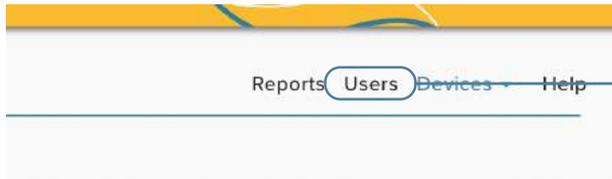
Kiosk Permissions

	Associate	Team Lead	Manager
Check pick up and return devices	✓	✓	✓
Access to Manager Tools Menu	✗	✓	✓
Can access kiosk settings	✗	✗	✓
Can place an out of service kiosk back in service	✗	✗	✓

Client Portal Roles

	None	Admin	Super Admin
Access to the portal	✗	✓	✓
Can activate & deactivate kiosk users and devices	✗	✓	✓
Can designate other Client Portal Admins and Super Admins	✗	✗	✓

Now that you know the differences in permission levels, you can assign permissions to your ARC users!



After logging in to the ARC Portal, select 'Users'



Click "Activate New User"

A screenshot of the 'User Details' form. It has three input fields for 'First Name:', 'Middle Initial:', and 'Last Name:'. Below these is a 'System Access' section with a 'Kiosk Access:' label and four radio button options: 'Associate', 'Team Lead', 'Manager', and 'No Kiosk Access'. A blue arrow points from the text 'Enter User's Name' to the 'First Name' input field. Another blue arrow points from the text 'and Kiosk Access Level' to the 'Associate' radio button.

Enter User's Name

and Kiosk Access Level

Employee ID:*

Enter employee's Badge ID (see bottom of QR sticker on badge).

If employee is **Associate** or **Team Lead** level, skip to 'Save.'

? Client Portal Access:

← **IF** the employee has **Manager** Kiosk Access **AND** requires access to ARC Reporting through the Client Portal, click "Grant Access" button.*

? Client Portal Access: Admin
 Super Admin
 None

Email:*

*Select appropriate Client Portal Access for employee and enter their email address.

Scroll to the bottom of the page and click 'Save.'

Load Devices Into ARC

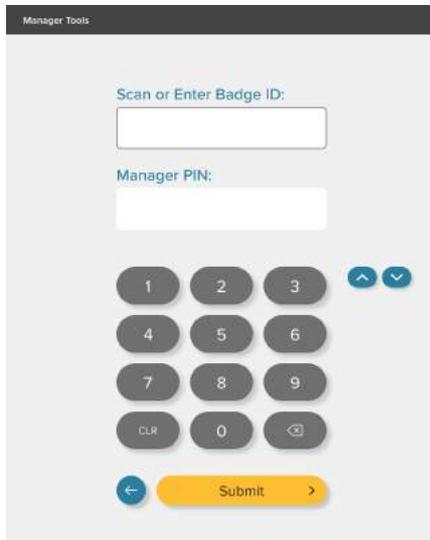
Continue to this step once all devices have QR labels and have been registered to the Client Portal.



Bring registered devices to the ARC kiosk.



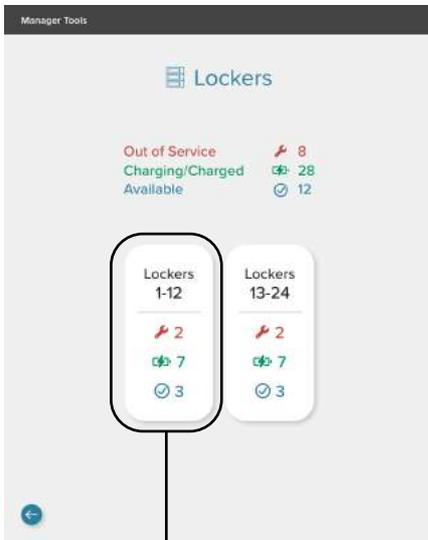
On the kiosk:
Tap 'TOOLS'



Scan or enter your badge ID and enter your assigned Manager Pin #



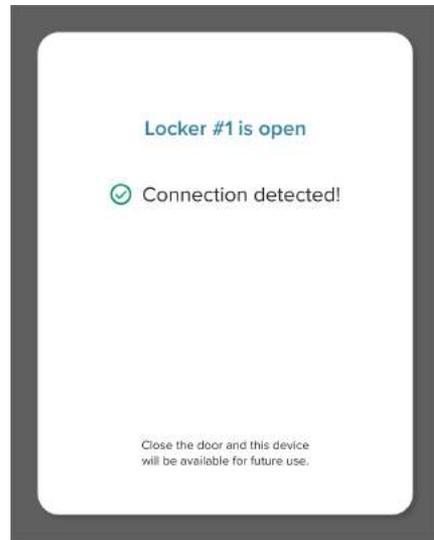
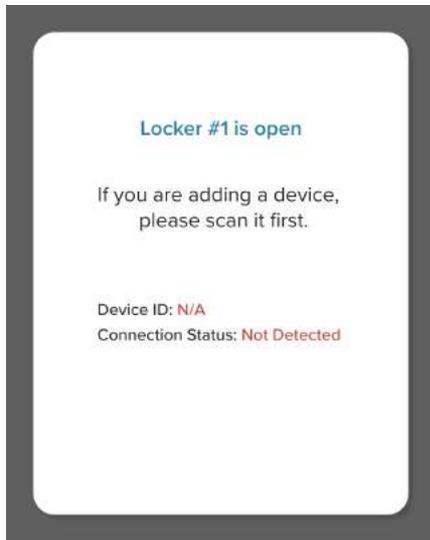
Tap 'Lockers'



Tap the bank you want to place device into



Choose an **available locker**, and tap 'Open'



Scan device, connect to charging
cable in assigned locker, and
close the door.

You're all set!

ARC Basics

The ARC Kiosk

The two main components of the ARC system are the Kiosk + Client Portal



The ARC kiosk is a self-service locker system that allows associates to easily access a workplace device.

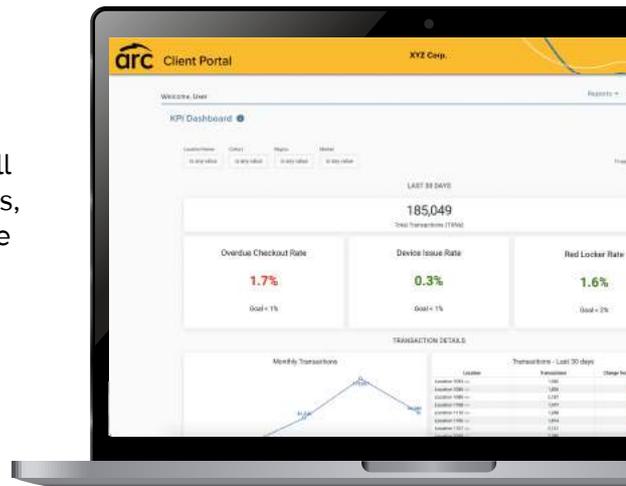
The intelligent locker system will only dispense functioning, fully-charged devices, and is built to identify and remove non-working devices from circulation.

- Self-service device pick up and return
- Store & secure your company devices
- Easily report damaged devices

The Client Portal

The online client portal allows you to easily manage the **Devices** and **Users** that have access to the kiosk.

The Client Portal also houses ARC's reporting features. Leaders and other identified users will have access to daily reporting on devices, users, overdue checkouts, and more! ARC will provide training on reporting features for those users.



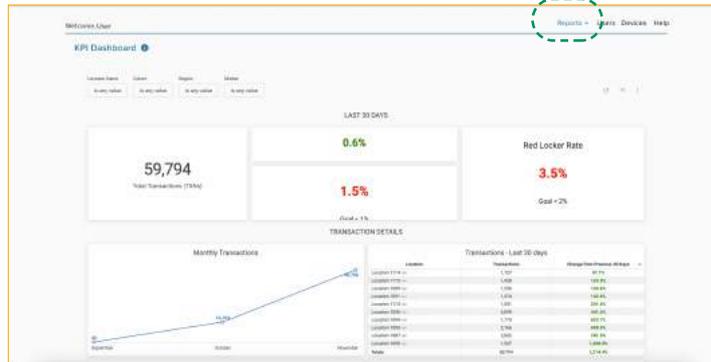
Reporting

When logged into the Client Portal, you'll be shown various reports that will display the latest information on your devices, users, and lockers.

You'll find statistics such as:

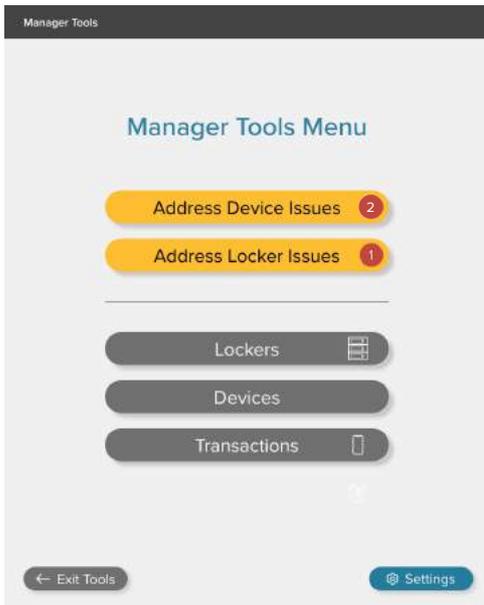
- Overdue devices
- Overdue locker tasks
- Devices in circulation

Tip: You'll receive these reports daily to your email but you can always view real-time information about device location and users in this section of the portal by logging in through the wire.



Manager Tools Menu

On the kiosk, Team Leads and Managers will have access to the following menu where they can see and resolve issues with devices and lockers.



Indicates when there are manager tasks available
**Number indicates number of tasks*

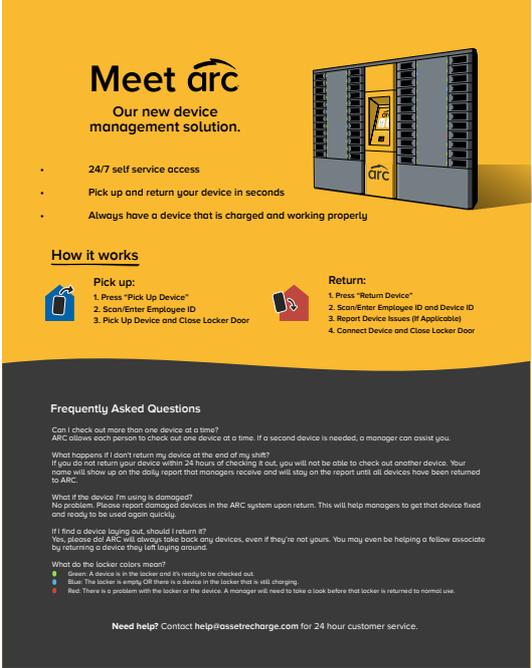
Access all your ARC lockers/devices

Activate, deactivate, or update devices

Start or end an employee checkout

ARC One-Pager

In your box, you will find a one-pager that shows your team how to pick up and return devices and answer some frequently asked questions.



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 Employee ID
3. Pick Up Device and Close Locker Door

Return:

1. Press "Return Device"
2. Scan/Enter Employee 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 and it will 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 for 24 hour customer service.

Best Practices

Now that you have an understanding of ARC, here are some helpful tips to keep things running smoothly:

- **Read the reports:** This is how to stay in the loop with issues and problems that may arise.
- **Designate ARC experts:** There should always be someone onsite familiar with the system so that you don't need to worry when it's not your shift.
- **Follow-up with overdue devices:** Make sure a manager has been made aware of the overdue device, and that the device has been returned to a locker.
- **Clear lockers with red lights:** keep an eye out for issues reported to lockers and devices.

Keep us in mind! We're always here to help with any issues or questions you may have! You can reach us 24/7 at help@assetrecharge.com or 800-452-2810.



arc

by ChargeSpot®

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