

How to Access the Training

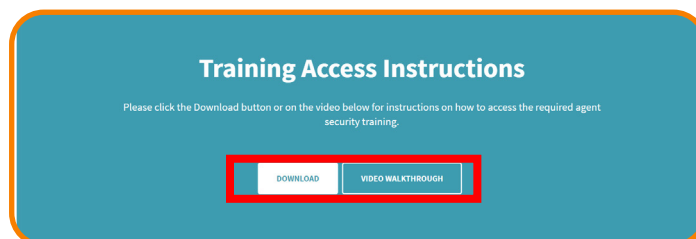
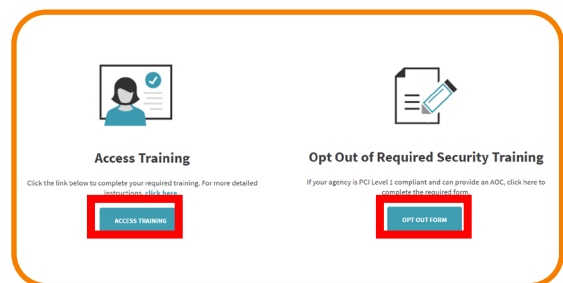
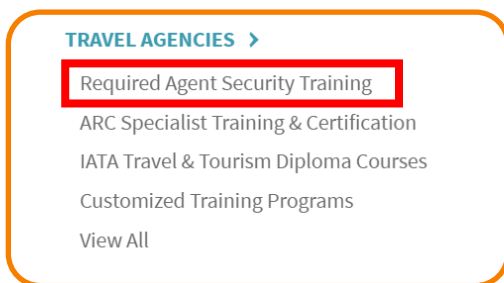
Step 1:

Navigate to the [ARC Corp homepage](#) and hover over the training tab



Step 2:

Choose the “Required Agent Security Training”. To begin your training, click “Access Training” or to opt out of the required training, scroll down to access the opt out form. For additional instructions, scroll down and click “download” or “video walkthrough”.

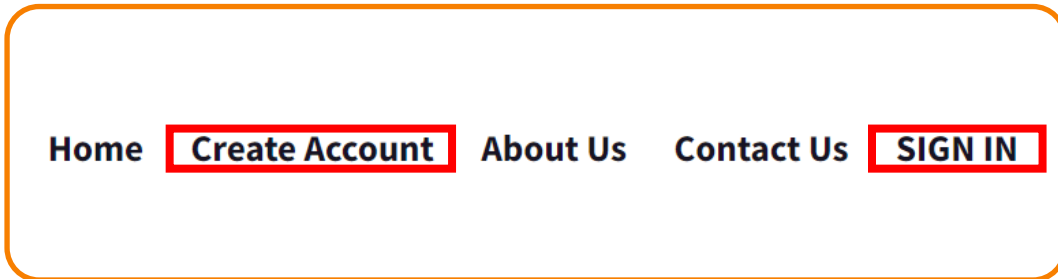


Required Agent Security Training

Quick Reference Guide

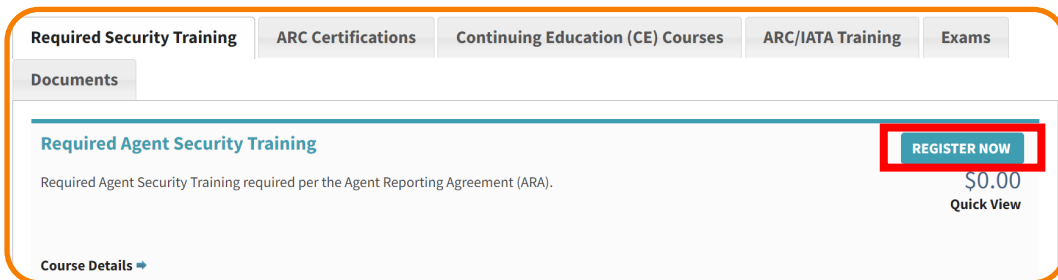
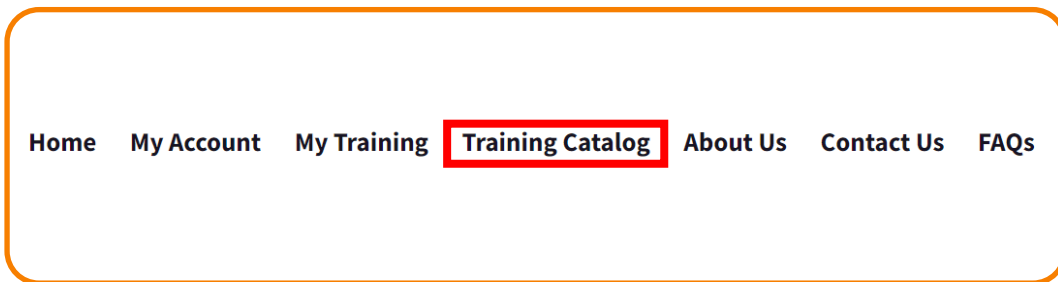
Step 3:

After clicking “Access Training”, choose either “Create Account” or “Sign In” at the top of the screen. If you are a new ARC training user, choose “Create Account” or “Sign In” if you have an existing account.



Step 4:

Go to the “Training Catalog” at the top of the screen and locate “Required Security Training”. Then click the blue “Register Now” button.



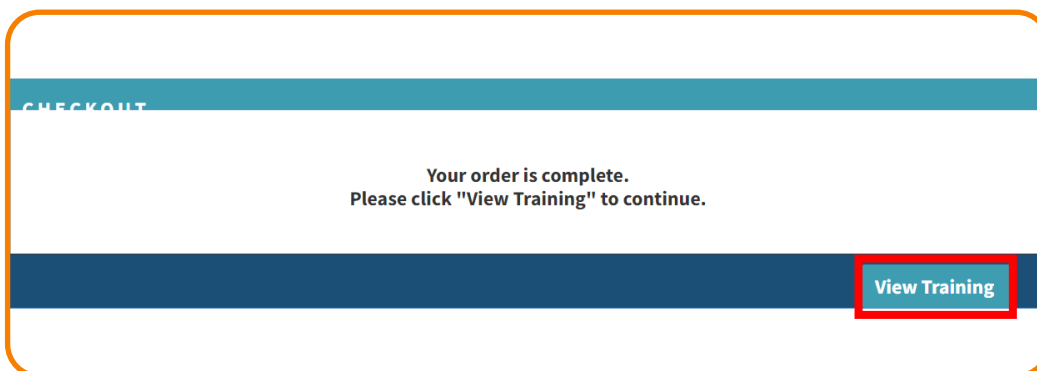
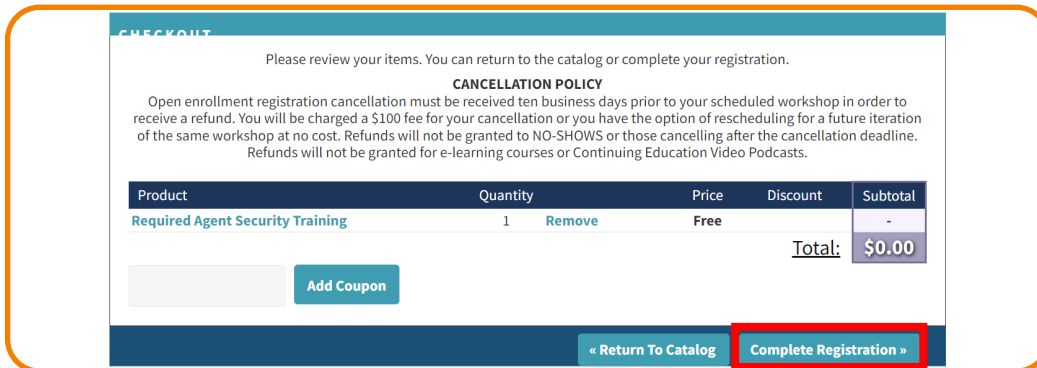
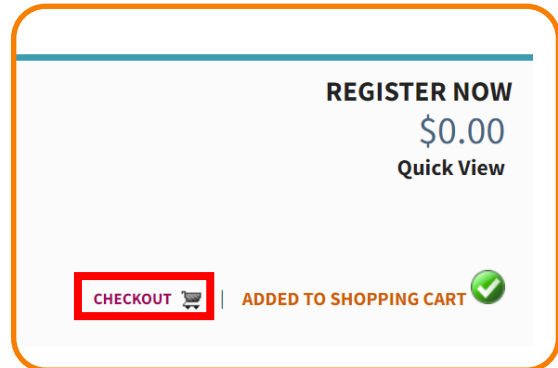
Required Agent Security Training

Quick Reference Guide



Step 5:

Choose “Checkout” then click “Complete Registration”. To view your training, click “View Training”.



Required Agent Security Training

Quick Reference Guide

Step 6:

Prior to launching the course, **turn off your pop up blocker**. Click the title of the training to launch the course. After launching the course, complete the course work. **After passing the quiz, use the “Exit Course” button in the top right corner of the screen to exit.**

The screenshot shows a user interface for 'My Training Items'. Under the heading 'Required Security Training', there is a sub-heading 'Required Agent Security Training'. The status of this training is 'In Progress'. A red box highlights the training title. To the right, there is a 'Show Details' button. A text box on the right side of the page provides instructions: 'Click on a Required Security Training title to open. Please ensure your browser's popup-blocker is turned off. If you cannot see your course/module content, refer to the 'Why can't I see my course(s)?' question at the bottom of the FAQ page.'

Step 7:

After exiting the course, return back to your training page. A green “Completed” will show next to the training name when you have completed the course.

The screenshot shows the same user interface as in Step 6, but the status of 'Required Agent Security Training' is now 'Completed'. A red box highlights the 'Completed' status. The 'Show Details' button remains visible. The instructional text on the right side of the page is identical to the previous screenshot.

If you need assistance please reach out to ARC’s Customer Care Center:

Phone: 1-855-816-8003

Email: ccchelp@arccorp.com