

Arcos Quick-Start Guide

Downloading & Setting Up ARCOS Mobile Workbench

1. Go to your device's application store and download ARCOS Mobile Workbench



2. Open ARCOS Mobile Workbench

3. Click 'First Time User' at the bottom

4. Enter your **Username**
[Username from *callout@rostermonster.com* email]

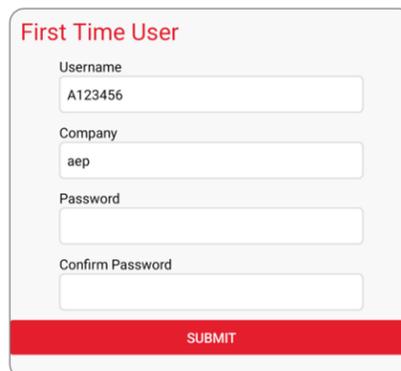
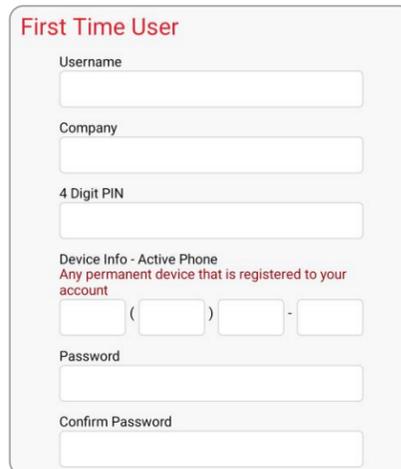
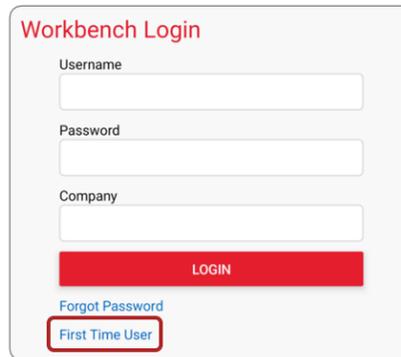
5. Enter Company name '**AEP**'; the PIN & phone fields will disappear (not needed for AEP)

6. Create your password [Use cybersecurity best practices. ARCOS requires 3 of these 4 categories: uppercase, lowercase, numeric, special]

7. Select Submit

8. You will receive a Server Response Message: Update Successful and an email stating that a password was set up for your account

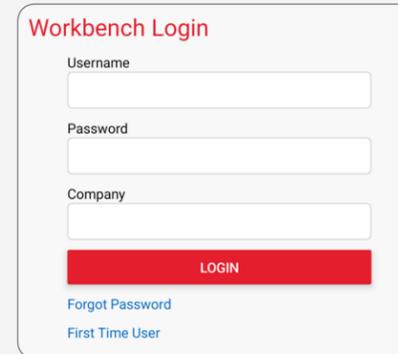
9. On the login screen, enter your username, your newly created password, and 'aep' in the company field
Note: AEP is not case sensitive



Username: _____

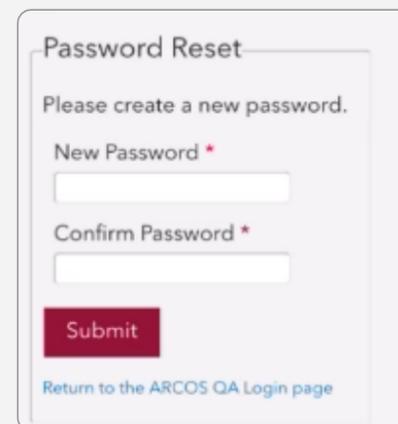
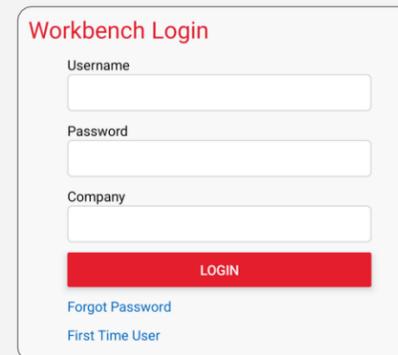
ARCOS Logon

1. Click the ARCOS mobile workbench icon on the mobile device
2. Type in your username and password (**Select saved login information**, if set up. If not, see page 3 for instructions.)
3. Type 'AEP' in company field [not case sensitive]
4. Click Login



Reset Password

1. The ARCOS Mobile Workbench **REQUIRES** that you make one login attempt and wait 60 seconds/1 minute
2. Click 'Forgot Password'
3. Type Username and the **Email Address provided by your company to AEP**
4. Click Reset Password
5. You will receive an email with a link to click/copy to reset your password.
Note: This is only valid for 2 hours!
6. Create your new password
Note: It must be different from your previous password
7. Return to the ARCOS mobile application and enter your username and new password

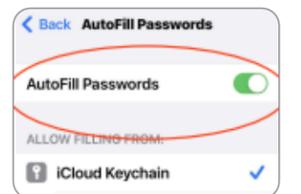
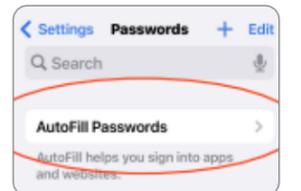


Additional ARCOS Training can be found at this link: aep.com/safety/arcos/assessment



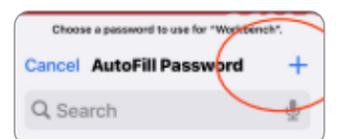
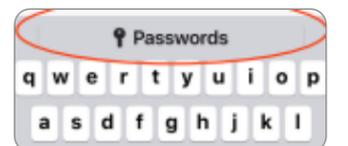
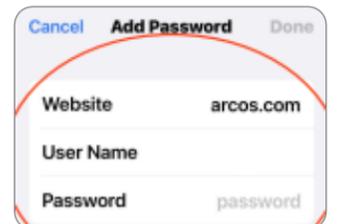
Enabling Autofill Password (Apple Devices)

1. Click 'Settings'
2. Click 'Passwords'
3. Click 'AutoFill Passwords'
4. Toggle AutoFill Passwords to ON



Setting Up Autofill Password (Apple Devices)

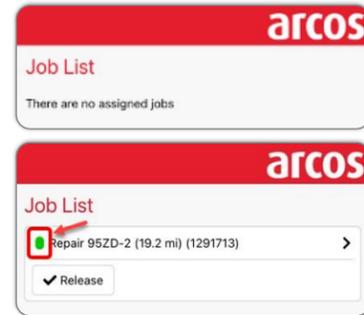
1. Open ARCOS Mobile Workbench
2. Click on the 'Password' field
3. Click on the 'Passwords' icon on the keyboard
4. Click on the '+' symbol on the top righthand corner
5. Enter **ARCOS.com** for the website
6. Enter your ARCOS Workbench **Username**
7. Enter your ARCOS Workbench **password**
8. Click Done



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Report Damage / Clear Damage & Repair an Outage

1. ARCOS opens to your Job List (it will be blank if you have no outages or feeders assigned)
2. Once repair outage or feeder assignment has loaded and the left icon turned green you can select and open the outage or feeder assignment.
3. For an outage you will be centered on the outage device for a feeder assignment you will be centered on the substation



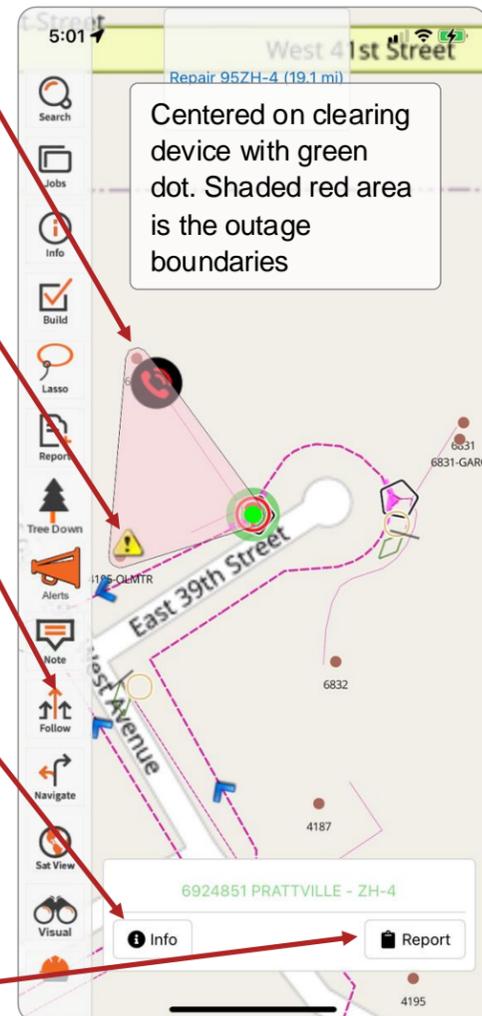
Black circle with phone is a customer call. (Select the phone icon and select info to see customer call notes)

Yellow triangle is a customer call with hazard reported. (Select the hazard icon to see the reported hazard and mark as present or not)

Select navigate to get directions to the green dot on map

Select Info to see dispatcher notes and more information about the outage

Select report to enter information into the outage ticket for completion or further assignment



Centered on clearing device with green dot. Shaded red area is the outage boundaries

You may be assigned an outage to assess or repair, or you may be assigned/self assign a feeder to assess or repair damage
*Self assign feeder instructions on reverse side

Return to jobs list (job you left will be highlighted green)

Available once an asset is selected

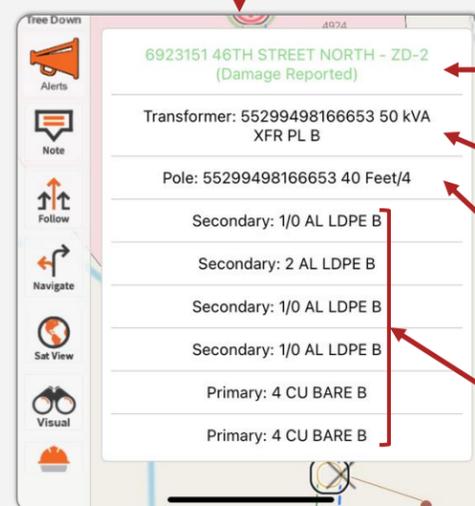
For adding material - as built

Available once an asset is selected

Select and then touch the point on the map to place tree damage, note or an alert from the alerts sub-menu

Select to turn on and show bread crumb trail as you move

After touching a point on the map, the assets in that area will be listed

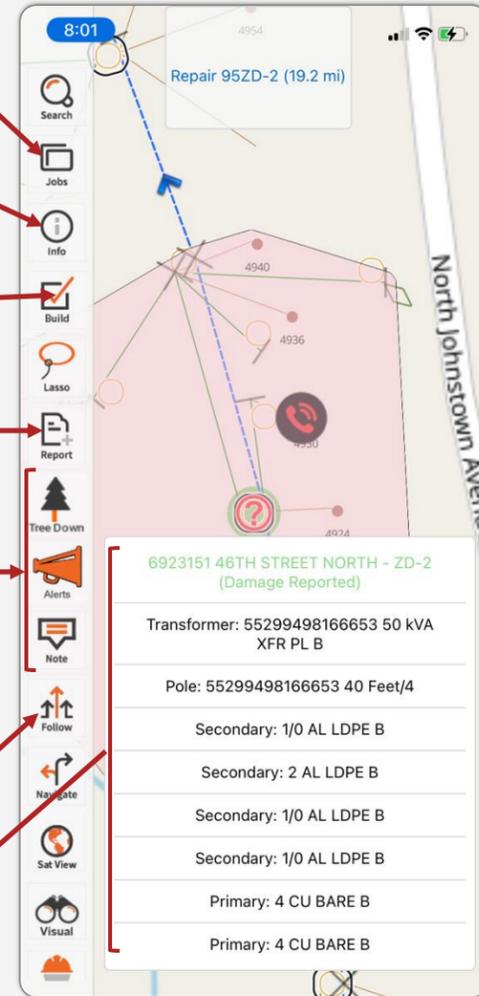


Select to open the outage and report get

Select to report damage to the transformer

Select to report damage to the pole, arm, etc.

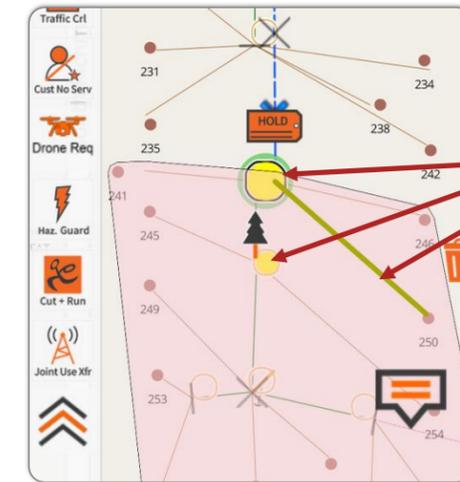
Select to report damage to spans of wire



Additional ARCOS Training can be found at this link: aep.com/safety/arcos/assessment



4. Report all damage found by selecting the asset from the map and filling out the associated report (if you are there to repair damage but it was not reported – report the damage and clear it before closing the outage)
5. Clear all damage repaired by selecting the damage reported and marking complete and then complete the outage report.

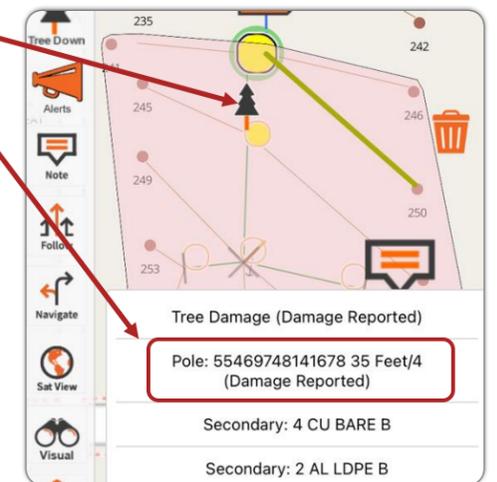


Assets reported damaged will highlight yellow - make sure and select each damage report and mark repaired or complete once done before closing outage ticket

Clear any notes or other alerts that no longer apply but leave any alerts that still need attention

Touch map

Select damage reported



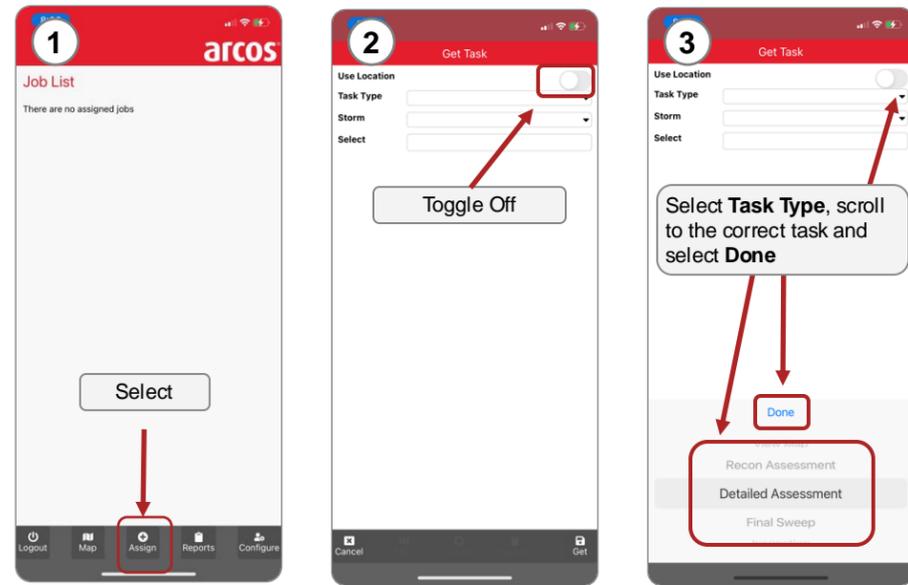
Select repaired, Complete, remove, etc.



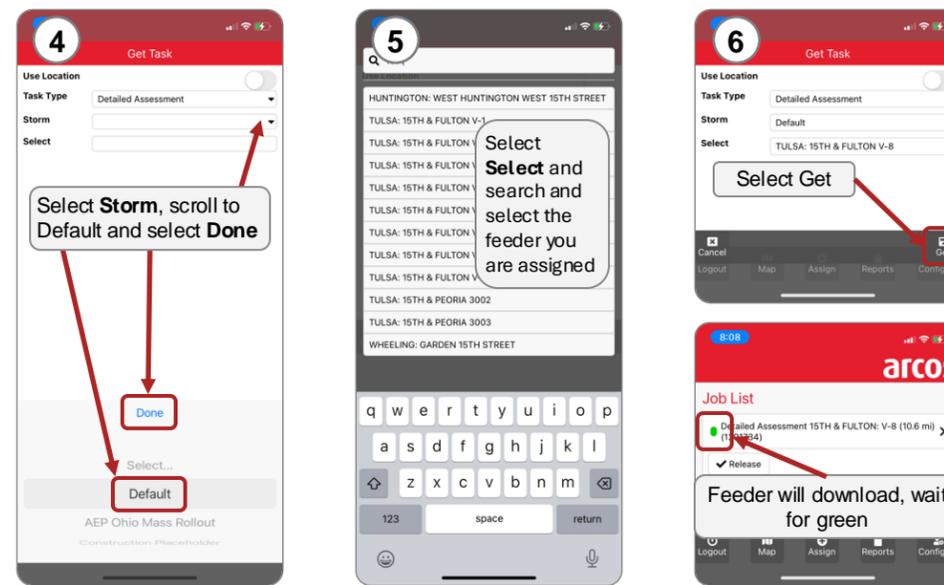
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Self Assign Recon - Assessment/Detailed Assessment/Final Sweep

1. When logged into ARCOS from the Jobs list select the assign plus in the middle bottom
2. Toggle off the use location unless you are next to the feeder you are assigning.
3. For task type scroll to Recon Assessment/Detailed Assessment or Final Sweep whichever you have been instructed to use and select done (You can't click inspection)

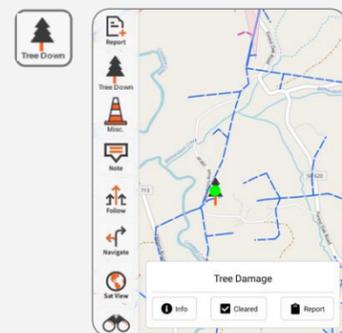


4. For Storm scroll to default and select done
5. Select the select box and if use location was selected, the feeder you need should be in the list, if use location was not selected search for the feeder needed and select from the list
6. Select get and the feeder will download (Wait for green icon next to job on job list)



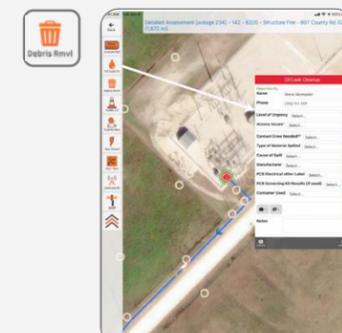
Tree Damage

1. Open a Detail, Sweep or Repair job
2. Click the Tree Down icon from the tool bar and click on map to place the location
3. Use pulldowns to complete the form
4. Add photographs and notes
5. Click Update when done



Debris Removal

1. Open a Detail, Sweep or Repair job
2. Click the Debris Removal icon from the Alerts tool bar and click on the map to place the location
3. Use pulldowns to complete the form
4. Add photographs and notes
5. Click Update when done.



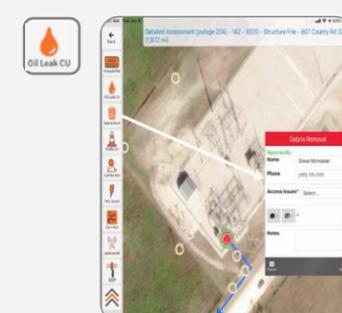
Ground Tags

1. Open a Detail, Sweep or Repair job
2. Click the Grounds Placed icon from the Alerts tool bar and click on the map to place the location
3. Use pulldowns to complete the form
4. Add photographs and notes
5. Click Update when done



Oil Spill

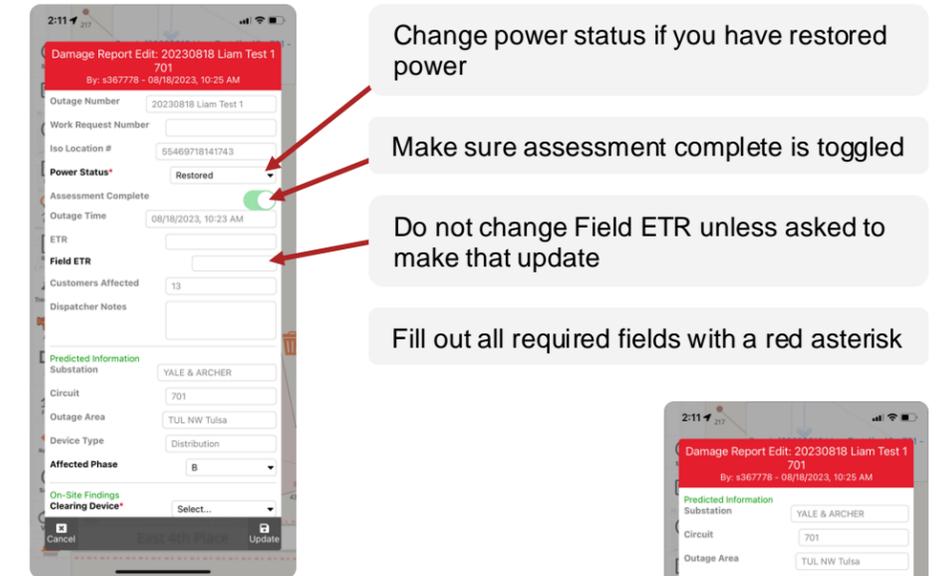
1. Open a Detail, Sweep or Repair job
2. Click the Oil Leak Cleanup icon from the Alerts tool bar and click on the map to place the location
3. Use pulldowns to complete the form
4. Add photographs and notes
5. Click Update when done



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Filling out outage (repair) order



- Change power status if you have restored power
- Make sure assessment complete is toggled
- Do not change Field ETR unless asked to make that update
- Fill out all required fields with a red asterisk

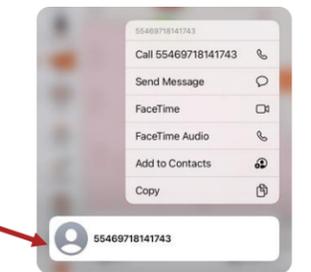
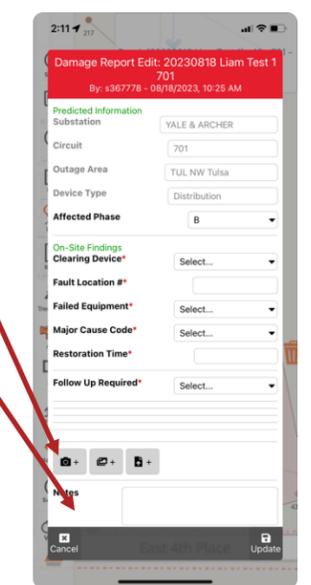
Add pictures and notes
Important: Notes for the outage to dispatcher or next crew go in the bottom note field and not in the follow up required field

Note: Copy your fault Pole Location Opening and completing the outage order

Select the location on the map and hold your finger on the blue Location



Select copy then open the outage order and you can paste in the Fault Pole location



Outage Status

- Green Halo**
Outage assigned to you (current user logged in)
- Purple Halo**
Outage assigned to another user

