



# ArtStarts Artist Community Login

## User Guide and FAQ

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## Welcome to the ArtStarts Artist Community Login!

**UPDATE:** In 2020 we rolled out the first phase of the new ArtStarts Artist Community Login.

- 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

**As of December 2021**, we have rolled out the full functionality. In addition to what has been noted above, the login will also allow artists to:

- Update/Add your Directory Listings and Offerings (including artist bio, show synopsis, and fees)
  - *Please note this will only be available during the Artist Directory Renewal window - which is typically January to March. ArtStarts will be changing your profile access at the beginning of the renewal window (date provided in the email form ArtStarts) so you are able to update/add your directory details for the upcoming school year. Once you have submitted the renewal, your profile access will revert back to “locked”.*

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.

### A note around language

As we updated our systems we also updated some of the language related to our directory.

- **Listings** = Your artist profile, contains your artist bio, photos and overview of your Offerings.
- **Offerings** = Your Performances, Workshops and/or Classroom Residencies
  - **Performance:** A pre-established 30min-75min performance where students are participating as an audience that is booked through ArtStarts and can tour to multiple regions in the province of BC.
  - **Workshop:** A pre-established engagement that involves students actively participating in the skill learning that can be a half to full day, to multiple days. It is booked through ArtStarts and can tour to multiple regions in the province of BC.
  - **Classroom Residency:** A Classroom Residency is a longer engagement that is not booked through ArtStarts. Residencies can be as short as one week and as

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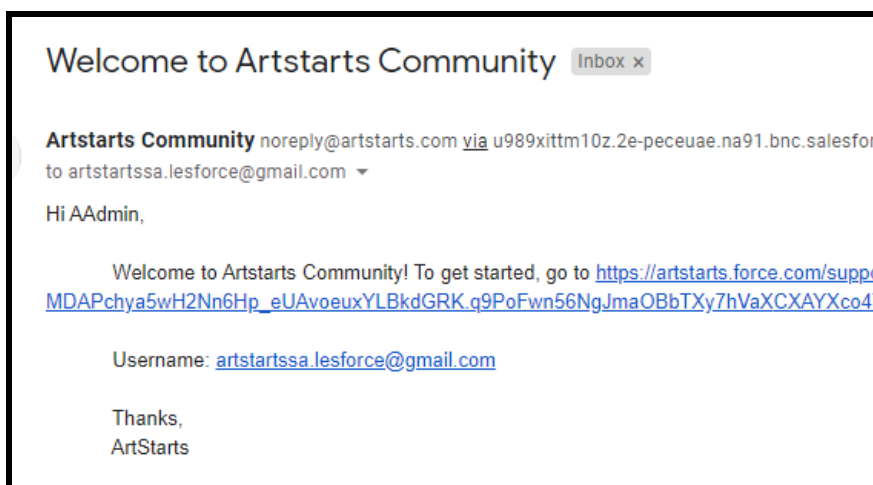
Revised January 2022



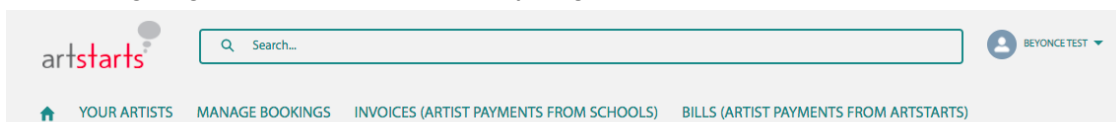
long as a full school year! Residencies are supported through our Artists in the Classroom grant. BC-based artists and educators work together to apply for an AIC Grant to support the residency in the school.

## Access to Login

You will receive an email from [noreply@artstarts.com](mailto: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 which should look similar to this.



### 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.



## **\*NEW\* Renewing Directory Listings and Offerings**

***In addition to the step by step process outlined below, ArtStarts has also created a 10 minute captioned screen recording that walks through the renewal process. Please [CLICK HERE](#) to access it.***

The renewal process (typically January to March) is when artists add new or edit their current offerings for the upcoming school year. You will receive an email from ArtStarts informing you when the renewal window is open. At this time, ArtStarts will update your profile access so you can make your directory edits directly through the artist login.

Your profile will look similar to this:

The screenshot shows the top navigation bar of the ArtStarts artist dashboard. The navigation items are: HOME (house icon), YOUR ARTISTS, MANAGE LISTINGS (highlighted with a green box), MANAGE OFFERINGS & FEES (highlighted with a green box), MANAGE BOOKINGS, INVOICES (ARTIST PAYMENTS FROM SCHOOLS), and MORE. Below the navigation bar, the main content area begins with the heading "WELCOME TO ARTSTARTS COMMUNITY!". A date notice reads: "DECEMBER 6, 2021 : Please note the Artist Community is undergoing updates as we move into the next phase of functionality. You will begin to your Listings and Offerings in the community but will not be able to make edits until the Artist Renewal period which will open in January. You notified when the renewal window opens." Below this, a welcome message states: "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:" followed by a bulleted list: "• 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", and "• Review current Artist Service Agreement". A note follows: "We hope you find the functionality useful and will reach out for feedback. Please review our [user guide](#) for more information and FAQs." At the bottom of the page, there are two buttons: "MY LISTINGS" (highlighted with a green box) and "MY OFFERINGS" (highlighted with a green box).

You will see new tabs on the navigation bar - “Manage Listings” and “Manage Offerings & Fees”. You’ll also see both towards the bottom of the home page as well.



## Step 1: Update your Listing

**Listings = Your artist profile, contains your artist bio and overview of your Offerings.**

1. Click “My Listings” or click “Manage Listings” and then click on your Artist Name.

It's time to update your listing for the upcoming school year!

This page shows all of your listings (artist profiles) on the website.

- To update your listing for the upcoming school year, click on the listing (Artist/Group Name), and then click the clone button in the top right corner. From there, you must change the active year to the upcoming school year. Any other changes are optional. Changes you can make to your offering include updating: bio, location, contact information, photos, etc.
- The New button in the right corner of this page will create a new offering (performance, workshop, or classroom residency) associated with your listing (artist profile).

**A note about Photos:**  
The photos you add to your listing will display on the website. The top photo is your main photo and will display first on the website when looking at all of the directory artists. Photos will be cropped to a dimension of 180x433 pixels (landscape format) and should be at a resolution of at least 72dpi.

You will be notified via email when ArtStarts approves the changes. Please note the changes will not go live on the website until we launch the directory for the upcoming year, typically in March/April. Your current years listing(s) and offering(s) will remain as is until the end of the current school year and cannot be changed.

Artist/Group Name	Discipline	Approved Artist	Homebase	Created Date
Unicorn Circus		Unicorn Circus		05/11/2021 4:03 PM

2. You will be redirected to your listing page which should look like this.

Submit for Approval   New Performance/Workshop   New Classroom Residency

Approved Artist: Unicorn Circus   Status: New

New   Submitted for Approval   In Review   Approved and Listed on...   Deactivated   Denied

**Guidance for Success**  
When you've completed your listing please submit the listing for approval by clicking the Submit for approval button at the top right. This will notify ArtStarts that your listing is complete and ready for review.

**Listing - Needs Approval**

Artist/Group Name: Unicorn Circus   Approved Artist: Unicorn Circus

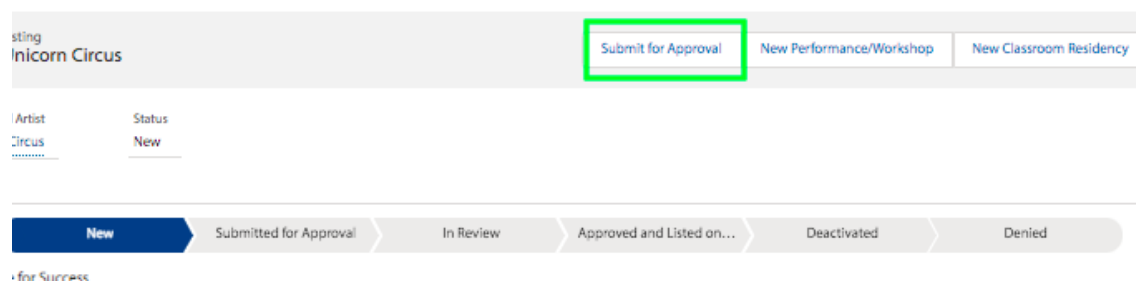
Offering Type(s):   Available Format(s): Both

**Listing Image Upload**  
Please upload your pictures here for your listing. Photos will be cropped to a dimension of 180x433 pixels (landscape format) and should be at a resolution of at least 72dpi. The first photo will be the main image shown on the directory search page. Once your listing has been approved these images will appear on the website.

You'll notice that it already includes your current listing details as we had these in our system. ***If you're a new artist, you will need to add these details.***



3. From here, update your listing as you see fit. Update testimonials, your photos, the regions you're available to tour, languages, artist bio etc.
  - 3.1. Click on or hover over the **i** beside each field name to see more information about what is required in each field
  - 3.2. If you are happy with your Listing as is and don't need to make any edits, move to the next step (#4 below).
4. Once you are done with your edits, hit the **“Submit for Approval”** button at the top right corner. Once you do so, the status bar will move from “New” to “Submitted for Approval”, and be sent to ArtStarts for review.



**NOTE: Please only hit “Submit for Approval” when you are comfortable with your changes and additions. Please do not go back and make any changes once you have already hit this button. We ask that you submit your Listing(s) and Offering(s) simultaneously.**

5. ArtStarts will be in touch via email once your Listing has been approved or if there were any flags that needed to be addressed.
6. You'll also be able to track the status of your Listing via the status bar. When approved, the status will be moved to “Approved and Listed on the Website”.

## Step 2: Update/Create Offerings

After updating your Listing, you can move to updating your Offering(s). *These are your performance(s), workshop(s), and/or classroom residencies.*

NOTE: There is a limit to the number of Offerings that you can have for the upcoming school year. Each Listing can have up to four (4) Performances/Workshops and three (3) Classroom Residencies.

PLEASE NOTE, you will need to ‘clone’ or create a new offering(s). **Do not edit your current offering(s) as they are still active for the current school year.**

***If you are wanting to offer the same programming as last year:***

1. Click the “clone” button on the top right hand corner of the offering

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Offering  
Circus Workshop

Submit for Approval **Clone**

Listing	Type	Status
<a href="#">Unicorn Circus</a>	Workshop	New

▼ **New** Submitted for Approval In Review Approved and Listed on... Deactivated Denied

**Guidance for Success**

When you've completed your performance/workshop please submit for approval by clicking the Submit for approval button at the top right. This will notify Artstarts that your performance/workshop is complete and ready for review.

- This will pop up a window with your “cloned” offering.
  - 2.1. Scroll down to “active year” and update to the upcoming school year (22-23)

▼ Workshop/Performance Information

\* Offering Name  
Circus Workshop

Listing  
Unicorn Circus

Offered Languages

Available

Spanish  
French  
Italian  
German

Chosen

English

\* Type  
Workshop

Duration ⓘ  
1 day workshop

Minimum Grade  
k

Maximum Capacity  
300

Maximum Grade  
3

Available Format ⓘ  
In Person

**Active Year ⓘ**

22-23

--None--  
20-21  
21-22  
✓ 22-23  
23-24  
24-25

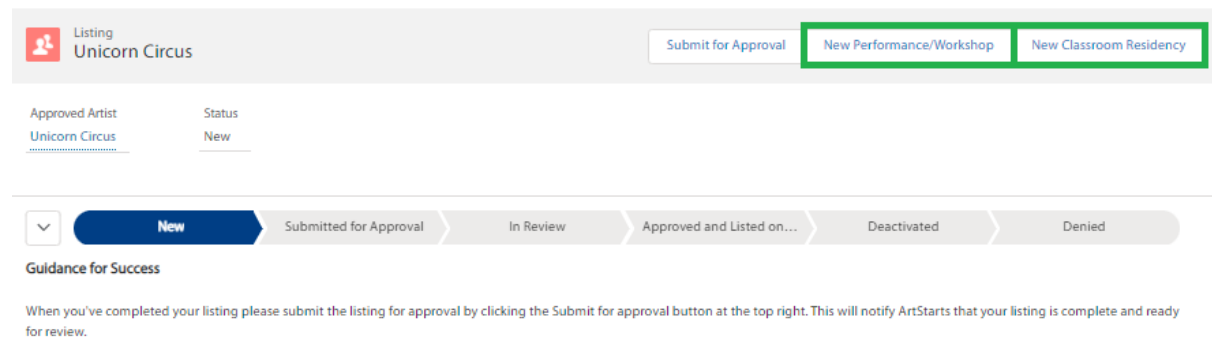
- 2.2. Edit any other components of your offering as you see fit such as your fees (not including the ArtStarts booking fee), description, grades, etc.



- 2.3. If you don't want to make any changes and want your offering to be identical to years past, hit the "save" button.
3. Review your offering and then click "**Submit for Approval**"

***If you want to offer NEW programming for the upcoming school year:***

1. Go back to your "Listing" page.
  - 1.1. If you want to create a new performance/workshop offering click the "New Performance/Workshop" button. For a classroom residency, click "New Classroom Residency".



- 1.2. This will pop up a window for a new offering. Complete all the fields. For "Active Year", please input the upcoming school year (22-23).
- 1.3. Hit Save
2. Review your offering and then click "**Submit for Approval**"

**NOTE: Please only hit "Submit for Approval" when you are comfortable with your changes and additions. Please do not go back and make any changes once you have already hit this button. We ask that you submit your Listing(s) and Offering(s) simultaneously.**

Similarly to your Listing(s), ArtStarts will review your offering(s) and be in touch via email once approved or if there were any flags that needed to be addressed. You'll also be able to track the status of your offering via the status bar. When approved, the status will be moved to "Approved and Listed on the Website".

### **Step 3: Payment**

Once your Listing(s) and Offering(s) have been approved by ArtStarts, you will receive an email directing you to an online form for the final stage of your renewal process where you will:

- Review and sign off on the Artist Service Agreement

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Revised January 2022





- Review/complete the Criminal Record Check process
- Complete the payment

Once you've completed this final process, the renewal process is complete. You cannot make any further changes to your Listing or Offerings.

## Your Bookings

*The bookings section is only for artists who are offering Performances and Workshops. Performances and Workshops can be booked through ArtStarts. Classroom Residencies cannot be booked through ArtStarts and are arranged between the artist and the school directly. If you only have Classroom Residencies on the Directory, you can skip this section. You will see the "Manage Bookings" tab in your community but you do not need to access it.*

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

artstarts Search...

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

Search this list...

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).



## Reviewing your Requests

On the next page - Booking Line Item (BLI) page - you will see all the booking details.

Performance	Requested Language
Unicorn Circus Workshop	
Approved Artist	Status
Unicorn Circus	Invoiced
Audience Grade	Artist Approved Date
	14/09/2020 12:00 PM
Audience Size	Booking Confirmed Date
	06/08/2020 11:45 AM
School	
Test School	
Location	

- 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 that 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 (Invoices Vs Bills)

The payments section is only for artists who are offering Performances and Workshops. Performances and Workshops can be booked through ArtStarts and are paid through ArtStarts. Classroom Residencies cannot be booked through ArtStarts or paid through ArtStarts and are arranged between the artist and the school directly. If you apply for and receive an [Artists in the Classroom \(AIC\) Grant](#) to fund your Classroom Residency, the grant cheque will be made out to the school and the school is responsible for paying you for your work. Details about this process are in the Grant Agreement and AIC Grant Information.

If you only have Classroom Residencies on the Directory, you can skip this section. You will see the “Invoices (Artist Payments from Schools)” tab in your community but you do not need to access it.

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 any artists offering performances and/or workshops - 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 Phone (2) Email Contact Owner  
Unicorn Circus pavan+artist@artstarts.com Admin Automation

DETAILS RELATED

Name Unicorn Circus Contact Record Type Approved Artist  
Account Name Unicorn Circus GST Number 5556667777

## Monthly Booking Summary Reports

*The monthly bookings summary reports section is only for artists who are offering Performances and Workshops. Performances and Workshops can be booked through ArtStarts. Classroom Residencies cannot be booked through ArtStarts and are arranged between the artist and the school directly. If you only have Classroom Residencies on the Directory, you can skip this section. You will not receive these emails.*

On the first of the month you will receive an email from ArtStarts with a CSV file showing your current booking summary status. A CSV file is a kind of spreadsheet without formatting. Download the CSV - you can open in in Microsoft Excel or Google Sheets. 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.

1	Booking ID	Booking Date	Artist App	Booking Date
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				

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- Image above for reference
- 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?

#### a. Listing and Offering Stages

- **New** - This Listing or Offering has just been created and has not been seen or approved by ArtStarts staff yet.
- **Submitted for Approval** - This Listing or Offering has been reviewed/updated by the artist or artist admin and has been submitted to ArtStarts staff for approval. It has not been seen or approved by ArtStarts staff yet.
- **In Review** - This Listing or Offering is being reviewed by ArtStarts staff. You will be updated via email when it is either Approved or Denied.
- **Approved and Listed on Website** - This Listing or Offering has been approved by ArtStarts staff and will be updated on the website shortly. If it is during the renewal period (Jan-March), the changes will not be made until the new Directory launches in March. If it is after the renewal period it will be updated within 1-3 business days.
- **Deactivated** - This Listing or Offering is no longer listed on the website. ArtStarts staff will change it to this stage after the school year in which the offering was available.
- **Denied** - This Listing or Offering has been denied by ArtStarts staff and we have asked you to make changes to it before we list it. You can see details of those changes on the Listing or Offering under "Approval Feedback" on the Listing or Offering view in the Community. We will also email you to make changes.

#### b. Booking Request Stages

- **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](mailto: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](mailto:pavan@artstarts.com)

**4. Can I submit my Criminal Record Check Clearance letter through the artist login?**

No. Once you complete your Criminal Record Check through the online BC Ministry of Justice process, ArtStarts will receive the clearance letter directly. Instructions for the Criminal Record Check process can be [found here](#). It is also included in the final step of the Artist Directory Renewal process.

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

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

**6. Can I update my fees and Listing/Offering information through the artist login?**

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

**7. 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.

**8. 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.

**9. 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!