Community Partner Portal
Instructions for Providers

Thank you for your interest in becoming a registered Community Partner who can help applicants and ongoing clients with Access Arkansas, the website for Arkansans to apply for and manage DHS benefits.

Access Arkansas is a one stop shop for DHS clients to update their information quickly and easily and view benefits for health care, SNAP, and TEA.

Registered Community Partners can help Arkansans apply for and manage Health Care (Medicaid), Supplemental Nutrition Assistance Program (SNAP), and Transitional Employment Assistance (TEA).

Here is the process to gain access to the Community Partner Portal:

1. Each individual user of your organization Community Partner Portal account must already have an individual account on the Access Arkansas Portal.

    a. If your staff and volunteers have not yet registered and need to create an account for Access Arkansas, they can do so by visiting this link: Setting Up Your Access Arkansas Account.

    b. A step-by-step video is available in case you need assistance. Here is the link: How to video: Setting Up Your Access Arkansas Account.

2. After all individual users associated with your Community Partner Portal account have completed their individual registrations, complete the Access Arkansas Community Partner Agreement Form and email it to AccessARCPP@dhs.arkansas.gov.

    a. Your application must include the Access Arkansas usernames of any staff and volunteers who will be assisting applicants and clients.

    b. You will receive an email confirmation from AccessARCPP that your application has been received.

3. Your application will be sent to the Department of Human Services Division of County Operations for review and approval.

4. If approved, the AccessARCPP team will send a request to the ARIES technical team to add your listed individual users to the Community Partner Portal and to issue a Community Partner Portal ID for your organization. This step may take 2-3 weeks.

5. When the technical work is completed, you will receive an email from AccessARCPP that your organization and individual users have been added to the Community Partner Portal. You will also receive your organization's Community Partner Portal ID.

6. Congratulations! Your team now has access to the Community Partner Portal.

To learn more about how to use Access Arkansas as a registered Community Partner, you can watch an instructional video posted at this link: Access Arkansas - Community Partner Portal.

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There is more information available detailing how to use Access Arkansas available in our Community Partner Toolkit at this link: Community Partner Portal Toolkit.

If you have any issues logging in to the Portal, please call 1-855-372-1084.