

ARCGLASS

Technical Onboarding Guide

Account setup and first meeting-transcript pipeline

Purpose Create an ArcGlass account, verify the user, and create the first Calls and Meetings pipeline using the ZIP file provided for onboarding.

Before you begin

Console access	ArcGlass signup or login URL
User account	Work email address and access to its inbox
Verification	Ability to receive the six-digit validation code
Input file	The onboarding ZIP file containing meeting transcripts

Three-step flow

1 Create account Enter the work email and user name.	2 Verify user Enter the six-digit code sent by email.	3 Create pipeline Upload the provided ZIP and create the pipeline.
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Estimated setup time: about 5 minutes

1

Create and verify the user account

Use the work email address as the username.

- **Open the signup page.** From the login screen, select Sign up.
- **Enter the work email and name.** Click Continue with Email.
- **Enter the six-digit code.** Use the latest code sent to the user's inbox, then click Verify Code.
- **Sign in.** Successful verification returns the user to ArcGlass and opens the dashboard after sign-in.

The screenshot shows the ArcGlass 'Sign up' page. It has a 'Continue with Google' button, a 'Continue with GitHub' button, and a link for 'Need Microsoft SSO for your team? Contact us.' Below these is an 'OR' separator. A purple box with a '1' highlights the email input field containing 'user@company.com'. Another purple box with a '2' highlights the 'Continue with Email' button. Below the email field is a 'Name' input field containing 'Your Name'. At the bottom, there is a link for 'Already have an account? Login'.

Enter email and name.

The screenshot shows the ArcGlass 'Sign up' page after email verification. It has a 'Back' button and a message 'We sent a verification code to user@company.com'. A purple box with a '1' highlights the 'Verification Code' input field. Another purple box with a '2' highlights the 'Verify Code' button. Below the code field is a link for 'Didn't receive the code? Resend'. At the bottom, there is a link for 'Already have an account? Login'.

Enter the verification code.

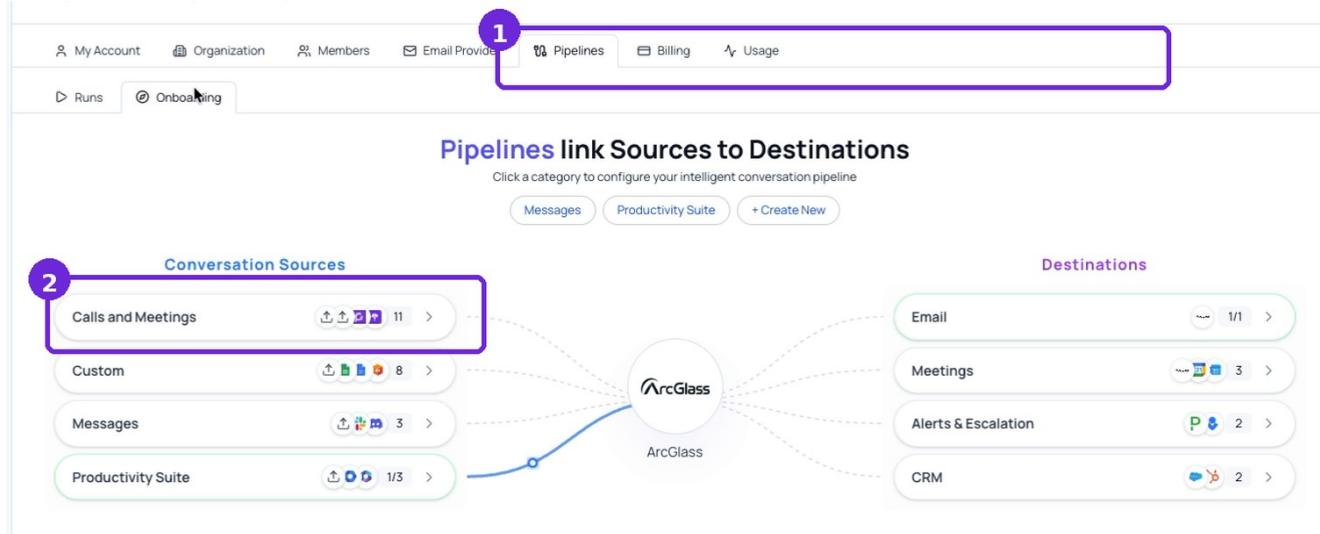
Tip If the code is rejected, select Resend and use the newest code. Older codes may no longer be valid.

2

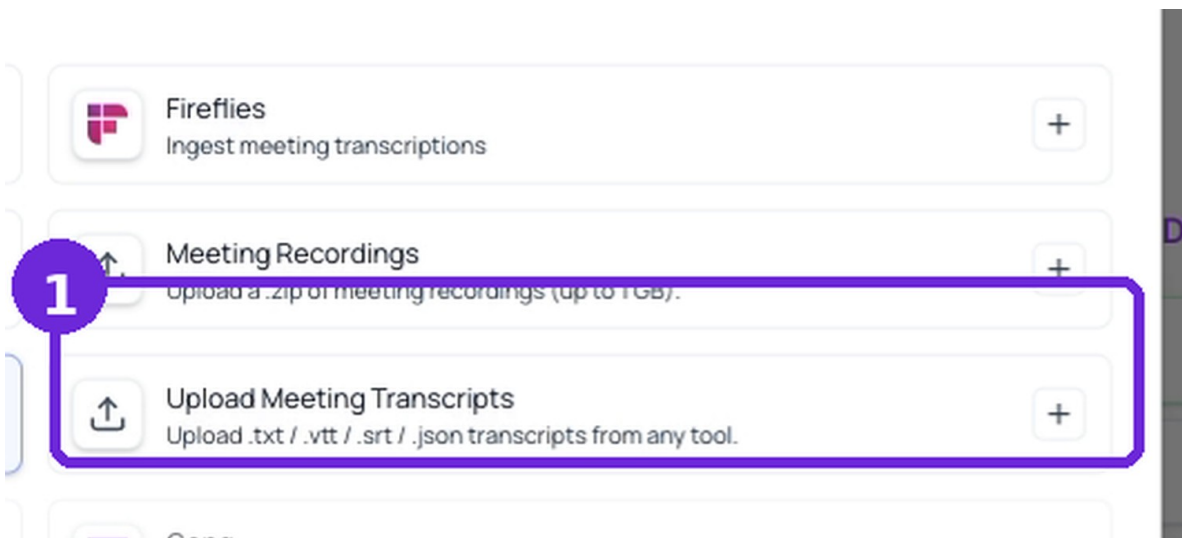
Start a Calls and Meetings pipeline

Navigate to the onboarding pipeline configuration.

- **Open Settings.** Use the profile menu in the lower-left corner of the dashboard.
- **Open Pipelines > Onboarding.** Select Calls and Meetings.
- **Choose Upload Meeting Transcripts.** This is the source used for the onboarding ZIP file.



Open Settings > Pipelines > Onboarding, then select Calls and Meetings.



Select Upload Meeting Transcripts, then continue to Ingestion.

3

Upload the ZIP file and create the pipeline

Leave the remaining defaults unchanged unless ArcGlass provides different instructions.

- **Upload the ZIP file.** Click the upload area and select the file provided for onboarding.
- **Keep Meeting transcripts enabled.** Main Speaker Name is optional.
- **Continue through the wizard.** Save the ingestion settings, then proceed through AI Instructions and Destinations using the supplied defaults.
- **Name and create the pipeline.** Use a clear name and click Create Pipeline.

Upload the provided ZIP file and confirm it appears under Selected Files.

Enter a pipeline name, review the summary, and click Create Pipeline.

Confirm onboarding is complete

- **Open Pipeline Runs.** The new pipeline should appear in the list.
- **Verify status.** The pipeline should show Active. The run may show Started while the ZIP is processed and Completed when processing finishes.

The screenshot shows the 'Pipeline Runs' section of the ArcGlass interface. At the top, there's a navigation bar with links to My Account, Organization, Members, Email Provider, Pipelines, Billing, and Usage. Below this, there are tabs for 'Runs' and 'Onboarding'. The main heading is 'Pipeline Runs' with a subtitle 'Execute and monitor your pipeline runs' and a 'Refresh' button. A table lists the pipelines:

Pipeline	RUN	Status	Source	AI Tuning	Last Run
Meeting Recordings	▶	Active	📎	⚙️ Add instructions	🕒 Started 7/23/2026, 10:59:58 AM
Productivity Suite Pipeline	▶	Active	📎	⚙️ Add instructions	🕒 Completed 7/20/2026, 3:00:25 PM

Below the table, there are four summary cards:

- Pipelines:** 2 (highlighted with a red circle and number 2)
- Pipeline Runs:** 6
- Ingested Sources:** 2
- Destinations:** 2

Confirm the pipeline is active and processing has started.

Quick troubleshooting

No verification email

Check spam or junk mail, confirm the address, and select Resend.

Invalid verification code

Enter the newest six-digit code.

ZIP cannot be selected

Confirm the file has a .zip extension and contains transcript files.

Run remains Started

Wait for processing, then select Refresh on Pipeline Runs.

Completion criteria The user can sign in, the Calls and Meetings pipeline is Active, and the uploaded ZIP has started processing.