



**Introduction**

This Form is used to re-designate your organization's administrator for ARC products and services (ARC Tools) such as My ARC and ARC Document Retrieval Service (DRS).

**How to complete this form:**

1. Fill out Part A.
2. Choose if you are filling out part B1 and/or B2, then complete the appropriate sections.
3. Fill out part C.
4. Print, then sign the completed form.
5. The form can then be emailed to [chd@arccorp.com](mailto:chd@arccorp.com) or sent via the other methods mentioned at the end of this form.

**Part A – Basic Information**

**Please complete the required Carrier information.**

Three digit Carrier Code: \_\_\_\_\_

Carrier Legal Name:

\_\_\_\_\_

Trade Name (DBA):

\_\_\_\_\_

**Which tool administrator(s) are you re-designating? (Select at least one)**

My ARC (Complete part B1)

DRS (Complete part B2)



**Part B1 – My ARC**

**My ARC Primary Administrator** will perform the My ARC administrative functions for your organization and have the following capabilities, including, without limitation:

- View user accounts across your entire organization
- Create and delete user accounts
- Grant and revoke access to My ARC and to ARC Tools (e.g., OCR and Carrier Dashboard)
- Update user profiles
- Lock user accounts (e.g., for leaves of absence, etc.)
- Create additional My ARC administrators (e.g., My ARC Administrators, Tool Administrators, etc.)

Please refer to Part IX of Carrier Service Agreement for more information on My ARC Primary Administrator's role.

**New My ARC Primary Administrator Information**

Upgrade current user (Complete Question 1 below)

Add a new My ARC Primary user (Complete Questions 2-8 below)

1. Current My ARC User ID (to be upgraded): \_\_\_\_\_
2. Desired User ID (If not available, one will be assigned to you. Must start with a letter, be between 7-25 characters, contain no spaces: \_\_\_\_\_
3. Name of the Administrator (First Name, Last Name):  
\_\_\_\_\_
4. Email Address  
\_\_\_\_\_
5. Department:
6. Title:
7. Phone: \_\_\_\_\_
8. Extn: \_\_\_\_\_

**Current My ARC Primary Administrator Information**

If you do not currently have a My ARC Primary Administrator you do not have to fill out this section.

Current Primary Administrators' My ARC User ID: \_\_\_\_\_

Downgrade Administrator to:

- My ARC Administrator and Tool Administrator
- My ARC Administrator
- Tool Administrator
- User

**Or**

Delete Administrator

**Note:** If no selection is made above, the Current My ARC Primary Administrator will be downgraded to a 'User' role when a New My ARC Primary Administrator is re-designated.



**Part B2 – Document Retrieval Service (DRS)**

**Please select the DRS information that you would like to update: (Select at least one)**

DRS Principal (Complete 'New DRS Principal Information' and 'Verification Question and Answer' sections)

DRS Security Manager (Complete 'New DRS Security Manager' section below)

**New DRS Principal Information**

The DRS Principal is an Authorized Representative for the Agency. The Principal must be an owner or, if the Agency is a corporation, an authorized officer of the Agency.

Name of the Principal (First Name, Last Name):

\_\_\_\_\_

Email Address:

\_\_\_\_\_

Title (If an Owner or officer, please indicate):

\_\_\_\_\_

Phone: \_\_\_\_\_

Extn: \_\_\_\_\_

**Identity Verification Question and Answer**

Please provide a question and answer, which should be known only to the Principal, for identity verification purposes. The question and answer that you provide below will be used to verify your identity if you contact ARC with questions about changes to the Security Manager, the Service, password resets, User IDs, etc.

Your Question:

\_\_\_\_\_

Your Answer:

\_\_\_\_\_

*This Identity Verification Question and Answer must be kept confidential by the Agency's Principal and must not be shared with anyone who is not authorized to act on your behalf.*



**Part B2 (Continued) – Document Retrieval Service (DRS)**

**DRS Security Manager** will perform the DRS administrative functions for your organization, including, without limitation:

- Access to Carrier’s transactional data in DRS
- Create and Modify other DRS Roles (Supervisors and Users)
- Grant and Revoke user access to DRS
- Reset passwords
- Delete DRS Users

Additional information can be accessed at <https://www2.arccorp.com/support-training/document-retrieval-service/>

**New DRS Security Manager Information**

Upgrade current DRS user to DRS Security Manager (Complete Question 1 below)

Add a new DRS Security Manager (Complete Questions 2-8 below)

1. Current DRS User ID (to be upgraded):

\_\_\_\_\_

2. Desired User ID (If not available, one will be assigned to you. Must start with a letter, be between 6-8 characters, and cannot be the same as the Principal User ID):

\_\_\_\_\_

3. Name of the Security Manager (First Name, Last Name):

\_\_\_\_\_

4. Email Address:

\_\_\_\_\_

5. Department:

\_\_\_\_\_

6. Title (If an Owner or officer, please indicate):

\_\_\_\_\_

7. Phone: \_\_\_\_\_

8. Extn: \_\_\_\_\_



**Part C – Certification**

By the signature of its authorized Representative\* below, Carrier hereby certifies that the information provided herein is true and accurate and that the Carrier Representative signing on its behalf is authorized to execute this Re-designation Form on its behalf and to legally bind the Carrier.

**AGREED TO BY:**

Carrier Legal Name:

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Signature:

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Print Name:

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Title:

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Date (MM/DD/YYYY):

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By signing above, I certify that I am authorized to sign this Application on behalf of the Carrier named above.

\*Authorized Representative means the person who is authorized to designate the My ARC Primary Administrator and or DRS Security Manager on behalf of the Carrier. For a Carrier that is a U.S. corporation, the signature of a Vice President or above is required. For a Carrier that is not a U.S. corporation, the signature of a Vice President or equivalent is required, or alternatively, the signature of the highest senior level official in the U.S.

*ARC will endeavor to complete the requested change within 1 business day of receipt of an accurate and complete form.*

Once the Re-designation is completed you will receive an email with your login credentials.

**Where to send the Completed Form**

You can scan and Email the completed and signed form to [chd@arccorp.com](mailto:chd@arccorp.com)

You can also mail the completed and signed original form to:

**Attn: ARC's Carrier Help Desk  
3000 Wilson Boulevard, Suite 300  
Arlington, VA 22201-3862**

Or you may fax the completed form to +1 703.341.1227.

**Questions or Assistance**

If you have any questions about how to complete the Re-designation Form, please contact the ARC Carrier Help Desk at [chd@arccorp.com](mailto:chd@arccorp.com) or call +1 855.816.8007.