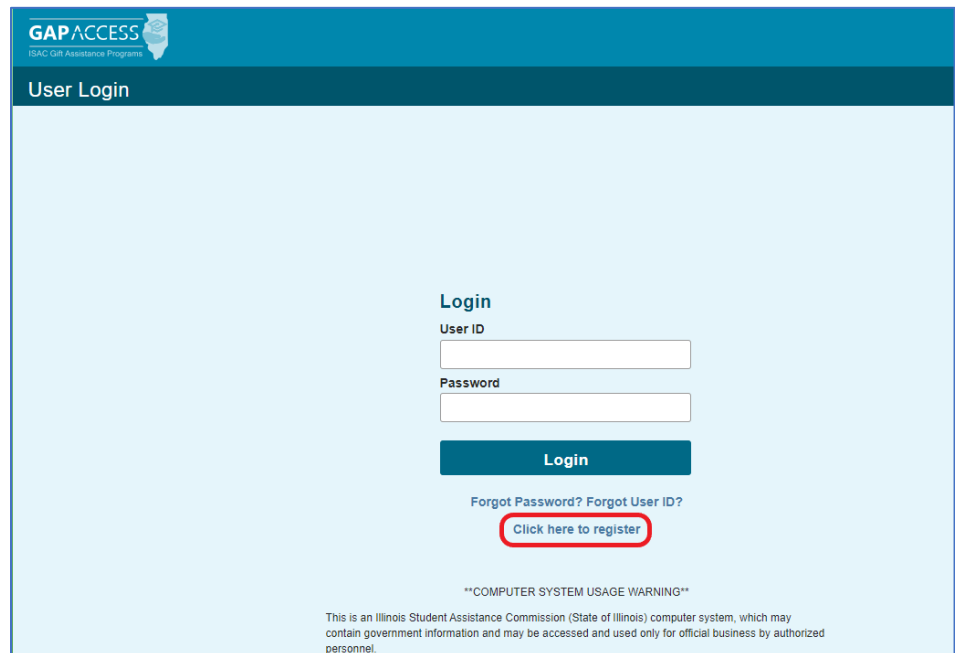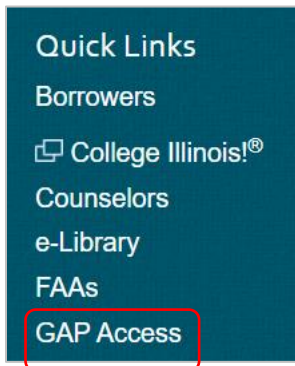# Activating GAP Access User Accounts

An institution's GAP Access Administrators determine which staff member should be designated as a GAP Access User.

An account can be created and activated for the individual by following the steps outlined below. (Note: the instructions include a combination of steps to be completed by the new GAP Access User and by the institution's GAP Access Primary Administrator (or another staff member with an activated GAP Access Administrator account).

GAP Access User Instructions

1. The user should 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 page.
2. Click on the "Click here to register" link.

3. Under "Select type of user," select "User" and then click on the "Continue" button.
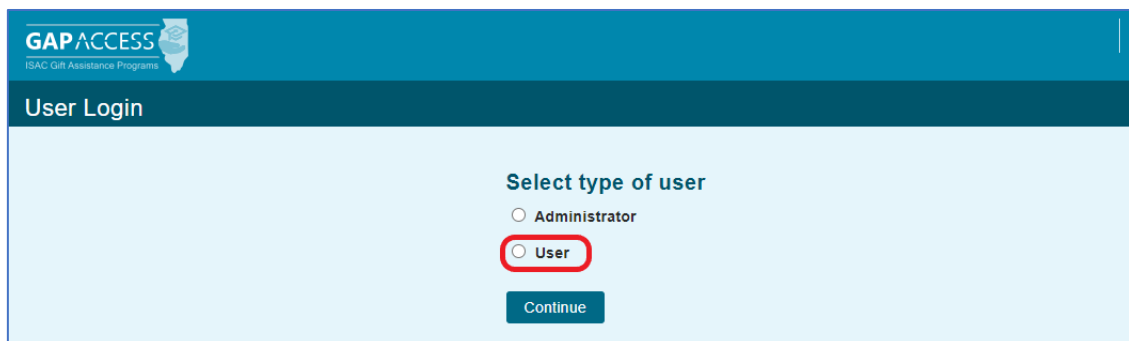
Activating GAP Access User Accounts

4. Complete all the fields on the **User Registration** page, noting the following:
   a. All fields that have an asterisk (*****) are required.
   b. To find your "School Setup Code", contact your school's GAP Access Primary Administrator, who will have access to it on their User Administration view screen
   c. The "User ID" must be 10 characters or less and must include at least one numeric digit.
   d. 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.

5. After all fields have been completed on the **User Registration** page, click on the "Confirm" button.

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 this 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.

7. You will see a screen indicating that your registration is complete. ISAC's School Services Department will send an e-mail directly to the institution's Primary Administrator. At this point, you should close your browser window.

8. After the institution's Primary Administrator has approved and assigned your access privileges, you will receive an e-mail from ISAC's School Services Department, which will provide the link/URL needed to activate your account. For next steps, see the User Activation and Login section on page 10.

Activating GAP Access User Accounts

Administrator Instructions

Following registration by the new GAP Access user, 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 User account.
2. Once the automated e-mail has been received, the next step is for the administrator to log in to GAP Access via the Login screen (which can be accessed via isac.org from the Quick Links menu at the bottom of the home page).
3. Once logged in, 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 the "User Administration" tab.

4. At the **School Users View** screen, you will see a row for each of your school's GAP Access accounts. Find the row for the new GAP Access User account, where you will see four icons.
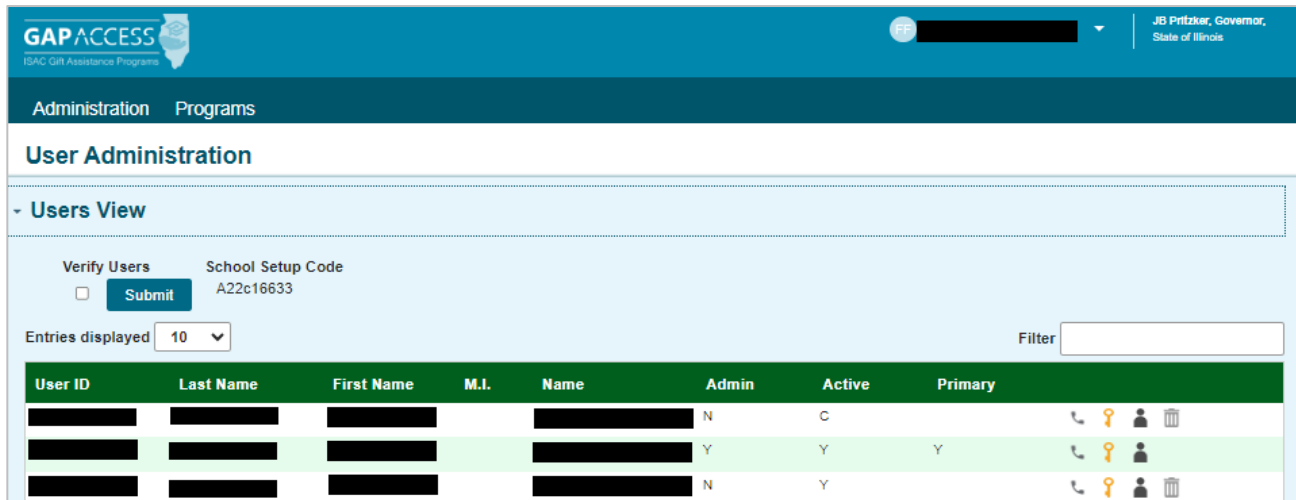
2FA Options -- The first icon looks like a *telephone,* and may be used for two-factor authentication options; generating a one-time use code or resetting the user's two-factor authentication.

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).

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5. Click on the third icon (Assign Privileges).

6. Verify that the correct User ID is displayed at the top of the new screen that will appear.

7. Assign appropriate privileges. (See page 6 for high school program privileges screen and page 8 for postsecondary institution privileges screen.)

8. Click on the "Save Changes" button.

HIGH SCHOOL PROGRAM PRIVILEGES

1. Only Administrators have access to update program privileges.
    a. Your User ID will appear at the top of the new screen
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."
    a. "None" will grant you zero access to the data.
    b. "Update" will grant you the ability to both edit and view data.
    c. "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.
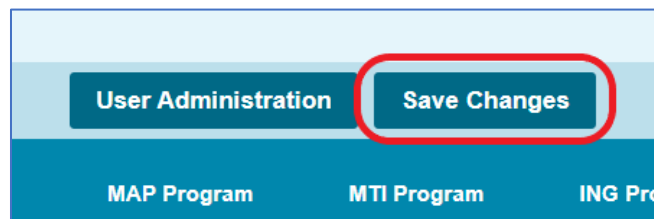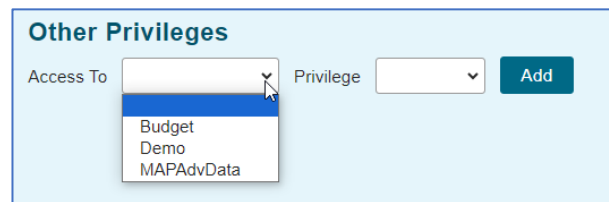
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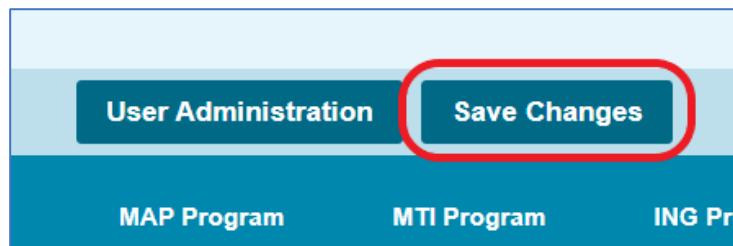Under the "Other Privileges" section, appropriate privileges should be set for the school demographic changes:

a. Budget – *High schools should disregard the Budget option. This is only for colleges.*
b. 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.
c. *MAPAdvData – High schools should disregard the MAPAdvData option. This is only for colleges.*

4. Click on the "Add" button to update the user privileges.

5. After all changes have been made click on the "Save Changes" button.

6. 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).

POSTSECONDARY INSTITUTION PRIVILEGES SCREEN
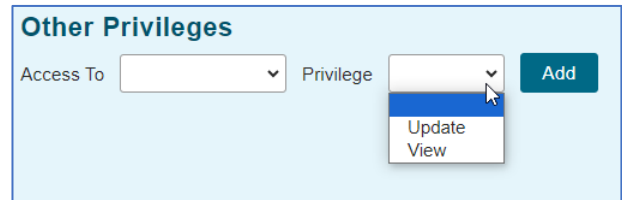

1. Only Administrators have access to update program privileges.
2. Your User ID will appear at the top of the new screen (*Admin Page* will appear in the top left corner of the page).
3. Under the "Program Privileges" section, postsecondary institutions will see the ISAC programs that the college participates 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.
   a. "None" will grant you zero access to the program data.
   b. "Update" will grant you the ability to both edit and view program data.
   c. "View" will grant you the ability to only view program data (with no editing ability).
4. After selecting the Program Privileges, click on the "Save Changes" button.

Activating GAP Access User Accounts

5. Under the "Other Privileges" section, click the "Access To" and "Privilege" drop down options to set privileges for school demographic and budget information:


- Budget- this privilege level allows you to view or update your school's budget information.
- Demo- this privilege level allows you to view or 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.

6. Select your "Other Privileges" and the level of "Privilege"
7. Click on the "Add" button to update the user privileges.
8. After all changes have been made click on the "Save Changes" button.
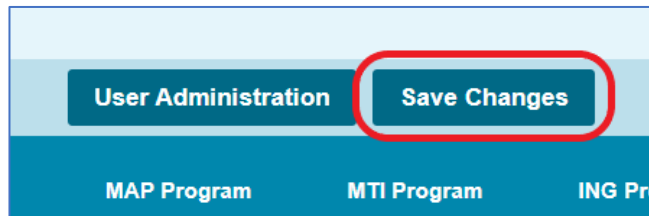
9. As additional ISAC Gift Assistance Programs are connected to the GAP Access portal, you will need to return to this screen to set privilege levels for all users for each program.
10. When you are done making updates, remember to log out of the system (by clicking on the "Logout" link that appears in the top right corner of the **GAP Access** screen).
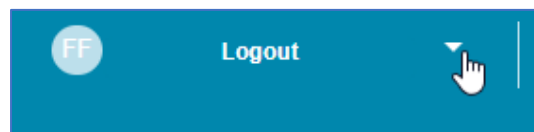
Activating GAP Access User Accounts

User Activation and Login

After the Administrator has completed the above steps, the GAP Access User 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.

   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.

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.

4. After confirming that the log in was successful, the GAP Access User should 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).