

Troubleshooting Guide for artlook® Log-In

THANK YOU for updating your artlook® profile!

This guide is meant to help all users successfully access their artlook® profile page in the event that you are having difficulties doing so. If the solutions in this guide don't prove successful, please feel free to reach out to the New Orleans Arts Education Alliance (artlook@artsedall.org) for one-on-one assistance. (Ingenuity, the developer of the artlook® platform, will also be on hand to help as needed, but your first point of contact should be your community liaison.)

Important notes about logging in

Your name, email address, and organization/school name must be already entered into the system in order for you to log in. If you aren't sure whether you're in the system, please contact NOAEA to confirm and/or discuss whether you can be added.

1. Logging in for the first time

- When you first log into artlook, you will need to go to this URL:
 - **School Liaisons:** <https://neworleans.artlookmap.com/school-portal/claim-account>
 - **Organization Education Contacts:** <https://neworleans.artlookmap.com/partner-portal>
 - Once there, you will enter your email address in the box and click "Submit"
- You will then need to check your email inbox for an email from artlook (no-reply@artlookmap.com) to continue through the initial set-up process.
 - If you do not see that email in your inbox, please check your junk/SPAM folders.
 - If you go through this process more than once and receive more than one "claim account" email, please follow the link in the most recent email. Each time you submit your email address, the system will generate a new link for you to follow; you must click on the most recent link in order to proceed.
- If you're still having trouble, contact NOAEA.

2. Resetting your password

- Go to the main platform URL:
 - **School Portal:** <https://neworleans.artlookmap.com/school-portal>
 - **Organization Portal:** <https://neworleans.artlookmap.com/partner-portal>
- If you're not able to log-in on this page, or have forgotten your email, click on "Forgot Password?" on the bottom right side of the page.
- Check your email for the "claim account" email from no-reply@artlookmap.com and follow the

subsequent steps to reset your password.

- If you're still having trouble, contact NOAEA.

3. You see an "invalid school or organization" message at the sign in page

- Once you begin typing your school or organization, you must then select the correct name from the dropdown menu. Check to see that you're using the correct spelling or reference for the organization or school, per the names that pop up in the dropdown window. The system won't let you continue with alternate spellings, nicknames, etc.
- If you're still having trouble, contact NOAEA.

Your artlook community liaison contact info:

Celeste Kee, Director (New Orleans Arts Education Alliance)

504-421-9612 (8:30am-4:30pm M-F)

artlook@artsedall.org