

Amazon x The Arc

Device Program

**Step 1**

Read about the program

The program and device ordering pages are NOT public facing and should not be shared externally – it is only meant for chapters of The Arc to place orders for people with IDD that the chapter supports.

To receive Amazon devices, you must place an order through our partner, TechSoup, who supports the ordering, fulfilment, and shipping of all devices. Please read the entire [informational program page](https://page.techsoup.org/the-amazon-donation-program-for-the-arc?hs_preview=sPImyXVe-141046928766) before registering for TechSoup.

[**Read information about the program**](https://page.techsoup.org/the-amazon-donation-program-for-the-arc?hs_preview=sPImyXVe-141046928766)

**Step 2**

Create or reactivate an account with TechSoup

Register an Organization – New Account

Make sure to keep an eye out for emails from customerservice@techsoup.org and no-reply@techsoup.org.  Recommend adding both email aliases to your address book and the accepted email list for your email server, your unique domain, or both. Learn how to manage your accepted email list in [Gmail](https://support.google.com/a/topic/9981578?hl=en&ref_topic=2683865), [Microsoft Outlook](https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/create-safe-sender-lists-in-office-365?view=o365-worldwide), and [Yahoo](https://help.yahoo.com/kb/SLN28056.html).

1. Select **Join** in the top right corner of <https://www.techsoup.org/amazon-arc>
2. Provide your information for your member account.
	1. Use your real first and last name because we’ll verify that you can represent your organization. Also, use your work email address if you have one: for example, me@organization-name.org.
3. Once submitted, you are required to confirm your login email address:
	1. You should have received an email from **no-reply@techsoup.org**, titled “**Email Confirmation Required**,” which contains a link to activate your account. Be sure to check your spam folders.
	2. This is required when you register and when you update your login email address.
4. Once your email address is confirmed, log back into your account.
	1. You should be prompted to add your organization.
	2. You can also add an organization by clicking the icon shaped like a person in the top right corner of [www.techsoup.org](http://moeslab.com/AC/template-finder/www.techsoup.org) and visiting Your Account — you will see **ADD ORGANIZATION**.
5. Provide your organization’s details.
	1. Organization email address: This is where we send emails with instructions for how to obtain your requested offers and licensing information.  This email address can be different then the email address you use to login to your TechSoup account.
	2. Every location, or branch, should use the same Employer Identification Number (EIN), unless it has a tax-exempt status that is separate from its parent organization. In this case, use that location’s independent EIN.
	3. Each location, or branch, should reference its own, local annual operating expenses. If this is undefined, you may use the annual operating expenses of the parent organization.
6. Once you submit your application (you will receive a confirmation email) TechSoup typically starts the qualification review 1 business day later, however the review can take up to 10 business days to be started.
	1. To expedite your review email qualification@techsoup.org.
	2. Check on your qualification status in your account.
		1. To locate your Organization Details, you will **Login > Navigate to Your Account > click your organization’s name.**
		2. See: [**Where are my validation details and what does my qualification status mean?**](https://support.techsoup.org/hc/en-us/articles/360053429954-Where-are-my-validation-details-and-what-does-my-qualification-status-mean-)
7. TechSoup will either reach out for documentation to qualify your organization or your organization email will receive a confirmation of qualification email.

Organization Already Registered, Become Authorized Representative (aka Authorized Agent)

1. Select **Join** in the top right corner of [www.techsoup.org](http://www.techsoup.org)
2. Provide your information for your member account
	1. Use your real first and last name because we’ll verify that you can represent your organization. Also, use your work email address if you have one: for example, me@organization-name.org.
3. Once submitted, you are required to confirm your login email address:
	1. You should have received an email from **no-reply@techsoup.org**, titled “**Email Confirmation Required**,” which contains a link to activate your account. Be sure to check your spam folders.
	2. This is required when you register and when you update your login email address.
4. Once your email address is confirmed, log back into your account.
	1. You should be prompted to add your organization.
	2. You can also add an organization by clicking the icon shaped like a person in the top right corner of [www.techsoup.org](http://moeslab.com/AC/template-finder/www.techsoup.org) and visiting Your Account — you will see **ADD ORGANIZATION**.
5. When you enter an EIN that is already registered with TechSoup you will be redirected to the **Existing TechSoup Accounts** page. Select the organization you are trying to add
	1. Enter the State or Zip Code if there are multiple organizations listed.
6. Once you select your organization, you will be redirected to the **Connect with Your Organization** page.  You will see the name of the representative who can invite you to add your organization on the right side of the page, under N**eed Help?**
	1. Representative no longer with your organization?  [Contact TechSoup Customer Service for assistance](http://www.techsoup.org/about-us/Contact-Us).

**Need Additional Assistance?**

1. For questions about TechSoup accounts, account authorization, order fulfilment, shipping: [Contact TechSoup Customer Service](http://www.techsoup.org/about-us/Contact-Us)
2. For questions about the partnership with Amazon, device set up, intention of the program, and sharing feedback or stories: Contact The Arc’s Tech Program team