



ArtStarts Artist Community Login

User Guide and FAQ

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Welcome to the ArtStarts Artist Community Login!

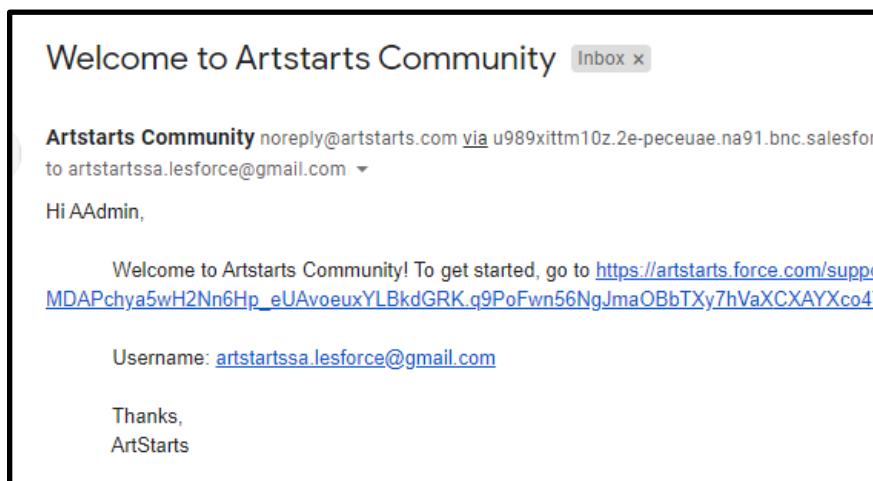
Over the next year there will be a continued roll out of functionality. For the current phase of the launch you will be able to:

- Review booking requests
- Approve/reject requests
- Request more information about booking requests
- Update your artist availability
- Log cases with questions and follow up
- Connect and engage with ArtStarts staff

We hope you find the functionality useful. If you have any questions please feel free to reach out to Hannah or Pavan via email or by creating a new “case” through the login.

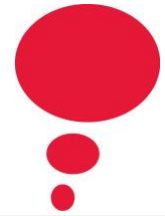
Access to Login

You will receive an email from noreply@artstarts.com which will provide you with the link to access your artist login and begin account setup.



You will be asked to follow the instructions in the link which will walk you through password set up.

Once you have completed the password setup you will be redirected to the landing page of the Artist Community Login



artstarts BEYONCE TEST

YOUR ARTISTS MANAGE BOOKINGS INVOICES (ARTIST PAYMENTS FROM SCHOOLS) BILLS (ARTIST PAYMENTS FROM ARTSTARTS)

WELCOME TO ARTSTARTS COMMUNITY!

Welcome to your ArtStarts Artist home page. Over the next year there will be a continued roll out of functionality. For the current launch you will be able to :

- Review booking requests
- Approve/reject bookings
- Request more information
- Update your artist availability
- Log cases with questions and follow up
- Connect and engage with ArtStarts staff

We hope you find the functionality useful and will reach out for feedback. Please review our [user guide](#) for more information and FAQs.

Thank you,
ArtStarts

Your Bookings

To see your booking requests click “Manage Bookings” in the navigation bar which will redirect you to the following page:

artstarts

YOUR ARTISTS **MANAGE BOOKINGS** INVOICES (ARTIST PAYMENTS FROM SCHOOLS) BILLS (ARTIST PAYMENTS FROM ARTSTARTS)

Booking Line Items **All**

24 Items • Sorted by Approved Artist • Filtered by All booking line items • Updated a few seconds ago

Boo...	Appro...	Performa...	School	Location	Status	Booking Confir..
1	BLI-2133	Unicorn Circus	Unicorn Circ...	Test School 122 Walter Hardwick Avenue Vancouver BC V5Y 0C9 Canada	Invoiced	06/08/2020 11:4
2	BLI-2134	Unicorn Circus	Unicorn Circ...	Test School 122 Walter Hardwick Avenue Vancouver BC V5Y 0C9 Canada	Invoiced	07/08/2020 12:5

By clicking the arrow highlighted above you will be able to filter the bookings by those that are in review, confirmed and rejected.

“Artist Review” will filter for any booking requests that have been submitted but need to be reviewed by the Artist. From here, click the Booking Line Item number (ex. BLI-2133).



We are creating a Booking Summary for each artist that will be sent out as a CSV report on a monthly basis. Once we have this new feature set up we will add it to the User Guide. This will be ready before September 2021.*

Reviewing your Requests

On the BLI page you will see all the booking details.

To approve your booking request, click “Approve”*. This will trigger a pop up which will ask you to confirm the date and time as well as share any notes you may have. Once you click save you have approved the booking.

PLEASE NOTE that approved does not mean that it has been confirmed. The booking request still needs to be confirmed by the educator/booking contact.

If you need to reject the booking request, click “Reject”*. This will trigger a pop up which will ask for your reason for rejecting the booking (ie unavailable on requested dates, not touring region etc) and hit save. This will notify ArtStarts that you have rejected the booking and we will follow up accordingly.

PLEASE NOTE: rejecting does not necessarily mean the booking has been outright cancelled. Most often a booking would be rejected due to date conflicts or artist unavailability in which case ArtStarts will work with the artist and school to find a new date.



Have questions about the specific booking request? Click “Submit Query” and add in your questions, and hit save. These will be sent directly to the Booking and Touring team.

Much of the scheduling will still happen over email between you and a member of the Booking and Touring team. This is just another feature we are able to use.

Payments

As with our previous system, districts can choose between two billing methods: Individual and District.

For individual billing, each individual school in the district is responsible for paying the artist directly the day of the event or mailing a cheque after the event date.

For district billing, the district pays ArtStarts directly for all bookings and Artstarts forwards the payments to artists via EFT.

ArtStarts will administer all invoices (individual and district billing) on behalf of all AOTD artists - unless you have opted out of this service. Artists will have access to all invoices and are available to view through “Invoices” in the navigation bar.

Invol...	Contact	Account	Booking Artist	Performance Date	Total ...	Total ...	Booking	Bookin...
1	INV-4123	Emily Beem	Test School	Unicorn Circus	21/09/2020 12:00 PM	\$755.00	\$792.75	BLI-2133
2	INV-4144	Emily Beem	Test School	Unicorn Circus	07/08/2020 12:50 PM	\$755.00	\$792.75	BLI-2134
3	INV-4146	Emily Beem	Test School	Unicorn Circus	21/08/2020 2:00 PM	\$755.00	\$792.75	BLI-2135

The “Bills” button in the navigation bar will provide an overview of all district billing method payments that will be coming from ArtStarts via EFT.



	Bill Name ↑	Bill Date	Contact	Record Type	Status	Total with...	Total with...	Booking	
1	BL-0112	24/02/2020	Beyonce Test	Booking	Void - Bad Data	\$775.00	\$813.75	BR-0063	£
2	BL-1420	13/05/2020	Beyonce Test	Booking	Void - Bad Data	\$945.00	\$992.25	BR-1300	£

Updating Contact Information

To update your contact information click “Your Artists” in the navigation bar which will redirect you to the following page.

	Name ↑	Account Name	Contact Record Type
1	Unicorn Circus	Unicorn Circus	Approved Artist

From here click on your Artist Name as highlighted above which will take you to your main contact page.

Here you can update your account details including, address, phone number, the account admin as well as add your GST number if not already registered.

If you click “Related”, as highlighted below, it will provide a summary of your bookings, invoices and bills.



Contact
Unicorn Circus

Title _____ Account Name [Unicorn Circus](#) Phone (2) ▼ _____ Email pavan+artist@artstarts.com Contact Owner [Admin Automation](#)

DETAILS **RELATED**

Name
Unicorn Circus

Account Name
[Unicorn Circus](#)

Contact Record Type
Approved Artist

GST Number
5556667777

Monthly Booking Summary Reports

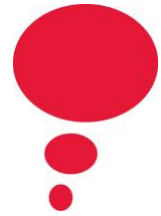
On the first of the month you will receive an email from ArtStarts with a CSV file showing your current booking summary status.

Download the CSV

The data may be difficult to read but can be formatted.

- To format the CSV click on the triangle in the top left corner to highlight the entire sheet
- Hover your cursor over the line between column A and B until the mouse looks like a black t, double click. The cells should be formatted and easy to read.
- Image below for reference

	A	B	C	D
1	Booking ID	Booking Li	Artist	App Booking
2	BLI-3307	26/07/202	#####	#####
3	BLI-3308	26/07/202	16/11/202	16/11/20
4	BLI-3309	26/07/202	19/10/202	19/10/20
5	BLI-3306	26/07/2021		
6				
7				



- Pavan and Hannah can customize some of the information in your report, such as removing particular columns, and adjust the frequency of the reports if you'd prefer to receive them more than once a month.

Frequently Asked Questions

1. What do all the stages mean?

- **Initiated** - this request has just been received by ArtStarts through the booking request form.
- **Artist Review** - ArtStarts has added a potential date for the booking which is to now be reviewed and either approved or rejected by you (the artist). If you are to reject the booking request, you will be able to provide alternative date/time options in the “notes” section. If you need to reject the booking entirely (ie. the school is from a region you will not be touring), please add these details to the “notes” section instead.
- **Artist Rejected** - The booking has been rejected by the artist. ArtStarts to reach out to teacher/booking contact to offer new date(s).
- **Artist Approved** - The booking has been approved by the artist. Teacher/booking contact will be informed and will review the booking.
- **Teacher Rejected** - The booking has been rejected by the teacher/booking contact. ArtStarts will inquire about new date options or reasoning behind rejection.
- **Teacher Confirmation** - Teacher/booking contact has confirmed the booking
- **Teacher Approved - Booked and Ready to Invoice** -The booking is fully confirmed and ArtStarts has begun the invoicing process. The Artist admin and Teacher/Booking Contact will be put in touch.

2. A date I confirmed no longer works for me. Can I reject the booking request if it is already in the “Teacher Confirmed - Booked and Ready to Invoice” stage?

If you need to reschedule or cancel a booking(s) that has reached this stage, you will not be able to do so through your artist login. Please reach out to the B&T team (bookings@artstarts.com)

3. Can I access my Criminal Record Check Clearance letter through the artist login?

Not at this time. If you would like a copy of your clearance letter or have questions related to the process reach out to pavan@artstarts.com

4. If we are a group, does each member receive a log in?

No, there is only one artist login for each Artist/Group.



5. Can I update my fees and listing information through the artist login?

Changes to listings can only be made during the Artist On Tour Directory Renewal process in January. The artist login is solely for managing your booking requests and for making minor edits to your contact information.

6. How will I know when I have a new booking request?

You will be emailed every time a new booking request is moved to the “Artist Review” stage. You are able to see new bookings that are at the “Initiated” stage when you login or check your monthly report.

7. What is a “case”?

A case is simply an email that is sent from an artist to the ArtStarts team via the Artist Login. Artists can create a case if they have questions, feedback or need to report issues.

8. Can we still email the Booking and Touring team directly or are we expected to use the “case” function?

Yes, you are always welcome to reach the Booking and Touring team directly!