

Assistance Reporting Tool

Module: How to Log In to the Training Site

**TRICARE Management Activity
Beneficiary Education & Support
Customer Service Support Branch**

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Introduction

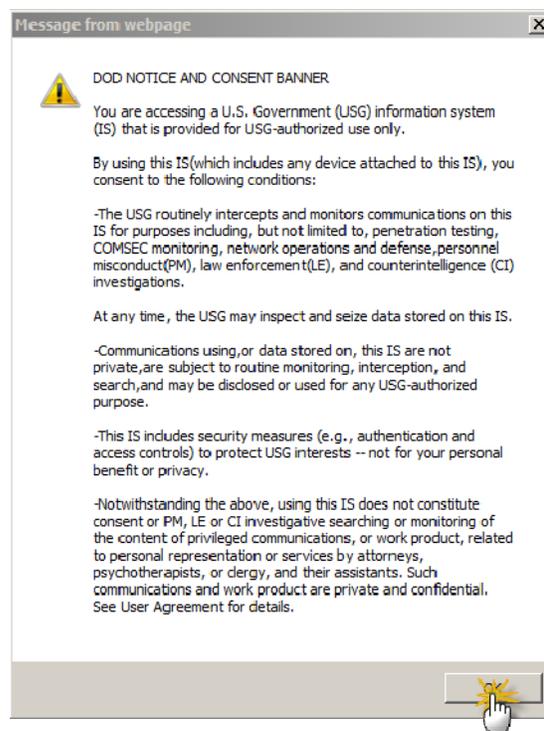
The Assistance Reporting Tool (ART) training site is for users who want to practice using the ART system before entering “real” case data in the live site. It has the same functionality as the live site minus the scanning feature, which is disabled.

We encourage you to use the training site before logging into the live site. In the training site, you can enter case data, close cases and run reports on the data entered! However, please remember not to enter any personal identifiable information or personal health information.

How to Log In to the Training Site

Step 1: Go to <http://bcac.artportal.keymind.com/Art/StandardLogin.aspx?type=learn>

The DoD Notice and Consent Banner displays.



Step 2: Click the “OK” button.

The ART training site login page displays.



Assistance Reporting Tool
BCAC & DCAO Portal

[BACK TO MAINSITE](#)

Message!
Attention ART users:

**The scanning feature available on the live site isn't available on the training site.

If you have any questions or concerns please send an email to BCACDCAO@tma.osd.mil.

Thank You!

Welcome to the Assistance Reporting Tool (ART)
Training Site!

Username

Password

[Log In](#)

If you are locked out of ART, please contact the [Customer Service Support/ART Team](#)

Step 3: Enter the ART training site username and password in the appropriate fields and click the “Log In” button.

Username: mtf

The username isn't case sensitive.

Password: ARTtraining##11

The password *is* case sensitive.

Welcome to the Assistance Reporting Tool (ART)
Training Site!

Username

Password

[Log In](#)

If you are locked out of ART, please contact the [Customer Service Support/ART Team](#)

Note: If you enter incorrect login information more than three times in a row, it will lock the training site and prevent you and other users from accessing it.

The ART training site dashboard displays.

Tuesday, 6/19/2012 2:45:52 PM. Session Time Remaining: 119:48

Welcome, mtf [Log Out](#)

Advanced Search

CASES REPORTS SEARCH SSN, Case #, DBN, or Last Name My Cases ≤ 1 yr Go

PENDING CASES REFERRED IN REFERRED OUT + NEW CASE

Priority	Case	Case Type	Name	Provider	Date Contacted	Time Frame	Follow Up
H	80716	Case (30 days)	Dresden, Harry		02/16/2011	350/30	
H	80878	Case (30 days)	Pacquiao, Manny		04/21/2011	304/30	
H	81139	Case (30 days)	Roshan, Hrithik		06/16/2011	264/30	
H	81140	Case (30 days)	Shortcake, Strawberry		06/16/2011	264/30	
H	80455	Case (30 days)	Smith, Brooke AMC		06/19/2011	262/30	
H	81178	Case (30 days)	Sawyer, Tom		07/01/2011	253/30	
H	81583	Case (30 days)	Nevada, Las Vegas		08/20/2011	217/30	
H	81236*	Debt Collection Case (60 days)	test 1 , conna		07/22/2011	238/60	07/29/2011

You have:

- 76 active cases
- 0 cases referred in
- 5 cases referred out

Messages

Welcome to the Assistance Training Tool (ART) Training Site!

Remember to use this site to...

[See All Messages](#)

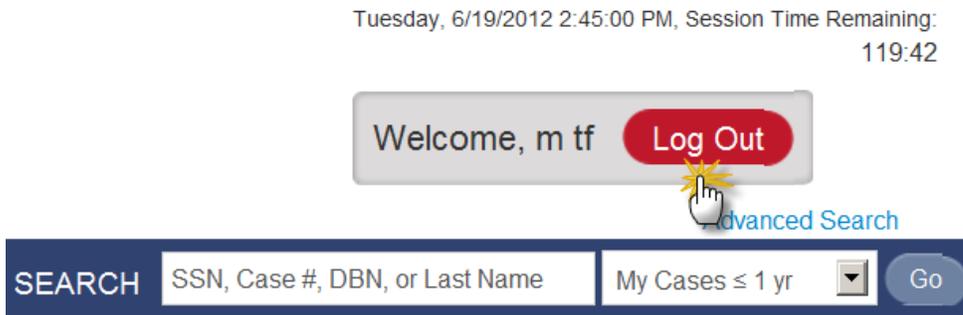
Priority Key

- H High Priority
- M Medium Priority
- L Low Priority

An important notice in the “Messages” section of the “Info Box” reminds you not to enter any “real” case data in the training site. To see the full message, click on the “See All Messages” link.

How to Log Out of the Training Site

Step 1: Click the red “Log Out” button located in the Welcome/Log Out bar.



A pop-up window displays asking “Are you sure you want to log out?”



Step 2: Click the “OK” button to continue to log out or click the “Cancel” button to return to the ART training site.

The Customer Service Community Website displays.

TRICARE.mil | Contacts | FAQs | Glossary | Forms | TRICARE Manuals | Factsheets | BCAC/DCAO Directory

TRICARE

Welcome Customer Service Community

Home | About | Team RSS Feed

Tools & Resources | Source Documents | Rates | Assistance Reporting Tool (ART) | Training & Education | Using the Beneficiary Web Site

I put the I CARE in TRICARE

[PRINT VERSION](#)

The Customer Service Community Web site is an internal resource and external Web sites are not authorized to link to this site.

[Visit the Update Archives](#)

Enter Search Terms:

Archives: 15 June 2012

Updated (June 15, 2012)

The Update June 15-29, 2012

Assistance Reporting Tool (ART) Tidbits! Every "Update" will have information and tips for ART users. It's highly recommended if you have an ART account to pay close attention to the messages about the system. The information we post will educate and help you navigate and use the system.

As you're aware, ART changed. We briefly highlighted these changes with our email announcements earlier this week. One change you may notice is the removal of the "Links" and "Resources" links from the system. It's come to our attention that some members of the Customer Service Community use these tools, which is great! The same links and resources are available in the Customer Service Community Website under the "Tools & Resources" tab. This information has always been available on the site. Updating these links and resources within ART took a long time and having these resources on the website allows us to update the information quickly for your consumption!

You should be familiar with the "Last Log In" message that appears when you log into ART. Did you notice it actually shows the correct date of your last successful log in? Before it would show a date from 2011, which confused most of us. The developers were able to fix the bug and now the information within the box is correct. Of course, if you don't want to see it just close it and continue on! It will return next time you login. The purpose of the box is to keep track of when your last log in was, if you ever notice a date that you didn't access ART, please notify us immediately. An example would be if you were on leave and when you return you log into ART and the "Last Log In" message says you accessed the system while you were out of the office.

Congratulations! You learned how to log in and out of the ART training site! If you have questions or need help, please email BCACDCAO@tma.osd.mil.