

## ARC 2.0 FAQ

### Why has the ARC changed?

ARC 2.0 has been established with the goal of ensuring the best possible experience for all of its users. ARC 2.0 was developed to take advantage of the most up to date technologies, to enable current security protocols, to meet NRO policy requirements, and also improve the user interface.

### When is the Industry Day?

The dates of the ARC 2.0 Industry Information Sessions are 1 April 2014 10:00AM – 11:00AM, 1:00PM – 2:00PM, 3 April 2014 10:00AM – 11:00AM, and 1:00PM – 2:00PM.

### What is a company POC?

In the legacy ARC the company POC is the individual responsible for maintaining the company profile and the Corporate Capabilities Statement. In ARC 2.0 the POC will be the first person from your company that creates an account. This can be a temporary assignment. The POC will be able to transfer the role to other company users when they create their accounts.

### I never received the activation code after registering?

Ensure that you entered the right unclassified email address. The helpdesk can assist you in resending the activation code if necessary.

### I forgot my password...

There is a "forgot password tool" located at <https://acq.westfields.net/forgot-password.aspx>. In order to use it you must have selected a security question and provided your unclassified email address.

### I forgot my username...

There is a "forgot username" tool located at <https://acq.westfields.net/forgot-password.aspx>. In order to use it you must have selected a security question and provided your correct unclassified email address.

### How do I update our Corporate Capabilities Statement?

If you have the correct rights (were the first user from your company or have been assigned rights by that user) you may go to My ARC->My Account Settings, then click the Organization Management tab. There, you can see all users affiliated with your organization, and edit your capabilities.

### I am concerned that I might be missing business opportunities. How Do I ensure that I see all "Full and Open" acquisitions?

By simply having an account in ARC 2.0, you will see all full and open opportunities posted in that system.

### I heard that ARC 2.0 supports subscriptions. What is this about?

In ARC 2.0, contractors no longer have to hunt for the efforts or announcements that they are interested in. In the My ARC->My Subscriptions, users can subscribe to agencies and efforts that they are

interested in, and receive messages of varying types including emails and SMS notifications. They can also view everything they are following in a consolidated view in the My ARC->My Notifications/Inbox.

### **Is there a tutorial or online help available?**

There is online video training for registering for your new account. There are also Help Buttons on each page of the ARC that will open information relevant to that particular page.

### **How long will my account be active?**

Accounts are periodically disabled after periods of inactivity. Additionally, users must also verify the ownership of the email address associated with their account periodically. These periods are currently 90 days. These periods may be changed at the discretion of ACE Management to further Information Assurance objectives.

### **Do you inform users before their accounts are disabled?**

We do not inform users before their accounts are disabled. However, when you attempt to login, you will get a message that your account has been locked due to inactivity or that you are required to revalidate your account. You must simply follow the instructions and receive a verification link at your email address to reactivate your account.

### **Which browser should I use?**

Google Chrome and Mozilla Firefox are the preferred browsers. Internet Explorer 8+, Google Chrome 23+, and Mozilla Firefox 17+ are currently supported.