

# School Readiness Assistance | SRA




Citizen Portal User Guide

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## Create an Account

To register for an account on the School Readiness Assistance site, you will click the “**Go to User Registration**” button on the right-hand side of the page.

**School Readiness Assistance | SRA**  
**Login Portal**


Arkansas Department of Education  
Office of Early Childhood

Username

Password

[Forgot Password?](#)

[Login](#)

 **Are you a new user?**  
Enter your details on the registration form to start the process.

[Go to User Registration](#)

On the next page, you will enter your Account information. There is space to add a First and Last Name, an Email, and a Phone Number. Additionally, you will be prompted to create a Password.

**Note:** The Email and Password are the only required items on this page.

## Register your account

### Information

First Name	Last Name
<input type="text"/>	<input type="text"/>
Email <b>Required</b>	Phone Number
<input type="text"/>	<input type="text"/>

### Create password

Password	Re-enter Password
<input type="password"/>	<input type="password"/>

**Password Conditions:**

- ✓ Minimum of 1 upper case character
- ✓ Minimum of 1 lower case character
- ✓ Minimum of 1 number
- ✓ At least 10 characters
- ✓ Minimum of 4 letters
- ✓ Minimum of 1 non-alphanumeric character (ex: &, \$, -, %, \*)

**Validations:**

- ✓ Password conditions met
- ✗ Re-type password match with new password

Passwords must meet all password requirements to successfully register:

- Minimum of 1 upper case character
- Minimum of 1 lower case character
- Minimum of 1 number
- At least 10 characters
- Minimum of 4 letters
- Minimum of 1 non-alphanumeric character (ex: &, \$, -, %, \*)

Once submitted, you will receive an email to validate your email address. Please click the validation link contained within the email you received to validate your email address. Once validated, you can log in using your email address and the password you created. When you first log in, you will be taken to a page that requires you to enter three Security Questions.

School Readiness Assistance Portal  
 A service provided by Arkansas Department of Education

Hello Oneida Sanchez! Logout

### Security Questions

Please answer the security questions.

Question 1	Answer
<input type="text" value="-- Select question --"/>	<input type="text"/>
Question 2	Answer
<input type="text" value="-- Select question --"/>	<input type="text"/>
Question 3	Answer
<input type="text" value="-- Select question --"/>	<input type="text"/>

[✔ Submit](#)


Useful Links ARKANSAS Stay Connected

## Complete “My Profile”

After submitting your Security Questions, you will be brought to a Welcome Page. This page details some helpful information for the profile creation and application creation process. Click **“Begin Initiate Profile.”**

School Readiness Assistance  
 Citizen Portal

### + Profile Creation



#### Welcome Wayne Doe!


Before you can create your application, your profile has to be established.

Prepare the following documents which are mandatory

- **Photo ID for all adults in eligibility group:** (driver's license, military, school, state issued, or passport)
- **Birth Certificate/Proof of Citizenship for each child assistance is requested**
- **Proof of Applicant's Residence (physical address):** may include but not limited to; lease contract, rent receipt, mortgage contract, bills, mail, state or federal issued ID, check stubs, statement, or state systems verification

Please proceed to begin initiating your profile details.

[Begin Initiate Profile ▶](#)



+ Create a ticket My tickets

You will be redirected to a “My Profile” page. While most fields are required, several are not. Required fields are outlined in red and noted as **\*required**.

The screenshot shows the 'Initiate Profile' page in the School Readiness Assistance Citizen Portal. The user is Wayne Doe. The form is titled 'Applicant/Teen Parent Information' and contains the following fields:

- First Name: Wayne
- Middle Name: (empty)
- Last Name: Doe
- SSN **\*required**: \*\*\*\*\*
- Date of Birth **\*required**: (empty)
- Gender **\*required**: -- Select Gender --
- Marital Status **\*required**: -- Select Marital Status --
- Race **\*required**: -- Select Race --
- Ethnicity: -- Select Ethnicity --
- Primary Language: -- Select Language --
- Highest Level of Education or Training Completed: -- Select Education Level --
- Military Service **\*required**: -- Select Military Service --
- Email: wd@test.com
- Are you currently receiving Child Care Assistance (Voucher)? **\*required**: -- Select answer --

A green 'Save' button is located at the bottom left of the form.

Once you fill out the basic profile information and click “Save,” you will notice that the left navigation tab structure has changed. This will help you keep track how much of the profile information you have completed.

Next, you will need to fill out your Address Information.

The screenshot shows the 'Address Information' page in the School Readiness Assistance Citizen Portal. The user is Lynette Gillespie. The page is titled 'Address Information' and contains the following sections:

- Mailing Address**
  - Address 1: Enter a location
  - Address 2: (empty)
  - City: (empty)
  - State: -- Select State --
  - Zip: 99999
  - County: -- Select County --
- Street Address**
  - Same as Address
  - Address 1: Enter a location
  - Address 2: (empty)
  - City: (empty)
  - State: -- Select State --
  - Zip: 99999
  - County: -- Select County --

A green 'Save' button is located at the bottom left of the form. 'Back' and 'Next' buttons are located at the bottom right.

Once your Address Information has been completed, you will be brought to a “Household Information” page. This page is pre-populated with your information, but you will need to add any other individuals who live in the household. This includes children, roommates, or other family members.

You will add a household member by clicking the green button in the upper right corner.

**Household Information**

+ Add a household member

First Name	Last Name	SSN	DoB	Citizen/Legal Resident	Relationship to Case Head	Race	Military Status
No items found.							

Back

+ Add Household Member

First Name \*required Middle Name Last Name \*required

SSN \*required Date of Birth \*required

Gender \*required Citizen/Legal Resident \*required

Relationship to Case Head \*required Race \*required

Military Status (Adults only) \*required Is Secondary Parent \*required

Child Care Needed? \*required

+ Save household member Cancel

You will follow a similar process as you work through the subsequent pages:

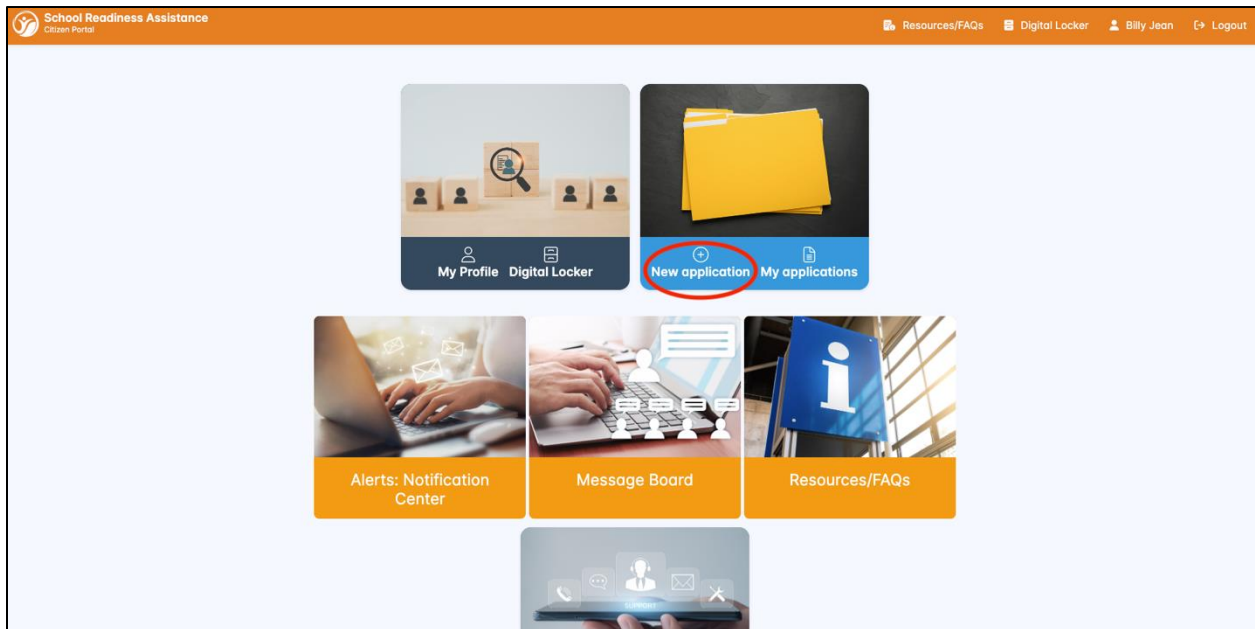
- Second Parent or Guardian
- Employment Information
- School Information
- Household Income
- Information for Child(ren) Services are Requested

- Emergency Contact and Consent Information
- Authorized Representative
- Documents
- Establish Profile

Once you arrive at “**Establish Profile**,” you will be asked to upload the mandatory documents which you can upload on the Digital Locker section and once ready to submit your profile, click “Submit.” This will send your profile to OEC for review & approval.

## Create an Application for Services

Once approved by the OEC, you will be able to create an application for services. On your account Home Page, click the button that says, “**New application**.”



You'll be directed to a Create application form with all your profile information pre-filled. If you need to change any details, update your profile and then use Sync from Profile.

**School Readiness Assistance**  
Citizen Portal

Resources/FAQs | Digital Locker | Billy Jean | Logout

**Child Care Application**

Sync from Profile | Case ID:

### School Readiness Application

All applicants must be eighteen (18) years and over or an emancipated minor. All applicants must have physical custody of the child(ren) for whom services are requested. If applying for Teen Parent, please enter Teen Parent's information below.

#### Parent or Guardian/Teen parent information

First Name Billy	Middle Name	Last Name Jean
SSN XXXXXX6123	Date of Birth 01/07/2000	Gender Female
Marital Status Single	Ethnicity Not Hispanic Or Latino	Race White
Primary Language English	Highest Level of Education or Training Completed Ged	Military Status N/A - No
# of Parents in home 1	# in family 3	# of Household members 0

Next, review the information and confirm it is correct.

**School Readiness Assistance**  
Citizen Portal

Resources/FAQs | Digital Locker | Cheri Gillespie | Logout

**Child Care Application**

Back to my applications

Have the child(ren) transitioned from foster care? | Are you a Guardian or Custodian with physical custody?

Do you receive SNAP Benefits? | Are you currently receiving WIC? | Is any adult in household Disabled?

Current Housing | Current Housing Date

Has family moved in 24 Months

Check if applicable

- Teen parent resides in the household
- Lacks regular, fixed, or adequate nighttime residence
- Lives in a shelter, hotel, or motel
- Teen parent is attending high school or GED program
- Shares housing due to economic hardship
- Lives in a place not designed for sleeping (cars, parks, etc.)

Once the application is reviewed and all your information is correct, select the green **“Create Application”** button at the bottom of the page.

**Note:** If all sections are not completed, you will be rerouted back to the start of the application to review your entries. The navigation to the left has an option titled, **“Review”** which will show you what is missing from your application.

The required documents can be uploaded through the Digital Locker section.

The screenshot shows the 'Digital Locker' interface. At the top, there is a navigation bar with 'School Readiness Assistance' and 'Citizen Portal' on the left, and 'Resources' and 'Digital Locker' on the right. The 'Digital Locker' section is highlighted. Below the navigation bar, there is a header for 'Digital Locker' and a message: 'This page contains all your documents required for your application. All documents are on a digital security format.' There are two tabs: 'My Documents' (active) and 'Archived Documents'. The 'Add a Document' section includes a 'Category' dropdown menu, a 'Document Type' input field, a 'File to Upload' section with a 'Browse file...' button, and a 'Notes (Optional)' text area. The 'Documents' section shows a table with columns: 'File Name', 'Category', 'Type', and 'Household Member'. The table is currently empty, displaying 'No items found.' and a pagination control showing '10' items.

## Submit the Application

Once you have filled out all the sections, you will be taken to the Sign & Submit step.

The screenshot shows the 'Sign & Submit' step of the 'School Readiness Application'. The top navigation bar includes 'School Readiness Assistance', 'Citizen Portal', 'Resources/FAQs', 'Digital Locker', 'Cheri Gillespie', and 'Logout'. The 'Case ID: 2024-OSA-000017' is displayed. The application status is 'Create', with other options being 'Submit', 'Pending', 'Open', and 'Closed'. The 'Sign & Submit' section contains a certification statement: 'I certify that I have read and understand my Rights and Responsibilities. I authorize DHS to collect information from other sources to determine my eligibility for assistance. I authorize any source DHS deems necessary to determine eligibility to release information concerning me. I certify under penalty of perjury and fraud that all information I have supplied is true and correct. I understand that giving false information or withholding information may result in denial, termination, or disqualification of child care assistance or criminal prosecution, and the repayment of financial assistance made on my behalf.' Below this, there are input fields for 'Applicant Signature' (Cheri Gillespie), 'Applicant Printed Name' (Cheri Gillespie), and 'Date' (10/23/2024, 9:33:19 AM). There are also empty input fields for 'Teen Parent Signature', 'Teen Parent Printed Name', and 'Date'. A message states: 'Please address the missing documents or fields on the Review Page to complete the form submission.' At the bottom, there are 'Submit' and 'Back' buttons.