



My ARC

Overview

What Is My ARC?

My ARC is your centralized access point to a growing list of ARC tools and resources. It utilizes a single sign on that enables a user to have a single user name and password for every application that is behind My ARC. Once a tool is available through My ARC, you will be required to use My ARC to access that tool.

Security Features

- Every account has a **unique email address**
- **Content is targeted** for specific customer type
- **Concurrent log-in not allowed** (sharing of ID/password is prohibited per PCI compliance requirements)
- **Delegated administration:** External administrators have full responsibility for their users
- **Self-service:** My ARC user resets their own password without going through ARC secure email service (Authentica) or calling the CSC

User Name Guidelines

A unique user name is required for access to My ARC. The following rules govern the creation of a user name:

- The user name must be 7-25 alpha numeric characters (letters or numbers) in length.
- The first character must be a letter.
- It may not contain spaces
- It may contain a period (.), underscore (_) or dash (-)
- A user name must be unique.
- User Names are not case sensitive.
- Each user name is limited to one active session.
- In the event a user name is deleted, it cannot be reused.

Password Guidelines

A unique password is required to access My ARC. The following rules govern the creation of a password for access to the My ARC:

- A password may not contain spaces.
- It must be between 7-14 characters in length.
- It must contain at least one number.
- It is case sensitive.
- It must contain at least one lowercase character.
- It must contain at least one uppercase character.
- Must contain at least one of the following special characters: !, @, #, \$, %, ^, &, *, ?,
- It will expire and needs to be changed every 90 days.
- The previous four passwords cannot be reused.

Login Guidelines

A valid user name and password are required for login to My ARC. Each unique user name and associated password will be allowed to open no more than one My ARC session at a time. In addition:

- My ARC session will be terminated after 15 minutes if there is no activity for 15 minutes on My ARC or any tools associated with My ARC.
- If an invalid user name or password is entered, an error message displays.
- A user is allowed three attempts to enter their password and three attempts to enter their security question answers before their user account is locked.
- Passwords must be changed every 90 days.
- When a password change is required, the Password Change screen displays.
- Refer to the Password Guidelines section of online Help in order to create a password.



Account Creation

All new users of My ARC, regardless of organization, user or administrator type, are required to navigate the same activation and first time login process. To begin the activation process:

1. Request a My ARC account form your Organization's My ARC Primary Administrator.
2. After the account is created, a system generated email is sent to you to begin the account activation.
3. Click the My ARC Activation link (shown in the email) to open the My ARC Activation Login screen and begin the five step activation process.
4. If your email service prevents you from clicking the link, copy the entire address and paste it into your browser's address bar.
5. For complete instructions on completing the five step activation process click [First Time Login to My ARC](#).

Change Password – Mandatory every 90 Days

Beginning fourteen days prior to the mandatory 90 day password change, the Change Password screen displays advising that “You have 14 more days to change your password”. At this point you can either change your password or ignore the prompt and proceed to login. Should you choose not to change your password, you will be prompted again to change your password upon your next login. If you have not changed your password by the end of the fourteen day period, My ARC will force the change. To change your password:

At the Change Password screen:

1. Type a new password in the New Password textbox.
2. Type the same password in the Confirm New Password textbox.
3. Click the Change Now button to change your password.
4. Once selected your change password request is processed and the My ARC Home page displays. You will receive an email to confirm your password change.
5. Click the Change Later button to bypass the change password now function and go directly to the My ARC Home page screen.

User Administration

In My ARC, Administrators have the ability to create and/or manage a user's account information. In addition, administrators have the ability to manage a user's access to tools and approve or deny a user's request for access to a tool. There are four classifications of administrators in My ARC. They are:

- Primary Administrator
- My ARC and Tool Administrator
- My ARC Administrator
- My ARC Tool Administrator

Instructions -- Ownership Changes and My ARC

Check List

What type of ownership change application have you filed?

Here are scenarios for each ownership type along with a Check List for each. Following the instructions in this check list will help make the ownership change process a smoother transition for you! Please contact ARC's CSC if you have any questions or need further assistance.

1. **Type 1 Ownership Change** – This type of ownership change involves the transfer of 30% or more of the shares within an existing accredited agent to *existing* shareholders. There are likely to be minimal impacts to your agency's access to My ARC and ARC Tools in this type of ownership. However this is good time to review and update your My ARC user accounts, as follows --

If you wish to re-designate your My ARC Administrator in connection with this type of change, please submit the Administrator Re-designation form (Form no. 245).

If one or more of the owners is departing the agency you should ensure that the My ARC accounts for those individual(s) are deleted prior to the ownership change effective date so that the access to My ARC and ARC Tools (IAR, ISS, Agent's Choice) is revoked.



The My Administrator should ensure that the My ARC accounts of any former employees are also deleted when the employee/user leaves the agency.

- 2. **Type 2 Ownership Change** – This type of ownership change involves the transfer of 30% or more of the shares within an existing accredited agent to *new* shareholders. Even though the legal entity remains the same, in a change like this, there may be a number of personnel changes, which may impact My ARC and ARC Tool access. However this is good time to review and update your My ARC user accounts, as follows --

If you wish to re-designate your My ARC Administrator in connection with this type of change, please submit the Administrator Re-designation form (Form no. 245).

If one or more of the owners is departing the agency in connection with this change you should ensure that the My ARC user accounts for those individuals are deleted so that the access to My ARC and ARC Tools (IAR, ISS, Agent's Choice) is revoked.

The My ARC administrator should also ensure that any departing employees' user accounts are also deleted. If you wish to re-designate your My ARC Administrator in connection with this change, please submit the Administrator Re-designation form (Form 245).

The My ARC Administrator can create new user accounts if such are needed.

- 3. **Type 3. Structural Change** – In this type of ownership change the accredited Agent seeks to make a change to the business structure of the entity which does not involve the addition of new owners (e.g., sole proprietorship to corporation). However this is good time to review and update you're My ARC user accounts, as follows --

If one or more of the owners is departing the agency in connection with the change you should ensure that the My ARC user accounts for those individuals are deleted so that the access to My ARC and the ARC Tools (IAR, ISS, Agent's Choice) is revoked.

My ARC administrator should also ensure that any departing employees' user accounts are also deleted.

If you wish to re-designate your My ARC Administrator in connection with this change, please submit the Administrator Re-designation form.

- 4. **Type 4 Ownership Change** –This type of change involves the acquisition of an accredited Agent, or one or more locations of an Accredited Agent (the Transferring Agent or old agent) by another accredited Agent (the Acquiring Agent or new agent).

In the Type 4 change, the My ARC user account profiles of the old agent will be transferred to the new agent in an Inactive Status on the effective date of the change, unless the old agent deletes those user accounts or transfers those user accounts to its' (old agent's) other locations prior to the effective date of the ownership change. The transferred user account profiles will include the user's name, phone number, fax number and email.

Type 4, Scenario 1: ABC Travel (ACN: 99-9999) buys DCE Travel (ACN 12-345678), the entire agency which includes all of its branch locations.

Check list for Old Agent

(Here are the items that the Old Agent's My ARC Administrator must Complete before the Sunday midnight effective date)

Things to Do – Old Agent	Completion by Sunday 11:59 p.m.
Delete all My ARC user accounts that are no longer applicable or that are not being transferred to the new agent.	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
Authorize and Submit final IAR Report (and all open IAR reports)	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
Alternatively, designate the user account that will submit your last IAR report. The user account will	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:



remain active for 48 hours only to submit the last IAR report. Flag user accounts prior to the effective date of the ownership change (Ownership Change Designate status in My ARC).	
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Check list for New Agent

(Here are the items your My ARC Administrator should complete after the ownership change is approved and effective.)

Things to Do – New Agent	Start no earlier than Monday 12:01 a.m.
<ul style="list-style-type: none"> • Reactivate My ARC accounts transferred from old agency. • Delete My ARC accounts that are no longer needed for your agency. • Modify My ARC User Type for each old agency account. • Reassign My ARC Tool access for each old agency account. (i.e., IAR). 	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
Ensure existing IAR Administrator modify IAR user roles for each old agency account where applicable.	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:

Type 4, Scenario 2: ABC Travel buys only a branch location of DCE Trave1, branch location ACN 87654321.

Check list for Old Agent

(Here are the items the old agent’s My ARC Administrator must Complete before the Sunday midnight effective date.)

Things to Do – Old Agent	Completion by Sunday 11:59 p.m.
Delete all My ARC user accounts that are no longer applicable or are not transferring to the new Agent..	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
Alternatively move user accounts to another one of your locations (ACN s) if they are not being transferred to the new agency.	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:

Check List for New Agent

(Here are the items the new agent’s My ARC Administrator must complete after the effective date of the ownership change.)

Things to Do – New Agent	Start no earlier than Monday 12:01 a.m.
<ul style="list-style-type: none"> • Reactivate My ARC accounts from old agency. • Delete My ARC accounts that are no longer needed for your agency. • Modify My ARC User Type for each old agency account. • Reassign My ARC Tool access for each old agency account. (i.e., IAR). 	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
Ensure Existing IAR Administrator modify IAR user roles for each old agency account where applicable.	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:

5. Type 5 Ownership Change – This type of change involves a complete change of ownership in which an existing Accredited Agent (the Transferring Agent or old agent) is transferring one or more its locations to a non-accredited company (the Acquiring Agent or new agent).

In the Type 5 change, the My ARC user account profiles of the old agent will be transferred to the new agent in an Inactive Status on the effective date of the change, unless the old agent deletes or transfers those users to the old agent’s other locations prior to the effective date of the ownership change. The transferred user account profiles will include the user’s name, phone



number, fax number and email address. The My ARC administrator of the new agent will have the ability to delete or re-active those users after the effective date of the approval.

Type 5, Scenario 1: Mary Joe (a non-accredited entity) buys DCE Travel (ACN 12345678), the entire agency which includes all if its branch locations.

Old Agent

(Here are the items the old agent's My ARC Administrator must Complete before the Sunday midnight effective date)

Things to Do – Old Agent ????	Completion by Sunday 11:59 p.m.
Delete user accounts that are no longer applicable and that are not being transferred to the new agent..	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
Authorize and Submit final IAR Report (and all open IAR reports)	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
Alternatively, designate the user account that will submit your last IAR report. The user account will remain active for 48 hours only to submit the last IAR report. Flag user accounts prior to the effective date of the ownership change (Ownership Change Designate status in My ARC).	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:

New Agent

(Here are the items the new agent's My ARC Administrator must complete after the effective date of the ownership change)

Things to Do – New Agent	Start no earlier than Monday 12:01 a.m.
Appoint a My ARC Primary Administrator –	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
<ul style="list-style-type: none"> • Reactivate My ARC accounts from existing agency • Delete My ARC accounts that are no longer needed for your agency. • Modify My ARC User Type role for each My ARC account under the existing agency. • Reassign My ARC Tool access for each My ARC account under the existing agency (i.e. IAR). 	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
IAR Administrator assigns appropriate IAR user roles.	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:

Type 5, Scenario 2: Mary Joe (non accredited entity) buys only a branch location of DCE Travel; branch location ACN 87654321.

Old Agent

(Here are the items the old agent's My ARC Administrator must Complete before the Sunday midnight effective date))

Things to Do – Old Agent	Completion
Delete user accounts that are no longer applicable.	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
Move user accounts to another ACN if they are not staying with the ACN location that is being transferred to a new agent pursuant to the Type 5 application. .	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:

New Owner

(Here are the items the new agent's My ARC Administrator must complete after the effective date of the ownership change)



Things to Do – New Agent	Start no earlier than Monday 12:01 a.m.
Appoint a My ARC Primary Administrator?	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
<ul style="list-style-type: none"> • Reactivate My ARC accounts from existing agency • Delete My ARC accounts that are no longer needed for your agency. • Modify My ARC User Type role for each My ARC account under the new agency. • Reassign My ARC Tool access for each My ARC account under the new agency (i.e. IAR). 	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:
IAR Administrator assigns appropriate IAR user roles	Yes <input type="checkbox"/> No <input type="checkbox"/> Completed Date:

GOT QUESTIONS? CONTACT US!! (P) 703.816.8085, (E) CCCHelp@arccorp.com

Encryption

My ARC requires the use of a Web browser that supports 128-bit encryption – a high level of security that helps to protect data from being changed or accessed by unauthorized persons as it moves across the Internet. In addition, all ARC systems are protected by firewalls and internal security controls.

Change the Encryption Capability of a Browser

If the browser does not show a 128-bit cipher level, it needs to be upgraded to a later version. ARC provides some information pertaining to directions on upgrading the encryption. To access the procedures, go to ARC’s Web site at www.arccorp.com and look under ARC Tools, Back Office, Back Office Data.

Error Message Display

My ARC displays error messages when a condition occurs that cannot be processed. The error messages are clearly visible. In addition, the messages are written so that the user is able to easily determine what entry contained the error and what steps need to be taken to fix the error.

Useful Communication Resources

It is important for you to have a method of contacting ARC should the need arise. Please see section entitled How ARC Communicates with You (below) for important numbers and available resources.

How ARC Communicates with You about My ARC

TAC Message

The TAC (Travel Agent Communication) message will continue to be available on a weekly basis, via email, to all agents. In addition, the TAC message is posted on ARC’s Web site at www.arccorp.com. Please ensure that the appropriate person(s) in the office reads the TAC for important information.

Online HELP

Online HELP is available in My ARC. After signing in to My ARC, access HELP by clicking on the global HELP header from any My ARC screen. Online HELP will display step by step instructions on how to perform tasks.

ARC's Web Page

Visit the ARC Corporate Web site at www.arccorp.com/myarc for My ARC information along with other ARC related topics.

Customer Care Center (CCC) Telephone Message

In addition to updating Help News, ARC also updates the Customer Care Center’s telephone message to provide the same information. You can decide if you still need to speak to a Customer Service Representative after listening to the recorded HELP NEWS message. The phone number for the CSC is (703) 816-8003.

System Requirements

Recommended hardware and software system requirements include:



- PC with Microsoft Windows XP, Windows 98, Windows 2000, or Windows 2000 Professional.
- Connection to Internet via a modem, broad-band or high-speed connection.
- Web browser that supports 128-bit encryption for SSL connectivity, such as Microsoft Internet Explorer 6.0 or higher.