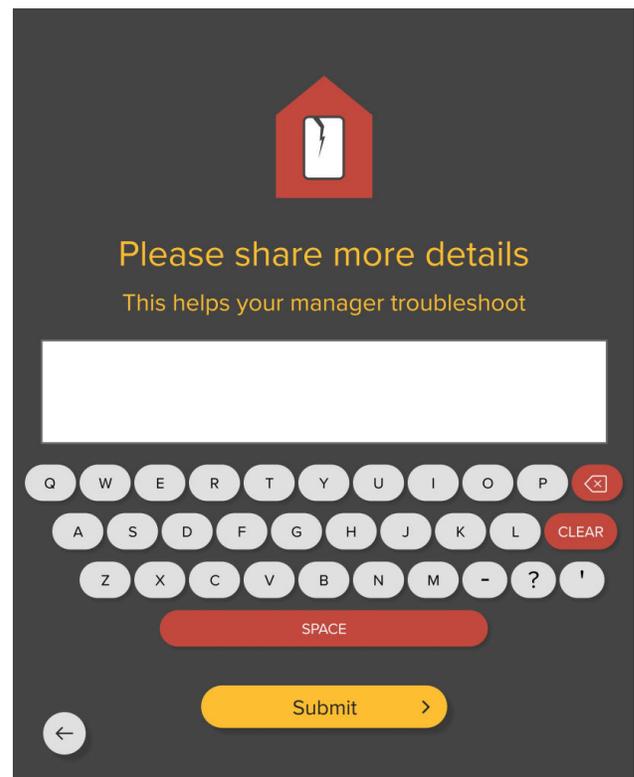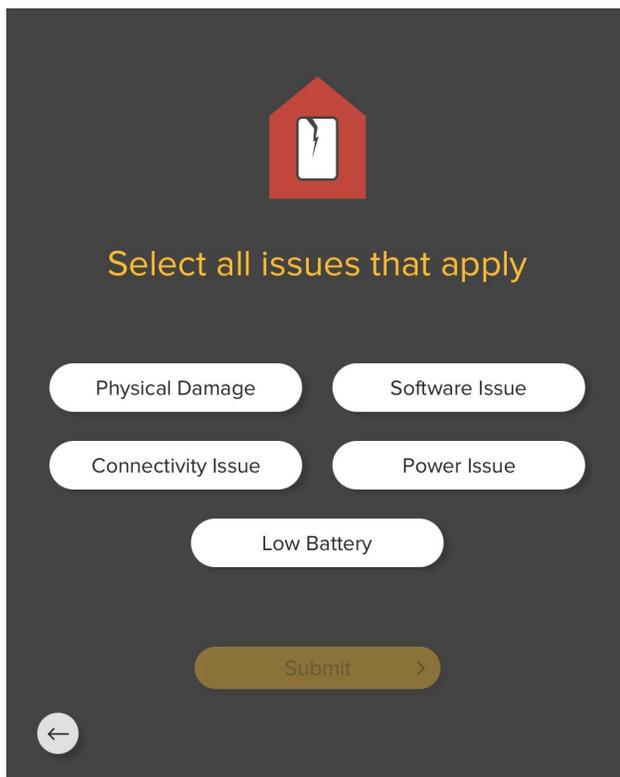## How it works

Team members are able to report issues when returning devices to ARC, allowing leadership to follow up on common device issues. This guide provides additional details as to what types of device issues fall under each category, so that team members report issues appropriately.

It's also very important to make sure team members provide detailed notes about the problems they are experiencing when prompted on the "Share More Details" screen. This helps leadership troubleshoot issues more effectively.

Select all issues that apply

Physical Damage   Software Issue

Connectivity Issue   Power Issue

Low Battery

Submit

Please share more details
This helps your manager troubleshoot

Q W E R T Y U I O P
A S D F G H J K L CLEAR
Z X C V B N M - ? '
SPACE

Submit

Device issue examples

Physical Damage - Cracked screen, missing buttons, battery clips broken
Software Issue - Apps or required programs do not launch or behave as expected (includes device scanner issues)
Connectivity Issue - Device unable to connect to internet/perform expected functions
Power Issue - Device powers down unexpectedly, reboots frequently, or will not power on
Low Battery - Battery depleted/needs to charge