



ARTASC USER MANUAL

Creating a Requester Account

The Requester Role

How a school district administrator, building administrator, or medical provider registers for an ARTASC account and signs in for the first time.

Who this is for	Anyone who needs to submit a support request to ARTASC, or to view a case, and does not yet have an account.
What you will do	Register as a new user, confirm your email address, set three security questions, and sign in.
What you need first	An email address you can open today, and a phone number.
How long it takes	A few minutes, plus however long the confirmation email takes to arrive.
Where you end up	Signed in, with an active account.
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1. About this manual

This manual covers one task: creating an ARTASC account and signing in with it the first time.

You need an account before you can submit anything. ARTASC sends the confirmation of your request, and every later update on your case, to the email address on the account, so the address you register with is the address that will carry the case.

Everyone who registers to submit a request or view a case chooses the same access type: I am requesting a service / Viewing a Case. That is the option this manual uses throughout. The second option, I am requesting administrative access, is for ARTASC staff who work cases, and it asks for a consultant group and a role that a requester does not have.

One account per person. Register once with your own work email address. Do not share an account with a colleague. The security questions you set in section 9 are yours, and you will be asked to answer one of them every time you sign in.

2. Before you begin

Have these three things ready.

- An email address you can open today. ARTASC will not let you sign in until you click a link it emails you, so use an address you can reach right now. A work address is best, because case updates go there.
- A phone number, entered as ten digits.
- A password of at least six characters, which you will type twice.

Parents and guardians, start with the school. The ARTASC welcome page asks parents and guardians who have concerns about their child to contact the child's school or school district first, to discuss available supports and next steps.

3. What happens, start to finish

Registration has six steps, and two of them happen outside ARTASC in your email inbox. Knowing the shape of it in advance helps, because the system does not return you to where you left off after the email step.

Step	Where it happens	What you do
1	ARTASC welcome page	Select Register as a New User.
2	Registration form	Enter your name, email, phone, and password. Select I am requesting a service / Viewing a Case. Select Request Access.

Step	Where it happens	What you do
3	Your email inbox	Open the ARTASC message and select the confirmation link.
4	Confirm email page	Select Log In.
5	Login page	Enter your email and password, clear the reCAPTCHA check, and select Log in.
6	Security questions page	Choose three questions, type an answer to each, and select Submit.

The following sections provide step-by-step instructions, supported by screenshots, to guide you through creating a new ARTASC user account.

4. Open the ARTASC welcome page

Go to the ARTASC site. The welcome page describes what ARTASC does, lists who may submit a request, and carries the two buttons that start everything: Register as a New User and Log In.

Address: <https://arksped.ade.arkansas.gov/Applications/ARTASC>

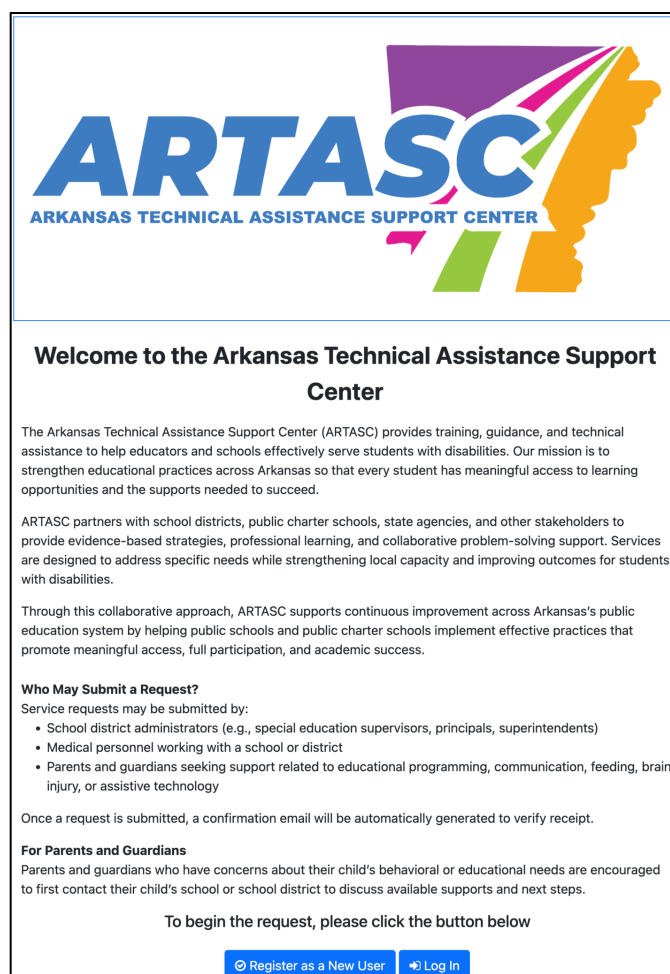
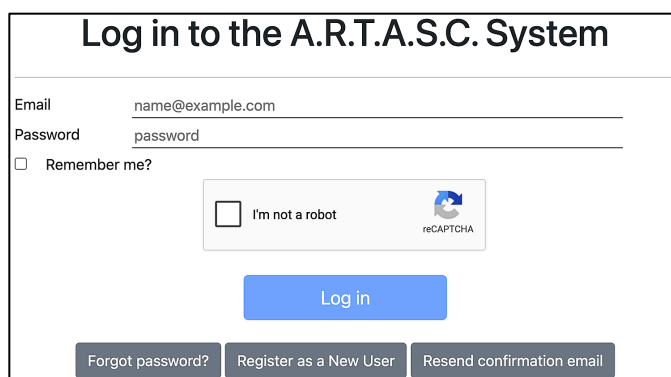


Figure 1. The ARTASC welcome page.

Read the eligibility list before you register. The welcome page states that requests may be submitted by school district administrators such as special education supervisors, principals, and superintendents; and by medical personnel working with a school or district.

5. Open the registration form

Select Register as a New User. You can do this from the welcome page or from the menu at the top of the page. The login page carries the same button, so if you arrive at a login screen, you do not have to navigate back.

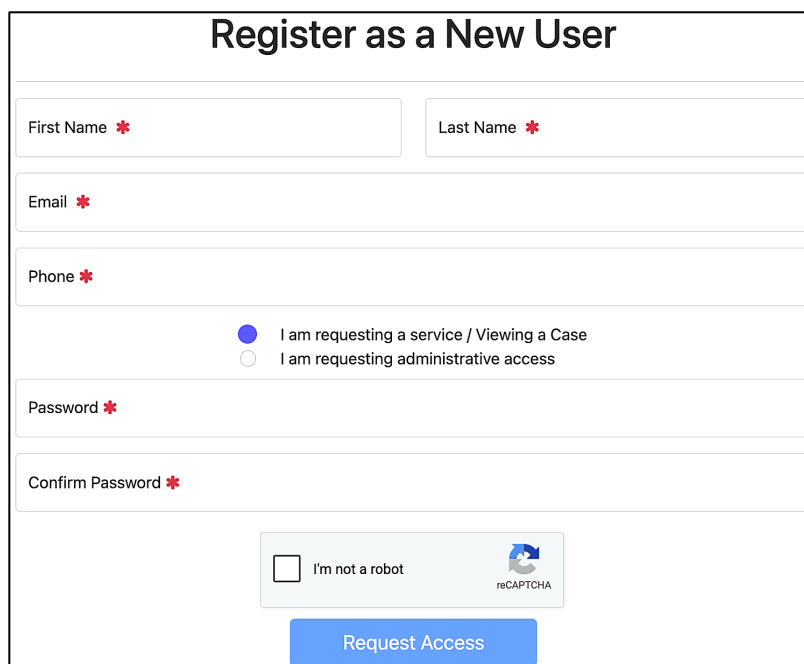


The login page features a title "Log in to the A.R.T.A.S.C. System". Below the title are input fields for "Email" (containing "name@example.com") and "Password" (containing "password"). There is a checkbox for "Remember me?". Below these is a reCAPTCHA widget with the text "I'm not a robot" and a "Log in" button. At the bottom are three links: "Forgot password?", "Register as a New User", and "Resend confirmation email".

Figure 2. The login page.

6. Fill in the registration form

The registration form is one screen. Every field marked with a red asterisk is required, and the form will not submit until all of them are filled.



The registration form is titled "Register as a New User". It contains several required fields marked with a red asterisk: "First Name", "Last Name", "Email", "Phone", "Password", and "Confirm Password". There are two radio buttons for user type: "I am requesting a service / Viewing a Case" (selected) and "I am requesting administrative access". At the bottom is a reCAPTCHA widget with the text "I'm not a robot" and a "Request Access" button.

Figure 3. The empty registration form. Every field marked with a red asterisk is required.

Your name, email, and phone

1. First Name and Last Name. Enter your own name, not your district's or your school's.
2. Email. This becomes your username, and it is where the confirmation message and every later case notification will go. Check it for typos before you continue, because a wrong address means the confirmation email never arrives and the account cannot be used.
3. Phone. Enter ten digits. The form expects exactly ten characters, so leave out the dashes and parentheses.

Choose your access type

Two options sit between the phone field and the password fields. Choose the first one.

Option	Who chooses it
I am requesting a service / viewing a case	Requesters. School district administrators, building administrators, and medical personnel. This is your option.
I am requesting administrative access	ARTASC staff who review, coordinate, or work cases.

The first option is already selected when the page opens. I am requesting a service / viewing a case is preselected, so a requester does not have to change anything here. Confirm the filled circle sits next to it before you submit.

Choose a password

1. Password. Use at least six characters. The system accepts up to 100.
2. Confirm Password. Type the same password again. If the two entries do not match, the form says so and does not submit.

Write it down somewhere safe now. You will need this password in section 8, after you come back from your email. If you lose it, Forgot password? on the login page will send you a reset link.

Confirm you are not a robot, then request access

1. Select the I'm not a robot check box and complete whatever it asks. This is a standard reCAPTCHA check, and it may show you images to identify.
2. Select Request Access.

Register as a New User

First Name *
First_Name_Example

Last Name *
Last_Name_Example

Email *
Example_Account@gmail.com

Phone *
5018881234

☒ I am requesting a service / Viewing a Case
☐ I am requesting administrative access

Password *

Confirm Password *

☒ I'm not a robot 

Request Access

Figure 4. The form filled registration form.

Once you select Request Access, you will receive a confirmation message.



Figure 5. The Register confirmation page.

7. Confirm your email address

Open your inbox and look for the message from ARTASC. Select the confirmation link in it.

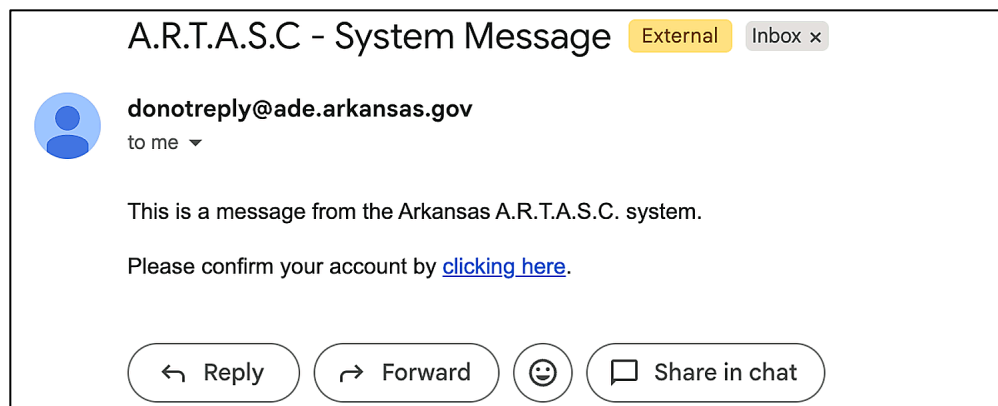


Figure 6. The confirmation message, sent from donotreply@ade.arkansas.gov. Select clicking here to confirm the account.

Your browser opens the Confirm email page, which reads: Thank you for confirming your email. Welcome to the A.R.T.A.S.C. System!

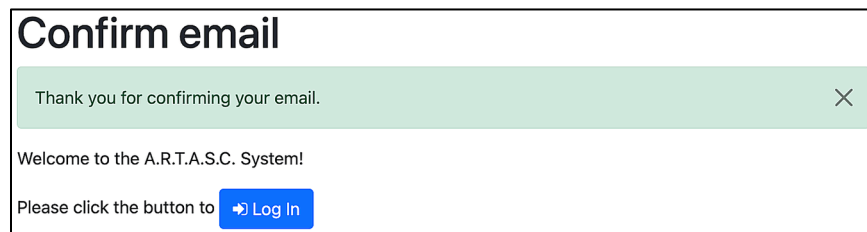


Figure 7. The Confirm email page. Select Log In to continue.

Select Log In on that page.

No email after a few minutes? Check your junk or spam folder first, then confirm the address you typed on the form was correct. If the address was right and the message never came, go to the login page and select Resend confirmation email. Until this step is done, you will not be able to log in.

8. Sign in for the first time

1. Enter your Email, the same address you registered and confirmed.
2. Enter your Password.
3. Select the I'm not a robot check box.
4. Select Log in.

Figure 8. The login page with an email address and password entered and the reCAPTCHA check complete.

Watch for the Caps Lock warning. The login page shows a red Caps Lock On message when your Caps Lock key is on. Passwords are case sensitive.

9. Set your three security questions

The first time you sign in, ARTASC asks you to set three security questions before it lets you go any further. This happens once. At every later sign-in, the system will ask you to answer one of the three.

Enter Three (3) User Security Questions

Security Question	Your Response
- Select a Question -	
- Select a Question -	
- Select a Question -	

Submit

Figure 9. The security questions page as it first opens, with three empty question menus.

✓ -- Select a Question --

- What was your childhood nickname?
- Where did you meet your spouse/significant other?
- What is the name of your favorite childhood friend?
- What street did you live on in third grade?
- What is your oldest sibling's birthday month and year? (e.g., January 1900)
- What is the middle name of your youngest child?
- What is the middle name of your oldest sibling?
- What school did you attend for sixth grade?
- What was your childhood phone number including area code? (e.g., 000-000-0000)
- What is the first and last name of your oldest cousin?
- What was the name of your first stuffed animal?
- In what city or town did your mother and father meet?
- Where were you when you had your first kiss?
- What is the first name of the boy or girl that you first kissed?
- What was the last name of your third grade teacher?
- In what city does your nearest sibling live?
- What is your youngest brother's birthday month and year? (e.g., January 1900)
- What is the middle name of your maternal grandmother?
- In what city or town was your first job?

Figure 10. The Security Question menu open. Choose a different question for each of the three slots.

1. Open the first Security Question menu and choose a question.
2. Type your answer in the Your Response box beside it.
3. Repeat for the second and third questions. Choose a different question each time.
4. Select Submit.

Enter Three (3) User Security Questions

Security Question	Your Response
What street did you live on in third grade?	
What school did you attend for sixth grade?	
In what city does your nearest sibling live?	

Submit

Figure 11. The security questions page with all three questions chosen and answered. Answers are hidden as you type.

Choose answers you will still remember next year. Answers are hidden as you type them, and you will be asked for one of them at every sign-in. Pick questions whose answers will not change and will not need to be guessed at, and record them somewhere safe.

10. Answer one security question at each sign-in

After you submit your three questions, and at every later sign-in, ARTASC shows a page headed Please answer the following question to proceed. It displays one of your three questions. Type the answer you recorded and select Submit.

The question you see will vary. The system draws this question from the three you chose in section 9, so the one you get will not necessarily be the one in the figure below.

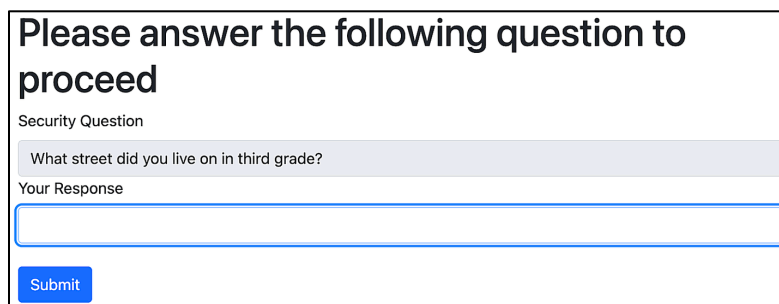
A screenshot of a web form titled "Please answer the following question to proceed". Below the title is a label "Security Question" and a text input field containing the question "What street did you live on in third grade?". Below this is a label "Your Response" and a larger text input field. At the bottom left of the form is a blue "Submit" button.

Figure 12. The single security question page. The question shown is one example of the three you set.

11. You are in

Answer the question and ARTASC opens the first page of the support request wizard. Your account is now active. The menu at the top left side of every page carries everything the account gives you, and it is worth opening once before you start a request.

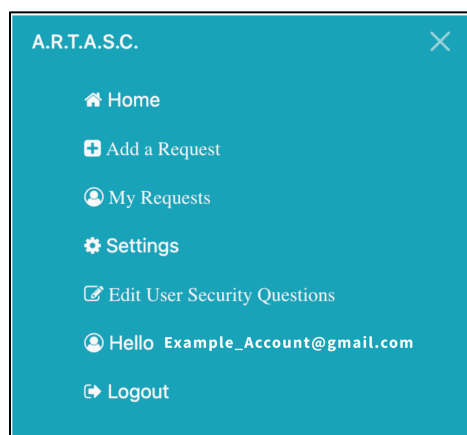


Figure 13. The ARTASC menu, opened from the top of any page. Add a Request starts a request, My Requests tracks what you have already submitted, and Edit User Security Questions changes your three answers.

Your account is finished. From here you can start a request, track the requests you have already submitted, or change your security questions. The steps for a request itself depend on the support type you need, and each support type has its own manual.

If you signed in from a link to a case, you may land somewhere else. When you reached the login page by following a link to a specific case or printed request, ARTASC may send you to that page after the security question is answered.

Menu item	What it does
Home	Returns to the ARTASC welcome page.
Add a Request	Starts a new support request.
My Requests	Lists the requests you have submitted, so you can follow each case.
Settings	Account options. Not covered by this manual.
Edit User Security Questions	Changes the three questions and answers you set in section 9.
Logout	Ends your session.

12. If something goes wrong

What you see	What it means	What to do
The confirmation email never arrives	The address may have a typo, or the message may have been filtered.	Check junk and spam. Then go to the login page and select Resend confirmation email. If the address itself was wrong, register again with the correct address.
Phone should be 10 characters	The phone field takes exactly ten digits.	Remove the dashes and parentheses, and leave ten digits.
The password and confirmation password do not match	The two password entries differ.	Retype both fields. Check whether Caps Lock is on.
The Password must be at least 6 and at max 100 characters long	The password is too short.	Choose a password of at least six characters.
Your password is not accepted at sign-in	Either the password is wrong, Caps Lock is on, or the email address has not been confirmed yet.	Clear the Caps Lock On warning and try again. Confirm you clicked the link in the email. If it still fails, select Forgot password? on the login page.

What you see	What it means	What to do
The form will not submit and nothing is highlighted	The reCAPTCHA check has not been completed.	Select the I'm not a robot check box, finish whatever it asks, then submit again.
You cannot remember a security question answer	Answers are hidden and cannot be looked up in the system.	Contact ARTASC support using the details in Appendix A.

13. Questions and answers

Which access type do I choose?

I am requesting a service / viewing a case. It is already selected when the form opens.

Can two people share one account?

No. Register separately. Each account carries its own security questions, and case notifications go to the one address on the account.

Do I have to answer a security question every time I sign in?

Yes. After the first sign-in, when you set all three, ARTASC asks you to answer one of the three each time.

Can I change my security questions later?

Yes. Select Edit User Security Questions in the menu at the top of any page.

I registered but cannot sign in. Why?

The most common reason is that the email confirmation link has not been clicked yet. Until that is done, the password will not work.

How long does it take before I can submit a request?

You can submit as soon as you finish the security questions, which is usually a few minutes after you register, depending on how quickly the confirmation email arrives.

Appendix A. ARTASC support contact

Use this contact for anything registration cannot resolve on its own: a lost security question answer, an account created with the wrong email address, or a confirmation email that never arrives after a resend.

ARTASC support	Contact 1	Contact 2
Name	Susan Chapman	Becky McIver
Email	Slchapman1985@gmail.com	becky.mciver@ade.arkansas.gov
Phone	(501) 580-3289	(501)320-1946

Portal address: <https://arksped.ade.arkansas.gov/Applications/ARTASC>