

## Activating Other GAP Access Administrator Accounts

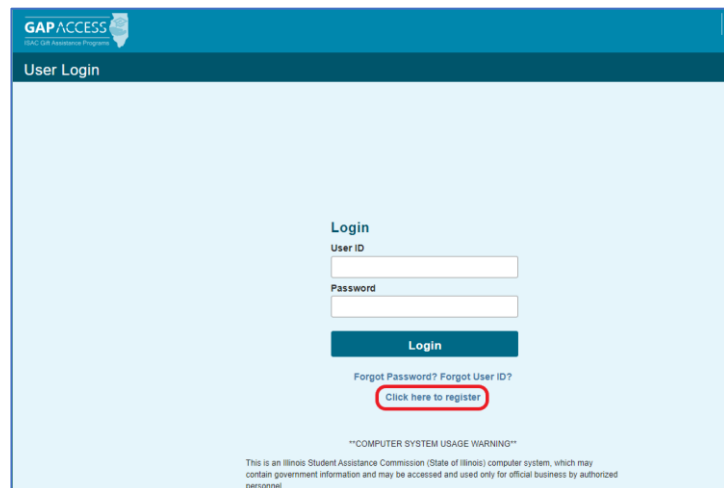
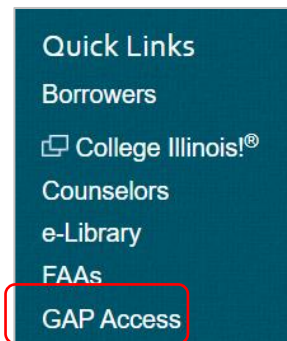
Once your GAP Access Primary Administrator account has been activated, you will then be responsible for identifying other staff members who will need a GAP Access account and determining whether each staff member should be set up as a GAP Access Administrator or a GAP Access User. While a school may establish as many GAP Access Administrators as needed, each school may only have one Primary Administrator and it should be the High School Principal or Financial Aid Director who is set up as the GAP Access Primary Administrator for the school.

If at any point, your school has a new High School Principal or Financial Aid Director, contact ISAC's School Services Department by e-mail at [isac.schoolservices@illinois.gov](mailto:isac.schoolservices@illinois.gov) or at 866-247-2172 so that the appropriate temporary GAP Access assignments may be established. Once it's been determined which staff member(s) should be designated as GAP Access Administrator(s), the individual can create and activate an account by following **steps 1 – 7** of the **"GAP Access Administrator Registration Instructions"** section (below). [Note: a combination of steps to be completed by the new GAP Access Administrator and by the institution's GAP Access Primary Administrator.]

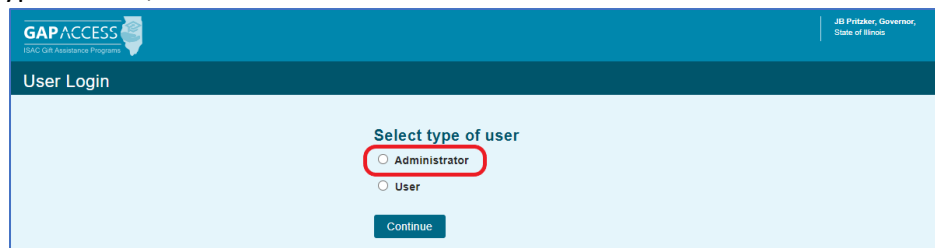
### **GAP Access Administrator Registration Instructions**

In order to establish yourself as the GAP Access Primary Administrator and activate your account, follow these steps:

1. Go to the **GAP Access Login** screen, which can be accessed via the [isac.org](#) website from the Quick Links menu at the bottom of the home page.
2. Click on the "Click here to register" link.



3. Under "Select type of user," select "Administrator" and then click on the "Continue" button.



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4. Complete all fields on the **Administrator Registration** page, noting the following:
  - a. All fields that have an asterisk (\*) are required.
  - b. The “User ID” must be 10 characters or less and must include at least one numeric digit.
  - c. The “Password” must include at least one upper-case letter, one lower-case letter, one numeric digit, and one special character {!@#\$%^&+=}. The password must be a minimum of 8 characters.

The screenshot shows the 'Administrator Registration' page within the 'GAP ACCESS' system. The page has a blue header with the 'GAP ACCESS' logo and the text 'What's Our Feedback Program?'. Below the header is a 'User Login' section. The main content area is titled 'Administrator Registration' and includes a note: '\*Indicates required field'. A 'Previous Step' button is located on the left. The registration form consists of several fields, many of which are marked with an asterisk to indicate they are required:

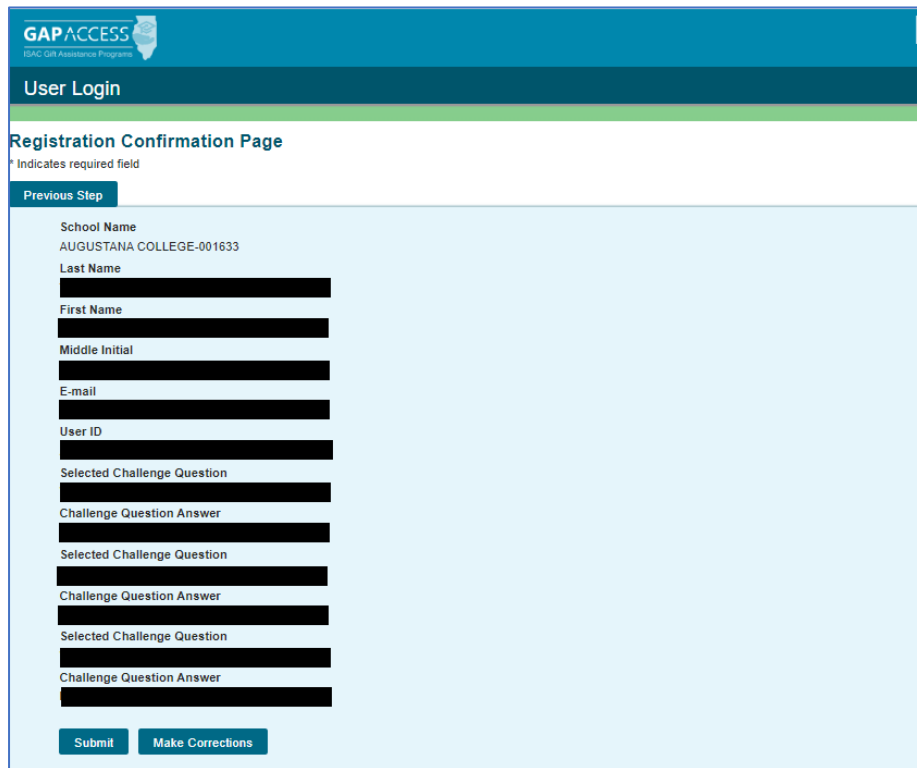
- Partner Type (dropdown menu, currently set to 'Post Secondary Institution')
- \* School Ed Id (dropdown menu, currently set to '--Select--')
- \* Last Name (text input)
- \* First Name (text input)
- Middle Initial (text input)
- \* E-mail (text input)
- \* Confirm E-mail (text input)
- \* User ID (text input)
- \* Password (text input, with a question mark icon)
- \* Confirm Password (text input)
- \* Select Challenge Question (dropdown menu, currently set to 'What is the name of your elementary school?')
- \* Challenge Question Answer (text input)
- \* Confirm Challenge Question Answer (text input)
- \* Select Challenge Question (dropdown menu, currently set to 'What is the name of your elementary school?')
- \* Challenge Question Answer (text input)
- \* Confirm Challenge Question Answer (text input)
- \* Select Challenge Question (dropdown menu, currently set to 'What is the name of your elementary school?')
- \* Challenge Question Answer (text input)
- \* Confirm Challenge Question Answer (text input)

A 'Confirm' button is located at the bottom right of the form.

5. After all fields have been completed on the **Administrator Registration** page, click on the “Confirm” button.

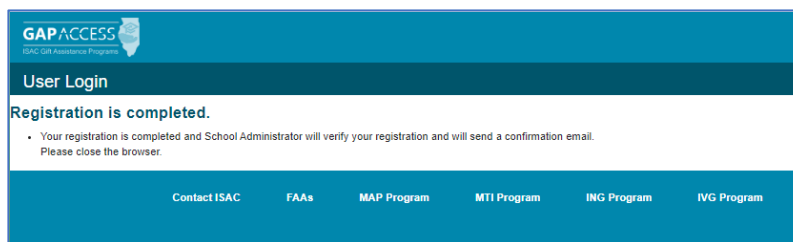
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6. A **Registration Confirmation Page** will appear. Review all the data.
  - a. If changes are needed, click on the “Make Corrections” button, correct as needed, and then click on the “Confirm” button again. **Our recommendation is to print the confirmation page prior to submitting your information to ISAC, as your record of security question responses (which may be needed in the future should you need to change your password).**
  - b. If no further changes are needed, click on the “Submit” button at the bottom of the page.



The screenshot shows the 'Registration Confirmation Page' in the GAP ACCESS system. The page header includes the 'GAP ACCESS' logo and 'ISAC Gift Assistance Programs'. Below the header is a 'User Login' section. The main content area is titled 'Registration Confirmation Page' and includes a note: '\* Indicates required field'. A 'Previous Step' button is visible. The form contains the following fields, all of which are filled with blacked-out text: School Name (AUGUSTANA COLLEGE-001633), Last Name, First Name, Middle Initial, E-mail, User ID, Selected Challenge Question, Challenge Question Answer, Selected Challenge Question, Challenge Question Answer, Selected Challenge Question, Challenge Question Answer, and Selected Challenge Question, Challenge Question Answer. At the bottom of the form are two buttons: 'Submit' and 'Make Corrections'.

7. You will see a screen indicating that your registration is complete and that ISAC’s School Services Department will send an email to your Primary Administrator who will need to verify your registration, provide you with the School Setup Code, and grant privileges. At this point, you should close your browser window.



The screenshot shows a confirmation message in the GAP ACCESS system. The header includes the 'GAP ACCESS' logo and 'ISAC Gift Assistance Programs'. Below the header is a 'User Login' section. The main content area is titled 'Registration is completed.' and includes a bullet point: '• Your registration is completed and School Administrator will verify your registration and will send a confirmation email. Please close the browser.' At the bottom of the page are several links: 'Contact ISAC', 'FAAs', 'MAP Program', 'MTI Program', 'ING Program', and 'IVG Program'.

### **Primary Administrator Will Need To Confirm**

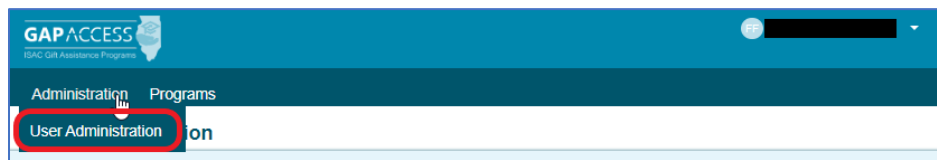
After a new GAP Access Administrator has created an account by following steps 1 – 7 (above), the GAP Access Primary Administrator will receive an e-mail from ISAC’s School Services Department asking to confirm that the individual should, indeed, be granted “administrator” privileges. They will need to grant privileges before the new Administrator can login.

# Activating Other GAP Access Administrator Accounts

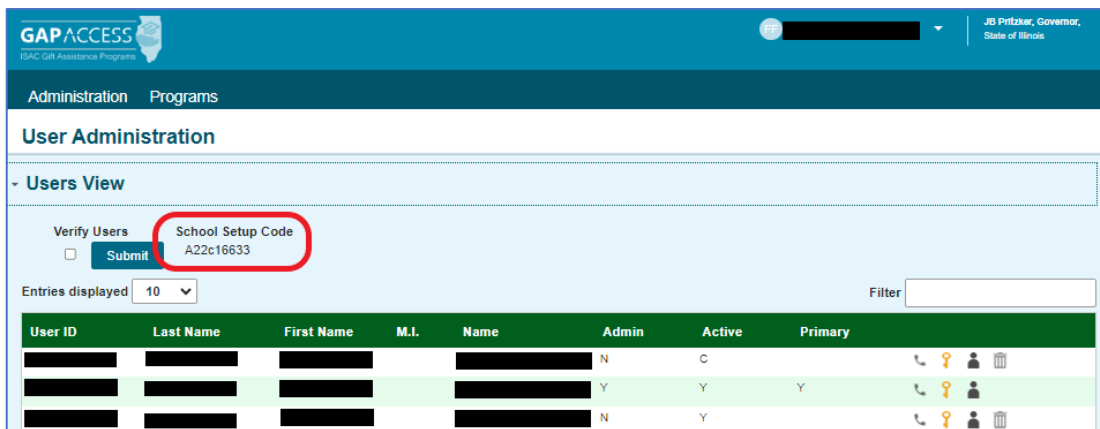
## GAP Access Administrator Login and Set Privileges Instructions

Following registration by the staff member, the GAP Access Primary Administrator (or another staff member with an activated GAP Access Administrator account) should complete the following tasks:

1. Watch for an automated e-mail from ISAC’s School Services Department, indicating that a staff member from your school has requested a GAP Access Admin account.
2. Once the automated e-mail has been received, the institution’s administrator signs in at the **GAP Access Login** screen, which can be accessed via the [isac.org](http://isac.org) website from the Quick Links menu at the bottom of the page.
3. At the blue ribbon that appears along the top of the GAP Access screen, hover over (but do not click) “Administration” and then click on “User Administration.”



4. At the **School Users View** screen, you will see a row for each of your school’s GAP Access accounts. Only The Primary Administrator will see the School Setup Code above the table. **You will need to provide this code to the new Admin for their first login.**



5. Find the row for the new GAP Access Admin account, where you will see the following four icons.



**2FA Options** -- The first icon looks like a *telephone*, and may be used for two-factor authentication options; generating a one-time use code or resetting the user’s two-factor authentication.



**Reset Password** -- The second icon looks like a *key*, and may be used to reset your password.




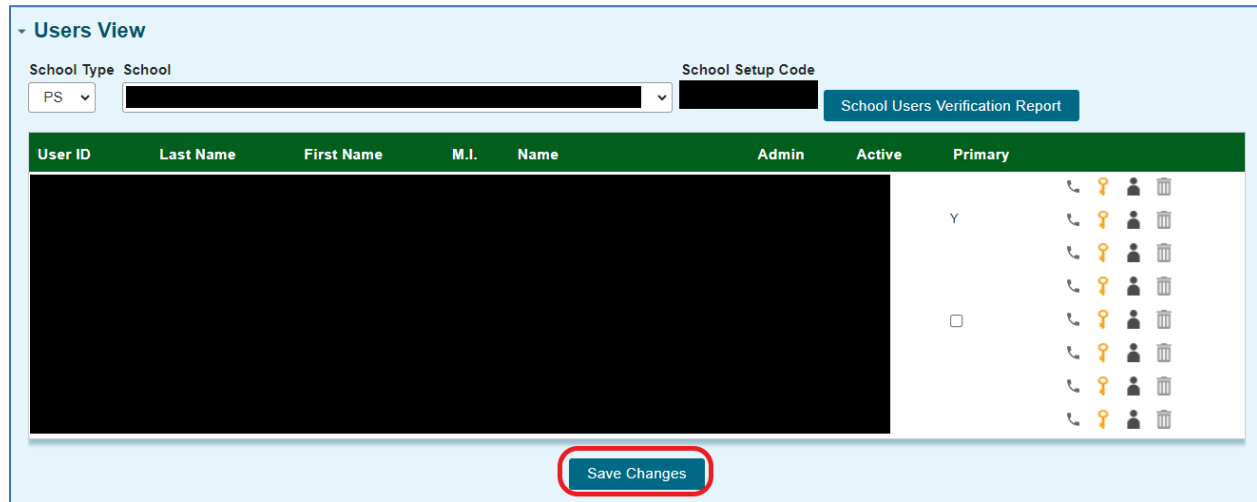
**Assign Privileges** --The third icon look like a *person*, and may be used to assign user privileges.



**Delete User** -- The fourth icon looks like a *garbage can*, and may be used to delete users (this icon will not appear on your own user row).

## Activating Other GAP Access Administrator Accounts

6. Click on the third icon (Assign Privileges). 
7. Verify that the correct User ID is displayed at the top of the new screen that will appear.
8. Assign appropriate privileges. See page 10 for high school program privileges screen and page 12 for postsecondary institution privileges screen.
9. Click on the “Save Changes” button.



**Users View**

School Type: School  
PS [dropdown] [text field] School Setup Code: [text field] [School Users Verification Report](#)

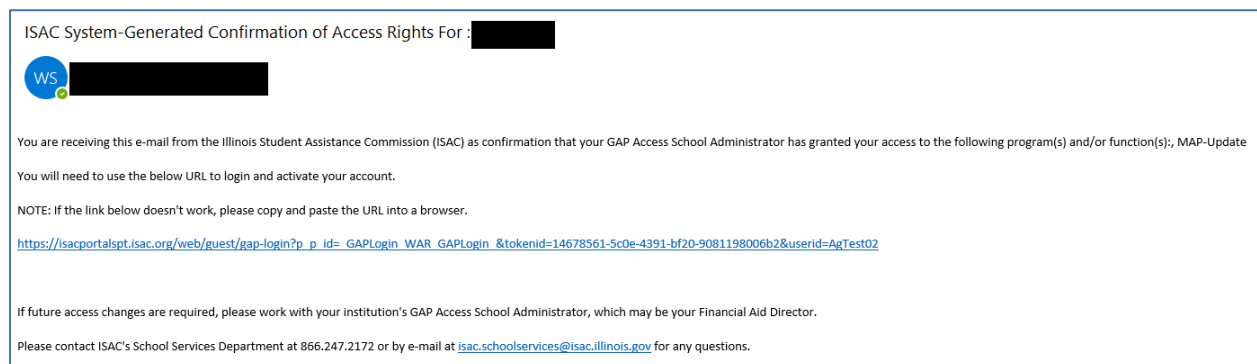
User ID	Last Name	First Name	M.I.	Name	Admin	Active	Primary				
							Y				

[Save Changes](#)


### Admin Activation and Login

After the Primary Administrator has completed the above steps and provided the School Setup Code, the new GAP Access Admin should:

1. Watch for an e-mail from ISAC’s School Services Department, which will provide the link/URL that they will need to use to activate the account.
2. Once the GAP Access Users have received the URL/link, they should follow the URL/link to go to the **GAP Access Login** screen.



ISAC System-Generated Confirmation of Access Rights For: [redacted]

 [redacted]

You are receiving this e-mail from the Illinois Student Assistance Commission (ISAC) as confirmation that your GAP Access School Administrator has granted your access to the following program(s) and/or function(s); MAP-Update

You will need to use the below URL to login and activate your account.

NOTE: If the link below doesn't work, please copy and paste the URL into a browser.

[https://isacportalspt.isac.org/web/guest/gap-login?p\\_p\\_id=GAPLogin\\_WAR\\_GAPLogin\\_&tokenId=14678561-5c0e-4391-bf20-9081198006b2&userid=AgTest02](https://isacportalspt.isac.org/web/guest/gap-login?p_p_id=GAPLogin_WAR_GAPLogin_&tokenId=14678561-5c0e-4391-bf20-9081198006b2&userid=AgTest02)

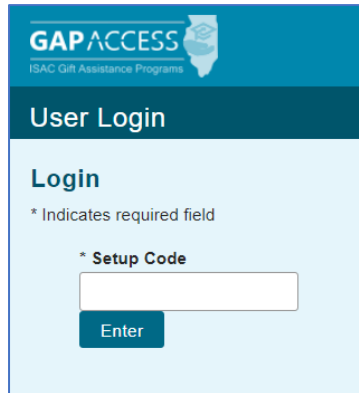
If future access changes are required, please work with your institution's GAP Access School Administrator, which may be your Financial Aid Director.

Please contact ISAC's School Services Department at 866.247.2172 or by e-mail at [isac.schoolservices@isac.illinois.gov](mailto:isac.schoolservices@isac.illinois.gov) for any questions.

- a. **IMPORTANT: the URL received via e-mail is valid for 48 hours** – if the URL is not used to activate the account within 48 hours after the time-stamp on the e-mail, the individual will need to restart the process of creating and activating the GAP Access account.

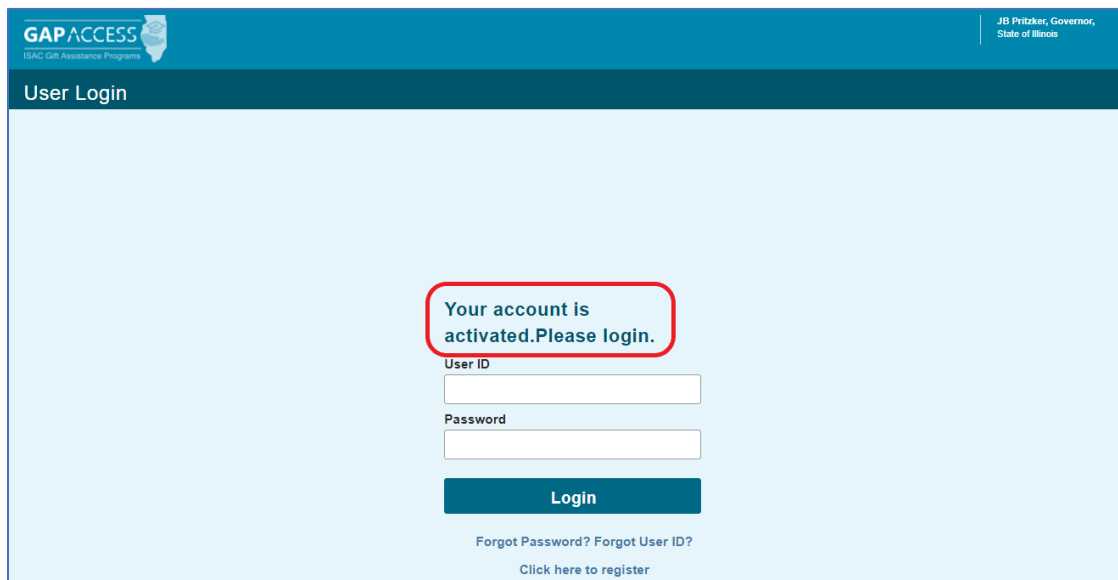
## Activating Other GAP Access Administrator Accounts

1. At the **GAP Access Login** screen, there will be a message indicating that the account has not yet been activated, and the GAP Access Administrator will be prompted to enter the School Setup Code. Enter the access code (which should be provided by the Primary Administrator) into the “School Setup Code” field, and then click the “Enter” button.



The screenshot shows the 'GAP ACCESS' logo at the top left, with 'ISAC Gift Assistance Programs' below it. The page title is 'User Login'. Under the heading 'Login', there is a note: '\* Indicates required field'. Below this, the label '\* Setup Code' is positioned above a text input field. A dark blue 'Enter' button is located directly below the input field.

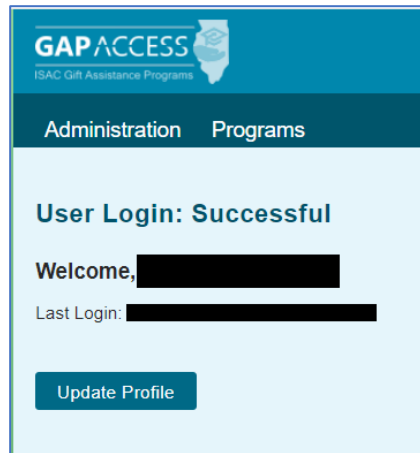
3. The **GAP Access Login** screen will indicate that the account has been activated, and the GAP Access User will be prompted to enter their User ID and Password.



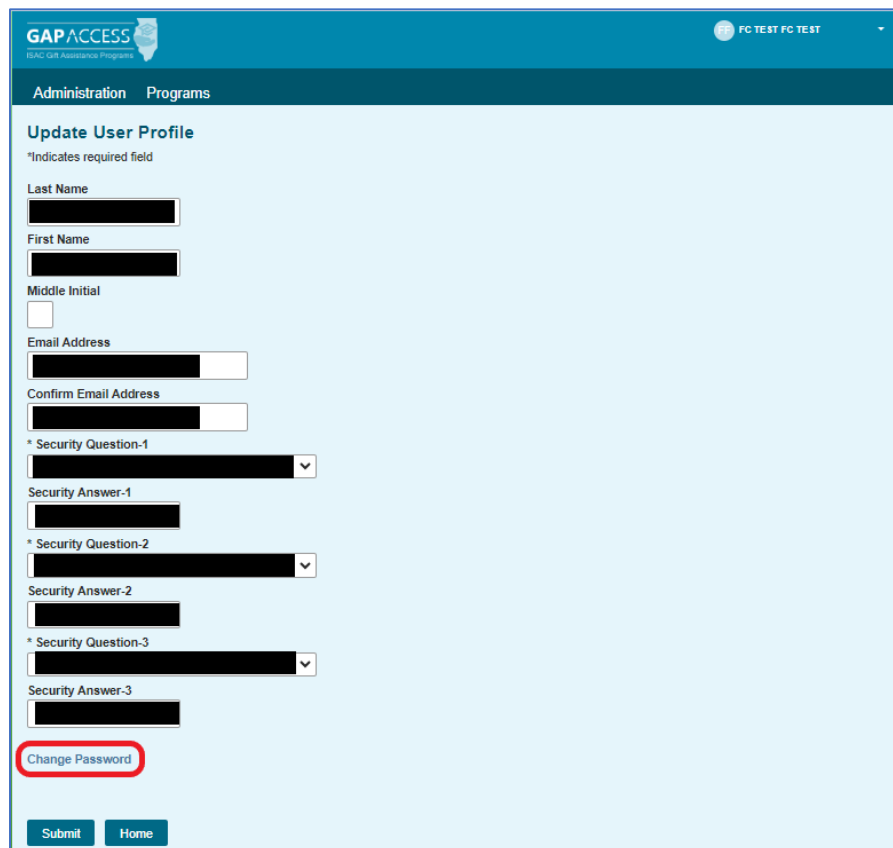
The screenshot shows the 'GAP ACCESS' logo at the top left, with 'ISAC Gift Assistance Programs' below it. In the top right corner, it says 'JB Pritzker, Governor, State of Illinois'. The page title is 'User Login'. A red-bordered box highlights the message: 'Your account is activated. Please login.' Below this message are two text input fields labeled 'User ID' and 'Password'. A dark blue 'Login' button is positioned below the 'Password' field. At the bottom of the form area, there are two links: 'Forgot Password? Forgot User ID?' and 'Click here to register'.

## Activating Other GAP Access Administrator Accounts

4. You will then see a screen indicating that your login was successful, and that this is your first login.



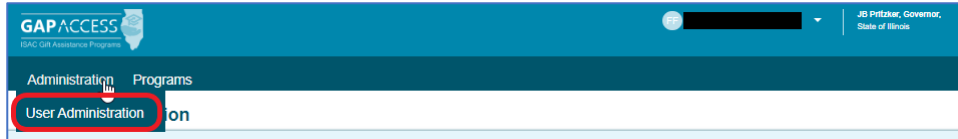
- a. Click the “Update Profile” button to go to the **Update User Profile** screen. Update any fields as needed, and then click the “Submit” button (or, if no changes are needed, click the “Back” button).

A screenshot of the 'Update User Profile' form in the GAP ACCESS system. The form is on a light blue background with a dark blue header. The header contains the 'GAP ACCESS' logo, 'ISAC Gift Assistance Programs', and a user profile icon with the text 'FC TEST FC TEST'. Below the header is a dark blue navigation bar with 'Administration' and 'Programs' links. The main content area is titled 'Update User Profile' and includes a note: '\*Indicates required field'. The form contains several input fields: 'Last Name', 'First Name', 'Middle Initial' (with a small square checkbox), 'Email Address', 'Confirm Email Address', three 'Security Question' dropdown menus (labeled 'Security Question-1', 'Security Question-2', and 'Security Question-3'), and three corresponding 'Security Answer' text boxes. At the bottom of the form, there is a red-bordered button labeled 'Change Password'. At the very bottom, there are two dark blue buttons: 'Submit' and 'Home'.

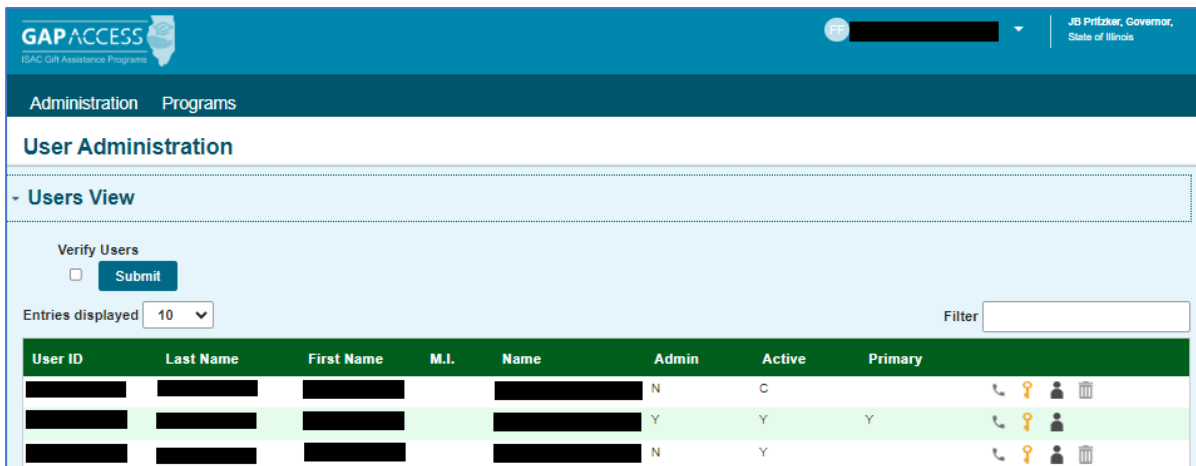
- b. If you need to change your Password, click on the “Change Password” link that appears at the bottom of the **Update User Profile** screen. **Prior to changing your password, you will need to provide the security question responses that you entered when first creating your account.** If you try to change your password but do not know your security question responses, you must contact ISAC’s School Services Department for assistance.

## Activating Other GAP Access Administrator Accounts

5. Set your program privilege levels by doing the following:
  - a. At the dark blue ribbon that appears along the top of the **GAP Access** screen, hover over (but do not click) “Administration” and then click on “User Administration.”



- b. At the **School Users View** screen, you will see a row that displays your User ID, your name, and your school’s name. Note that both the “Admin” and “Active” columns are pre-populated with a “Y,” (“N” for normal school users) and there is also a “Y” in the “Primary” field (indicating that you are the school’s GAP Access Primary Administrator). In addition, you will see the following four icons.



**2FA Options** -- The first icon looks like a *telephone*, and may be used for two-factor authentication options; generating a one-time use code or resetting the user’s two-factor authentication.



**Reset Password** -- The second icon looks like a *key*, and may be used to reset your password.




**Assign Privileges** --The third icon look like a *person*, and may be used to assign user privileges.

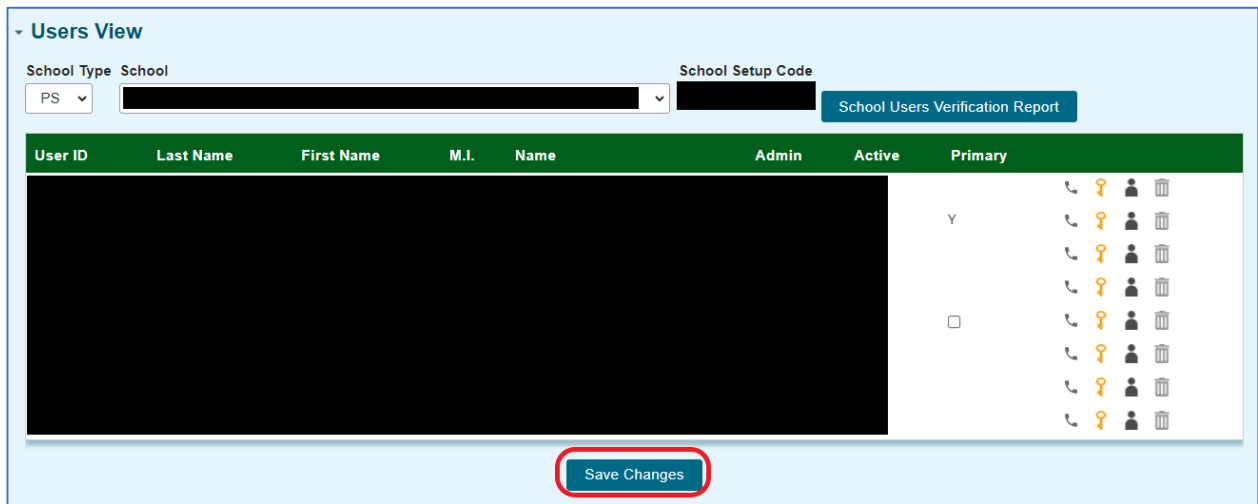


**Delete User** -- The fourth icon looks like a *garbage can*, and may be used to delete users (this icon will not appear on your own user row).



## Activating Other GAP Access Administrator Accounts

- Click on the third icon (Assign Privileges). 
- Verify that the correct User ID is displayed at the top of the new screen that appears.
- Assign appropriate privileges. See page 10 for high school program privileges screen and page 12 for postsecondary institution privileges screen.
- Click on the “Save Changes” button.



The screenshot displays the 'Users View' interface. At the top, there are filters for 'School Type' (set to 'PS') and 'School Setup Code'. A 'School Users Verification Report' button is visible. Below the filters is a table with the following columns: User ID, Last Name, First Name, M.I., Name, Admin, Active, and Primary. The table contains several rows of user data, with the 'Active' column showing 'Y' for some users and an empty box for others. Each row has a set of icons for user management. At the bottom of the interface, a 'Save Changes' button is highlighted with a red circle.

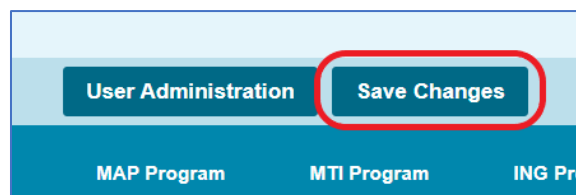
# Activating Other GAP Access Administrator Accounts

## HIGH SCHOOL PROGRAM PRIVILEGES

The screenshot shows the GAP ACCESS user administration interface. At the top, there is a navigation bar with 'Administration', 'School', and 'Programs'. Below this, the user's name and ID are displayed. The main section is titled 'Program Privileges' and contains a table with two columns: 'Program Name' and 'Privilege'. The table lists 'FAFSA' and 'SSP' with radio button options for 'None', 'Update', and 'View'. The 'Update' option is selected for both programs. Below the table, there is an 'Other Privileges' section with a dropdown menu for 'Access To' (set to 'Demo') and a 'Privilege' dropdown (set to 'Update'), followed by an 'Add' button. To the right, there is an 'Existing Privileges' section showing a list of 'Demo - Update' with a trash icon. At the bottom, there are two buttons: 'User Administration' and 'Save Changes'.

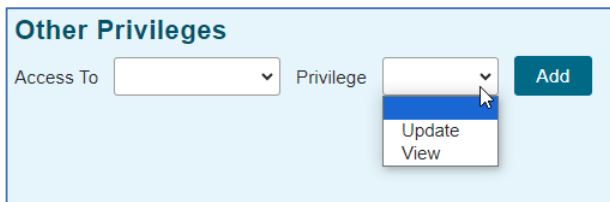
Program Name	Privilege
FAFSA	<input type="radio"/> None <input checked="" type="radio"/> Update <input type="radio"/> View
SSP	<input type="radio"/> None <input checked="" type="radio"/> Update <input type="radio"/> View

1. Your User ID will appear at the top left of the new screen that appears.
2. Under the “Program Privileges” section, a high school will see “FAFSA” and “SSP” (the acronym for State Scholar Program) listed in the “Program Name” column. Under the “Privileges” column, select either “None,” “Update” or “View.”
  - “None” will grant you zero access to the data.
  - “Update” will grant you the ability to both edit and view data.
  - “View” will grant you the ability to only view data (with no editing ability).
3. After selecting the Privilege levels, click on the “Save Changes” button.

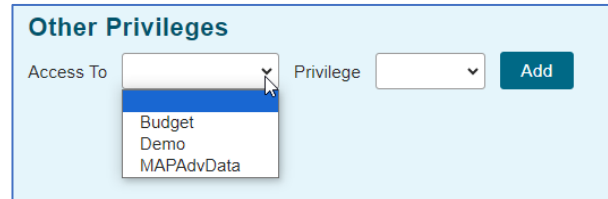


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- Under the “Existing Privileges” area of the “Other Privileges” section, these privileges have been set to view by ISAC as follows (these are the same settings for all GAP Access Primary Administrators):

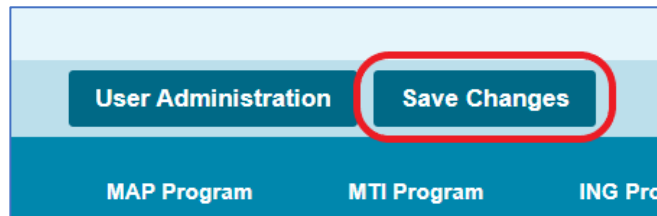


The screenshot shows the 'Other Privileges' section with an 'Access To' dropdown, a 'Privilege' dropdown menu open showing 'Update' and 'View' options, and an 'Add' button.



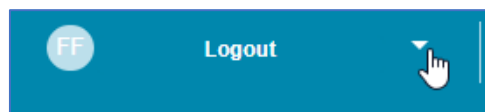
The screenshot shows the 'Other Privileges' section with an 'Access To' dropdown, a 'Privilege' dropdown menu open showing 'Budget', 'Demo', and 'MAPAdvData' options, and an 'Add' button.

- Budget – High schools should disregard the Budget option. This option is only for colleges.
  - Demo – Update: this privilege level allows you to view and update your school’s demographic information. These privileges can be updated by an administrator at any time.
  - MAPAdvData – High schools should disregard the MAPAdvData option. This is only for colleges.
- Click on the “Add” button to update the user privileges.
  - After all changes have been made press the “Save Changes” button.



The screenshot shows the 'User Administration' section with a 'Save Changes' button highlighted in a red circle. Below the main section are links for 'MAP Program', 'MTI Program', and 'ING Pro'.

- When you are done making updates, remember to log out of the system (by clicking on the “Logout” link that appears in the top right corner of the **GAP Access** screen



The screenshot shows a blue button with a circular icon containing 'FF' and the text 'Logout' next to a hand cursor icon.

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## POSTSECONDARY INSTITUTION PROGRAM PRIVILEGES

The screenshot shows the 'Program Privileges' section of the GAP ACCESS web application. The page header includes the GAP ACCESS logo and the user's name and ID. The navigation bar shows 'Person', 'Administration', 'School', and 'Programs'. The user's name and ID are displayed at the top. The 'Program Privileges' section contains a table with columns 'Program Name' and 'Privilege'. Below this is the 'FTP Access' section with a table for selecting access for GA, MAP, MTI, and AUDIT. At the bottom, there are 'Other Privileges' dropdowns and an 'Add' button, and a 'Save Changes' button.

Program Name	Privilege
GA	<input type="radio"/> None <input type="radio"/> Update <input type="radio"/> View
MAP	<input type="radio"/> None <input type="radio"/> Update <input type="radio"/> View
MTI	<input type="radio"/> None <input type="radio"/> Update <input type="radio"/> View

Program Name	Select
GA	<input type="checkbox"/>
MAP	<input type="checkbox"/>
MTI	<input type="checkbox"/>
AUDIT	<input type="checkbox"/>

Other Privileges  
Access To:  Privilege:  Add  Existing Privileges:

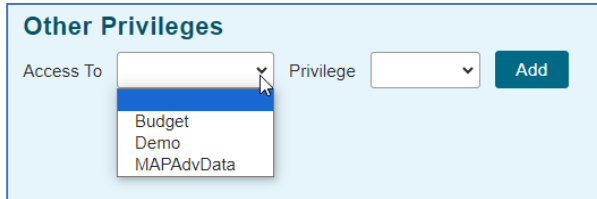
User Administration

Contact ISAC FAAs MAP Program MTI Program ING Program IVG Program

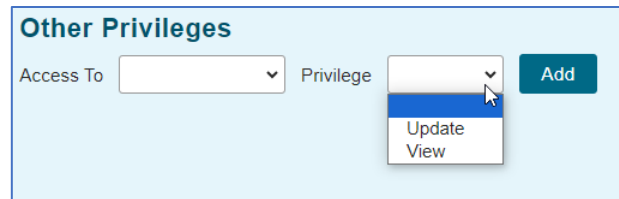
1. Your User ID will appear at the top of the new screen that appears (*Admin Page* will appear in the top right corner of the page).
2. Under the “Program Privileges” section, postsecondary institutions will see the ISAC programs that the college participates in (and which are available in GAP Access) listed in the “Program Name” column (such as MAP, MTI and GA). Under the “Privileges” column, select either “None,” “Update” or “View” for each program.
  - “None” will grant you zero access to the program data.
  - “Update” will grant you the ability to both edit and view program data.
  - “View” will grant you the ability to only view MAP data (with no editing ability).
3. After selecting your Program Privileges, click on the “Save Changes” button.

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- Under the “Other Privileges” section, click the “Access To” and “Privilege” drop down options to set privileges for school demographic and budget information:

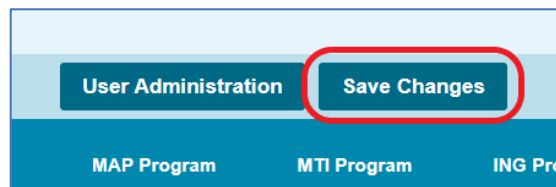


The screenshot shows the 'Other Privileges' section of a web interface. It features two dropdown menus: 'Access To' and 'Privilege', followed by an 'Add' button. The 'Access To' dropdown is open, displaying three options: 'Budget', 'Demo', and 'MAPAdvData'. A mouse cursor is positioned over the 'Budget' option.



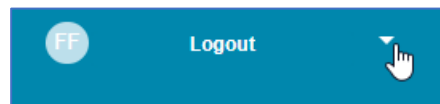
The screenshot shows the 'Other Privileges' section of a web interface. It features two dropdown menus: 'Access To' and 'Privilege', followed by an 'Add' button. The 'Privilege' dropdown is open, displaying two options: 'Update' and 'View'. A mouse cursor is positioned over the 'Update' option.

- Budget – This privilege level allows you to view, update and confirm your school’s budget information.
  - Demo – This privilege level allows you to view and update your school’s demographic information. These privileges can be updated by an administrator at any time.
  - MAPAdvData – This privilege level allows you to view and update statistics for MAP Advising Data that schools report annually to ISAC.
- Click on the “Add” button to update the user privileges.
  - After all changes have been made click on the “Save Changes” button.



The screenshot shows the 'User Administration' section of a web interface. It features a 'User Administration' button and a 'Save Changes' button. The 'Save Changes' button is highlighted with a red circle. Below the buttons are three tabs: 'MAP Program', 'MTI Program', and 'ING Pro'.

- As additional ISAC Gift Assistance Programs are connected to the GAP Access portal, you will need to return to this screen to set privilege levels for all users for each program.
- When you are done making updates, remember to log out of the system (by clicking on the “Logout” link that appears in the top right corner of the **GAP Access** screen).



The screenshot shows the 'Logout' button in the top right corner of the GAP Access screen. The button is blue and contains the text 'Logout' and a mouse cursor icon. To the left of the text is a small circular icon with the letters 'FF'.