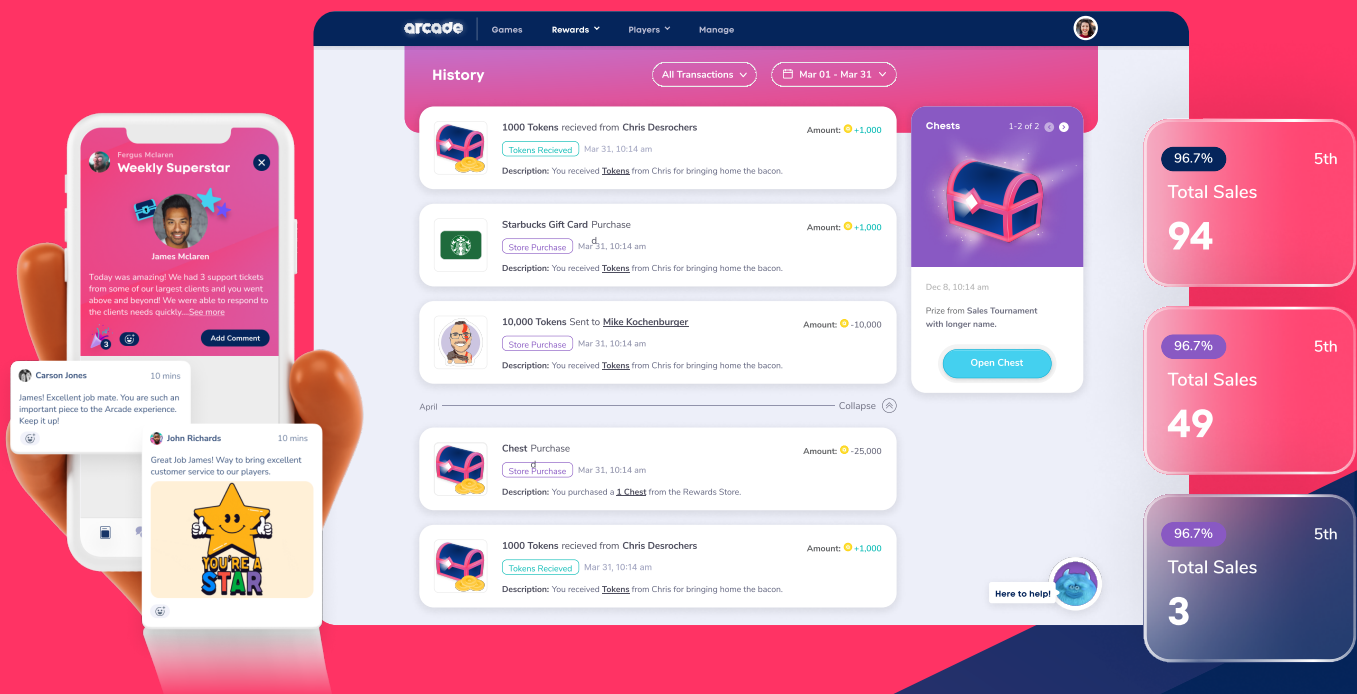# Arcade Champion Guide

From all of us — we are so glad you are here. We've included a few things to help make your experience with Arcade most successful.

arcade

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Arcade Kickoff

Welcome to Arcade!

My name is Jennifer & I am so excited to work with you!

I'm here to help make sure work is fun and rewarding for you and your team. You will see me with my own account in the Arcade platform.

You might be wondering — am I a bot? Well, kind of!

I help you run incentives with your team & recognize great performance in the Arcade app. I help everyone feel rewarded for their effort at work. I'm here to make your job more fulfilling and fun.

Most importantly, I'm excited to work with you. Let's get started!

Jennifer Lilley,
Director, Customer Success

Getting Started

Login To Arcade

Accessing Arcade is simple. You can download Arcade to your phone, or access from your computer.

Check for an email from us — Grab your username, password, and you're good to go.

GET IT ON
Google Play

Go to Play Store

Download on the
App Store

Go to App Store

Login To Arcade

Arcade makes it easy to connect with your peers as you all compete for rewards.

For the best experience, we recommend adding:

- Your phone (so people can call you)
- A small about me (to show off who you are)
- A profile picture (so people can see you around the app)
- Your work anniversary (so we can celebrate your tenure!)

Don't want to upload a real photo? No sweat. We have several defaults to choose from.

Finding Help

If you need any support during your first steps, we're here to help!

Guide and support

You can now click **Get Help** in the left-hand Navigation panel to reach us! Receive support via live chat, leaving a quick message, or by emailing us at help@arcade.co.

Getting help has never been easier! 😎
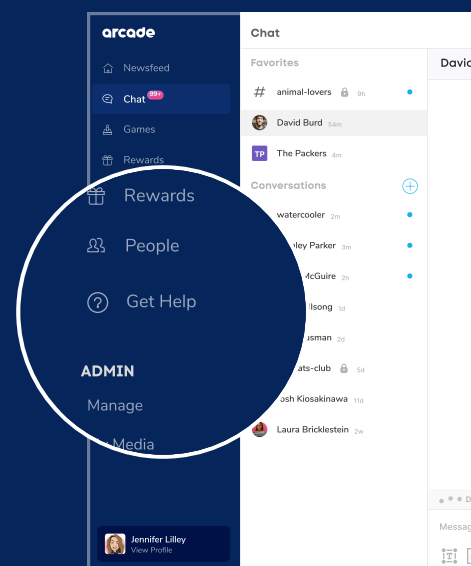
Arcade Chat

Starting a new conversation

Press the + button on the main screen to start a new conversation or create a new channel.

When starting a new conversation, you can choose one or more people to send the message to.

Note: If two or more people are selected, you will have the option to name the channel and set the channel's visibility.
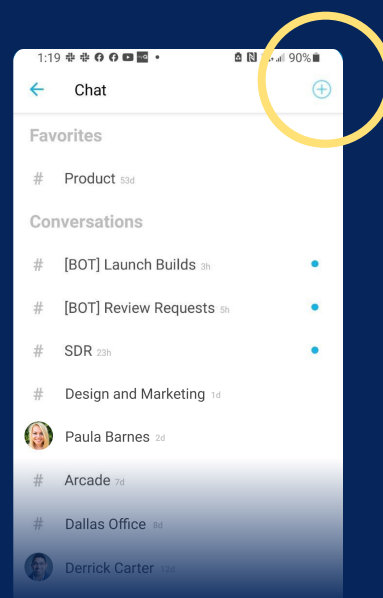
Creating a new channel

To create a new channel, press the + button on the chat screen and select two or more people.

Next, provide a name of the channel and choose if the channel should only be accessible to invited members, or accessible to anyone in your company.

If you need to change the channel visibility setting after the channel is created, delete the channel and recreate the channel.
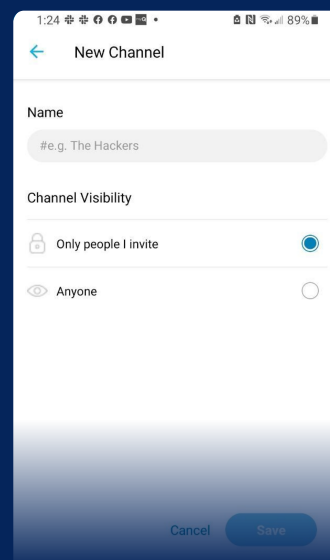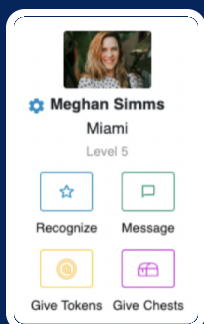
How do I reward employees?
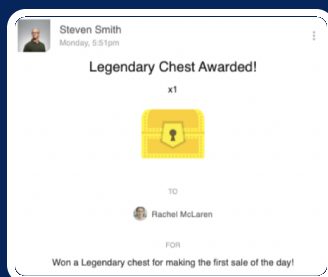## Tokens, Chests, & Recognition Stars

100 tokens = $1

Tokens are used to purchase prizes in the Rewards section. There's hundreds of top brands to choose from.
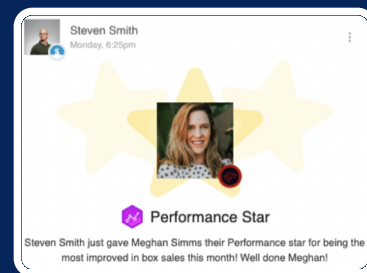
To give an award or recognition, go to the 'People' section to and select the employee you'd like to reward.

Click on anyone's profile picture to see options on how to reward!

Tip: set challenges in the newsfeed then award chests directly for those that achieve!
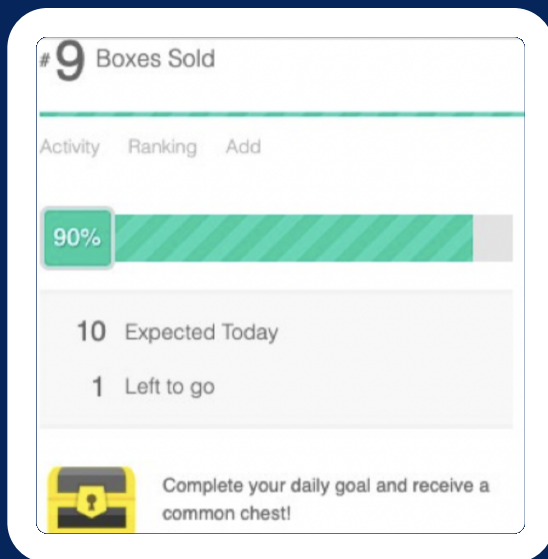
Every recognition star becomes public in the newsfeed for everyone to see and comment!

Metrics & Games

Hit Your Goals

Head to the 'Metrics' section to see your performance. Your scores will be updated automatically. Tap the progress bar to see the daily goal and reward. Achieve daily goals to win extra chests.

Play Arcade Games

Games can be found in the 'Games' section! Each game will have a reward attached. Once a Game is finished, a Leader will approve the results. Winning will earn you more tokens!
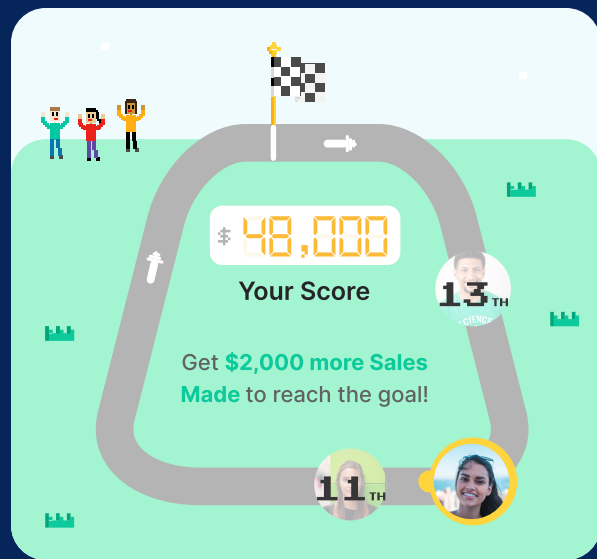
Arcade FAQs

For Managers

Can I add people to my Team chat?
Yes - this is a permission based setting. If you do not see it as an option for you, please contact help@arcade.co to have this permission enabled.

How do my Team members get added and removed in Arcade?
Arcade is connected to your company's active directory, so this will automatically update each week.

Can I get more recognition stars to award my team with?
This can be set up for you, but will require your company administrator to approve.

Can I deduct tokens from an employees account?
Yes - this is a permission based setting. By clicking on an employee's profile picture and clicking the "3 dots" in the top right corner, you will see the option for "Clawback Tokens". If you do not see it as an option for you, please contact **help@arcade.co**. to have this permission enabled.

Where can I manage what types of notifications I receive?
Go to your Profile & select the rectangle icon in the top right. Select or unselect the items you would like to be notified of and hit 'Save'.

How do I mute a specific chat?
You can mute a specific chat by clicking the "3 dots" in the top right corner and selecting "Mute Notifications". This is helpful when you only want to mute one chat - not all message notifications.

For Admins

Can I add people to Arcade outside of my organization?
Yes - use the "Invite" button located in Manage > Users.

Can I give a budget of tokens to a manager?
Yes - you must first assign the Manager the "Award Tokens" permission then head to Manage>Token Budgets to set their limit.

Where can I see a log of tokens & rewards?
Go to the Manage > Tokens section and you can view a transaction log for your: Company Balance, Chest Balance & Arcade Reward Purchases. You can select custom date ranges, add filters and export the report as needed.

Where can I see an employee's token balance?
Go to the Manage > Users section and click on "Profile" for the desired employee. At the top this will show the token balance for that employee.

When an employee is locked from Arcade what happens to their token balance?
After an employee has been locked for 24 Hours their token balance will automatically return to the Company Balance to be redistributed.

Can I add a custom reward to the Arcade Shop?
Absolutely! Go to the Manage > Rewards section and select "Add Reward". This will allow you to add all details and pricing for your custom reward. Once you select Save, the reward will be added to the Arcade Shop.

What happens to tokens when an employee buys a custom reward?
The tokens return to your Company Balance to be redistributed.