



User Guide:

Illinois National Guard (ING)

- Access and Navigation
- Student Eligibility
- Benefit Usage Processing**



Introduction to ING Processing

The Illinois National Guard (ING) Program is administered by schools using the ING system, which is available through ISAC's Gift Assistance Programs (GAP) Access portal at <https://isacportal.isac.org>. Once the school user has successfully logged into GAP Access, the ING information is accessed by selecting the ING tab near the top of the screen. Benefit usage processing is accessed via the Benefits tab.

The screenshot shows the GAP Access portal. The top navigation bar includes 'Home', 'Administration', 'MAP', and 'ING'. The 'ING' tab is highlighted. Below the navigation bar, there is a sub-navigation bar with 'Home', 'Student', 'Benefits', 'Budget', 'Reports', and 'File Extractions'. The 'Benefits' tab is highlighted with a red box, and a red arrow points from the 'ING' tab to it. The main content area displays 'Welcome to the Internet application for processing the Illinois National Guard (ING) Program.' and includes sections for 'Academic Year' (with a dropdown menu set to '2015-2016') and 'Student Lookup' (with an input field for 'SSN' and a 'Go' button). A 'Login is Successful' message is visible at the top left.

Quick links to ISAC contact information, the FAA section of ISAC's website and ING program information can be found at the bottom of all ING system screens, as seen below:

The screenshot shows the bottom of the ING system screen. A dark blue footer bar contains four quick links: 'Contact ISAC', 'FAAs', 'MAP Program Information', and 'ING Program Information'. The links are enclosed in a red rounded rectangle.

Please note that the system will time out after prolonged inactivity. The following message will appear to allow you to save your data:

Warning! Due to inactivity, your session has expired. Please save any data you may have entered before refreshing the page.

Introduction to ING Benefit Usage Processing

Within the ING system, the benefit request process involves two distinct steps:

1. Creating the request - which involves identifying student records for benefit usage and indicating their enrollment hours/status
2. Submitting the request - which sends the identified records to ISAC for processing

Generally, the process starts from the **Student Benefit List: View** screen, where you can begin the process of creating benefit requests in one of three ways:

- In batches, or groups, of students together online.
- Individually, by student
- In batches via FTP (this option is not available with the initial launch of ING)

The next few pages provide instructions on how to create benefit requests by batch using the **Initial Benefit Entry** screen and individually using the **Student Detail: Benefits** screen.

In addition, after providing instruction for the first two benefit request options, the process to submit the benefit requests to ISAC is also covered in the manual.

Reminders:

- 1) Users must have “Update” privileges for ING in order to submit benefit requests.
- 2) The ING academic year begins with fall term, then spring term and ends with summer term.

Creating Benefit Requests in Batches Online

When creating benefit requests for a large number of students, the best option is to do a batch request using the ING system. Batch requests can be done by selecting students from the **Student Benefit List : View** screen, which can be filtered and sorted according to specific criteria.

Steps:

1. Review the list to determine students to be selected for benefit request creation.
2. To select student records, click the box in the **Req Sel** (Request Select) column for each student record for which requests are to be created. Be mindful of the terms on the record and ensure the accuracy of the selected record. (i.e., eligible for full year or 2nd/ 3rd term only).
3. Click the **Save Selected** button at the bottom of each screen page before proceeding to the next page and when you have selected all records desired. Save each page.
4. Next, click the **Benefit Request Entry** tab at the top of the screen.

ING 2015-2016: Student Benefit List: View

UNIVERSITY

Home Student Benefits Budget Reports File Extractions

View Filter Sort Columns Benefit Request Entry Submit Benefit Requests

Show 20 entries

#				Sel	Req Sel	Term	Current SSN	Last Name	First Name	ING Code	Request Code	Enrollment Hours	In Dist Tuition	Out of Dist Tuition	Eligible Fees	Requested Amount	Post 9/11 GI Bill	Benefit Amount	Adjusted Amount	Units Used	Result Code	Expanded Result	Result Date	Status	Invoice Number
1		\$		<input type="checkbox"/>	<input checked="" type="checkbox"/>	3		ADAMS	AMBER		P	12.0	4,500.00	0.00	150.00	4,650.00	90							U	
2		\$		<input type="checkbox"/>	<input type="checkbox"/>	2		BUNNY	BUGS																
3		\$		<input type="checkbox"/>	<input type="checkbox"/>	3		BUNNY	BUGS																
4		\$		<input type="checkbox"/>	<input checked="" type="checkbox"/>	2		BURRISS	SUE																
5		\$		<input type="checkbox"/>	<input checked="" type="checkbox"/>	3		BURRISS	SUE																
6		\$		<input type="checkbox"/>	<input type="checkbox"/>	1		COLLINS	ALICIA		P	11.0	249.00			249.00	90				F		02/05/2016	P	N164360001
7		\$		<input type="checkbox"/>	<input type="checkbox"/>	2		COLLINS	ALICIA																
8		\$		<input type="checkbox"/>	<input type="checkbox"/>	3		COLLINS	ALICIA																
9		\$		<input type="checkbox"/>	<input type="checkbox"/>	1		COYOTE	WYLIE		P	10.0	249.00			249.00	90	249.00	249.00	1.00	*		02/05/2016	P	N164360001
10		\$		<input type="checkbox"/>	<input type="checkbox"/>	2		COYOTE	WYLIE		P	12.3	4,250.00		150.00	4,400.00	90							U	

Showing 1 to 20 of 65 entries


Save Selected View Report Excel Report Req Select All Req Unselect All First Previous 1 Next Last

Creating Benefit Requests in Batches Online

Benefit Request Entry – Initial Benefit Entry

Once on this screen, select a term for which benefit requests will be created using the dropdown box in the **Term** field (initially blank). Students eligible for that term who were selected from the **Student Benefit List: View** screen now appear on the **Initial Benefit Entry** screen. Here, the user is able to complete creating the benefit request by entering data into the pertinent fields for ING. Demographic data and the total **Requested Amount** are system-populated fields. To create the request, enter the appropriate data into the following fields:

- **Request:** “Benefit” to request. “Delete” to delete a request that has yet to be submitted.
- **Enrollment Hours:** Enter the total number of enrollment hours the student is taking for the term.
- **In-Dist Tuition:** Enter the In-district dollar amount requested for ING.
- **Out-of-Dist Tuition:** Enter the Out-of-district dollar amount requested for ING, if applicable.
- **Eligible Fees:** Enter the ING Eligible Fee amount requested.
- **Post 9/11-GI Bill Percentage:** If applicable, enter the percentage of Post 9/11 GI Bill the student received from the dropdown.

Click the  button at the bottom of the page to save the entry.

If you are not requesting any benefit usage for a student, leave all the fields blank.

ING 2015-2016: Initial Benefit Entry

UNIVERSITY

Home Student **Benefits** Budget Reports File Extractions

View Filter Sort Columns **Benefit Request Entry** Submit Benefit Requests


Term: 1-Fall, 2-Spring, 3-Summer

Show 20 entries

#	Current SSN	Last Name	First Name	Request	Enrollment Hours	In Dist Tuition	Out of Dist Tuition	Eligible Fees	Requested Amount	Post 9
1		ADAMS	AMBER	Benefit	12.00	4500.00	0.00	150.00	4650.00	90
2		BURRISS	SUE							90
3		PAYNE	ANN	Benefit	12.00	4500.00		150.00	4650.00	90
4		SINKLER	ASHLEY							
5		TESTDEAD	AIN							


Creating Benefit Requests Individually

Generating benefit requests for each student individually is the most straight-forward method and is done using the **Student Detail: Benefit** screen. Because this can be a time-consuming method, it is best used when you have a small number of records for which you need to generate a benefit. In addition, use this screen to make an adjustment to a previously processed benefit request.


Access the **Student Detail: Benefits** screen by either clicking the dollar sign icon  on the **Student Benefit List: View** screen or clicking the **Benefits** tab on the **Student Detail: Eligibility** screen.

The screen will display and allow data entry only into terms for which the student is eligible. To create the request, enter the appropriate data into the following fields:

- **Request:** “Benefit” to request an initial benefit or to adjust a previously processed benefit. “Cancel” to completely cancel a previously processed benefit. “Delete” to delete a request that has yet to be submitted.
- **Enrollment Hours:** Enter the number of enrollment hours the student is taking for the term.
- **In-District Tuition:** Enter the In-district dollar amount requested for ING.
- **Out-of-District Tuition:** Enter the Out-of-district dollar amount requested for ING, if applicable.
- **Eligible Fee Amount:** Enter the ING Eligible Fee amount requested.
- **Post 9/11-GI Bill %:** If applicable, enter the percentage of Post 9/11 GI Bill the student received from the dropdown.

Click the  button in the middle of the page to save the entry.

NOTE: If you have already created an initial request using the online batch method of creating a benefit request for a student, there is no need to create an individual request. **Regardless of the way the benefit request is created, you must complete the process by submitting the benefit requests.**


ING 2015-2016: Student Detail: Benefits 

UNIVERSITY


Home Student **Benefits** Budget Reports File Extractions


View Eligibility **Benefits**

COYOTE, WYLIE

Current SSN  Eligible Until
Eligible On or After

Term	1-Fall	2-Spring	3-Summer
ING Code			
Request	<div style="border: 1px solid gray; padding: 2px;">Benefit Cancel Delete</div>	Benefit <input type="button" value="v"/>	Benefit <input type="button" value="v"/>
Enrollment Hours		<input type="text" value="12.3"/>	<input type="text" value="15.5"/>
In District Tuition	<input type="text" value="\$ 249.00"/>	<input type="text" value="\$ 4,250.00"/>	<input type="text" value="\$ 4,500.00"/>
Out of District Tuition	<input type="text" value="\$"/>	<input type="text" value="\$"/>	<input type="text" value="\$"/>
Eligible Fee Amount	<input type="text" value="\$"/>	<input type="text" value="\$ 150.00"/>	<input type="text" value="\$ 150.00"/>
Requested Amount	\$249.00	\$4,400.00	\$4,650.00
Post 9/11 GI Bill%	<input type="text" value="90"/> <input type="button" value="v"/>	<input type="text" value="90"/> <input type="button" value="v"/>	<input type="text" value="90"/> <input type="button" value="v"/>





Submitting Benefit Requests

The **Submit Benefit Requests** screen allows the user to submit benefit requests to ISAC for processing. This includes requests created by batch online through the **Initial Benefit Entry** screen or **Student Detail: Benefits** screen.

This screen is accessed by selecting the **Submit Benefit Requests** tab on either the Initial Benefit Entry screen or the **Student List: Benefit** screen.

The user then selects the term for which benefits will be submitted.

Submit benefits by clicking on the **Submit** button at the bottom of the page. Once successfully submitted, a message will be displayed indicating how many benefit requests were submitted.

The screenshot shows the 'GAP Access' web application interface. At the top, there is a dark blue header with the 'GAP Access' logo and 'ISAC Gift Assistance Programs' on the left, and the user's name 'Bruce Rauner, Governor, State of Illinois' and session ID 'UATTEST3 UATUPDT3 (Logout)' on the right. Below the header is a navigation bar with tabs for 'School', 'Administration', 'MAP', and 'ING'. The main content area is titled 'ING 2015-2016: Submit Benefit Requests'. Underneath, there is a 'UNIVERSITY' section with a sub-menu containing 'Home', 'Student', 'Benefits', 'Budget', 'Reports', and 'File Extractions'. Below this is a toolbar with buttons for 'View', 'Filter', 'Sort', 'Columns', 'Benefit Request Entry', and 'Submit Benefit Requests'. A 'Selection Criteria for all eligible records' section includes a 'Term' dropdown menu with options '1-Fall', '2-Spring', and '3-Summer'. At the bottom of this section are 'Submit' and 'Reset' buttons.

After benefits are successfully submitted to ISAC, the following message with the number of records submitted will appear on the screen. The message will read:

Benefit Submitted for XXX Records

Submitted benefits are processed and the processing results are typically available for viewing the following day.

ING Benefit Processing Results

ING benefit processing results are available for viewing in a few different ways. Results may be viewed:

- on the **Student Benefit List: View** screen,
- on the **Student Detail: Benefits** screen,
- on Benefit Results reports.

ING Student Benefit List screen

ING benefit results are displayed on the **Student Benefit List: View** screen, in the columns that reflect the total benefit amount, the units used and the processing results codes*.

#				Sel	Req Sel	Term	Current SSN	Last Name	First Name	ING Code	Request Code	Enrollment Hours	In Dist Tuition	Out of Dist Tuition	Eligible Fees	Requested Amount	Post 9/11 GI Bill	Benefit Amount	Adjusted Amount	Units Used	Result Code	
1		\$		<input type="checkbox"/>	<input type="checkbox"/>	3		COYOTE	WYLIE	010	P	10.0	249.00			249.00	90	249.00	249.00	1.00	*	
2		\$		<input type="checkbox"/>	<input type="checkbox"/>	2		COLLINS	ALICIA	010	P	11.0	249.00			249.00	90					F
3		\$		<input type="checkbox"/>	<input type="checkbox"/>	3		BUNNY	BUGS	010												
4		\$		<input type="checkbox"/>	<input checked="" type="checkbox"/>	2		BURRISS	SUE	010												
5		\$		<input type="checkbox"/>	<input checked="" type="checkbox"/>	3		BURRISS	SUE	010												

*See page 13 of this guide for a listing of all the benefit result codes.

ING Benefit Processing Results

Student Detail: Benefits screen

To view the processing results for an individual student, you may also choose to access the **Student Detail: Benefits**. Simply click on the dollar sign icon on the **Student Benefit List: View** screen and navigate to the **Student Detail: Benefits** screen.

The screen is divided into three sections:

1. The request section
2. The results section, and
3. The benefit processing invoicing section


Review the Results section to see the most recent results of a benefit request.

Review the Invoice section to see the latest invoicing data, including any adjustments to amounts made from a previous request.

Term	1-Fall	2-Spring	3-Summer	
ING Code	010	010	010	
Request	Benefit <input type="button" value="v"/>	Benefit <input type="button" value="v"/>	Benefit <input type="button" value="v"/>	
Enrollment Hours	10.0	12.3	15.5	
In District Tuition	\$ 249.00	\$ 4,250.00	\$ 4,500.00	REQUEST
Out of District Tuition	\$	\$	\$	
Eligible Fee Amount	\$	\$ 150.00	\$ 150.00	
Requested Amount	\$249.00	\$4,400.00	\$4,650.00	
Post 9/11 GI Bill%	90 <input type="button" value="v"/>	90 <input type="button" value="v"/>	90 <input type="button" value="v"/>	
				Discard Changes
Save Changes				
Activity Date	02/05/2016	02/18/2016	02/05/2016	RESULTS
Status	P	S	Updated	
Result Code	*			
Expanded Result Reason				
<hr/>				
Invoice #	N164360001			INVOICE
ING Code	010			
Result Code	*			
Expanded Reason Code				
Benefit Amount	\$249.00			
Adjusted Amount	\$249.00			
Result Date	02/05/2016			
Voucher #				

ING Benefit Processing Results

ING Benefit Results Report

Reports displaying the .pdf icon  are ISAC-generated reports of the benefit processing results. These reports are identifiable by the user name *INGInvoice* in the last column of the report list. Typically, this report is made available on the next business day after your school's benefit requests has been processed and will remain available as long as space allows. It is suggested that you save requested and ISAC-generated reports to your systems for future reference.



GAP Access
ISAC Gift Assistance Programs

Bruce Rauner, Governor,
State of Illinois

UATTEST3 UATUPDT3 (Logout)

School Administration MAP **ING**

ING 2015-2016: Reports: Eligibility Reports

UNIVERSITY

Home Student Benefits Budget Reports File Extractions

Create New Report

Show 10 entries Refresh Filter:

	Status	Report Type	Date	File Size(kb)	User Name
	Completed	Payment Results/exceptions	02/05/2016	5.895	INGInvoice
	Completed	ING Eligibility Report	08/04/2015	2.233	updt1694

Showing 1 to 2 of 2 entries

ISC17NG.01

ILLINOIS STUDENT ASSISTANCE COMMISSION
1755 LAKE COOK ROAD
DEERFIELD IL 60015-5209

PAGE: 1
RUN DATE: 02/05/2016

BENEFIT RESULTS REPORT - 1ST SEMESTER
2015-2016 ACADEMIC YEAR

ILLINOIS NATIONAL GUARD (ING)

ING CODE - UNIVERSITY

EXC CODE	EXP REASON	SSN	STUDENT NAME	AMOUNT REQUESTED	ADJUSTED AMOUNT ON 02/05/2016	BENEFIT AMOUNT	UNITS USED
U			BUNN	249.00	0.00	0.00	0
F			COLL	249.00	0.00	0.00	0
			COYC	249.00	249.00	249.00	1
P			DUCK	249.00	0.00	0.00	0
			FIREF	249.00	249.00	249.00	1
F			JOHN	249.00	0.00	0.00	0
P			LARM	249.00	0.00	0.00	0
P			LASTI	249.00	0.00	0.00	0
P			LASTI	249.00	0.00	0.00	0
P			LASTI	249.00	0.00	0.00	0
P			LESTI	249.00	249.00	249.00	1
P			REED	249.00	0.00	0.00	0
P			SCHA	249.00	0.00	0.00	0
			SEAR	249.00	249.00	249.00	1
P			SMITH	249.00	0.00	0.00	0
			SOME	249.00	249.00	249.00	1
			TEST	249.00	249.00	249.00	1
			TESTI	249.00	249.00	249.00	1
			TWOF				
			TESTI	249.00	249.00	249.00	1
P			TESTI	249.00	0.00	0.00	0
P			TESTI	249.00	0.00	0.00	0

ING File Extractions

ING File Extractions allow users to create a data file of benefit results that can be transferred to other systems. ING file extractions follow the *ING 160-Byte File Layout Specifications* that can be found on isac.org in the Electronic Tools section.

The ING File Extraction lists students that may be eligible for the Illinois National Guard (ING) grant in an electronic format. The Reports screen is accessed from the File Extractions tab. To generate an extraction, first click the **Create New File Extraction** button in the upper right-hand corner of the screen. Then, select “ING Benefit Results File” from the Select Report drop down menu and click on the Request Report button.

GAP Access
ISAC Gift Assistance Programs

Bruce Rauner, Governor,
State of Illinois
UATTEST3 UATUPDT3 (Logout)

School Administration MAP **ING**

User Administration

ING 2015-2016 : File Extractions: Eligibility Status Files

UNIVERSITY

Home Student Benefits Budget Reports **File Extractions**

Show 10 entries Refresh Filter:

Status	Report Type	Start Date	End Date	Date Extracted	File Size(kb)	User Name
Completed	ING Eligibility Status File	07/23/2015	07/23/2015	07/23/2015	12.734	updt1694

Showing 1 to 1 of 1 entries

GAP Access
ISAC Gift Assistance Programs

Bruce Rauner, Governor,
State of Illinois
UATTEST3 UATUPDT3 (Logout)

School Administration MAP **ING**

ING 2015-2016: ING Benefit Results File

UNIVERSITY

Home Student Benefits Budget Reports **File Extractions**

Select Report
Start Date Range
End Date Range


ING Eligibility Status File
ING Benefit Results File
ING Cumulative Benefit Results File

Request Report

ING File Extractions

When the extraction is complete, the user is taken back to the **File Extractions: Eligibility Status File** screen. There, the user has the choice of viewing or downloading the in Excel or Text file format.







ING 2015-2016 : File Extractions: Eligibility Status Files



UNIVERSITY 

Home Student Benefits Budget Reports **File Extractions**

Create New File Extraction

Show 10 entries Refresh Filter:

	Status	Report Type	Start Date	End Date	Date Extracted	File Size(kb)	User Name
  	Completed	ING Benefit Results File			02/22/2016	6.398	updt1694
  	Completed	ING Eligibility Status File	07/23/2015	07/23/2015	07/23/2015	12.734	updt1694

Showing 1 to 2 of 2 entries  

ING Benefit Results Codes

CODE	DEFINITION
*	Benefit processed as requested – no report exception.
B	Benefit increased.
C	Benefit decreased.
F	Full ING units already used.
H	Benefit already processed for your school for requested term, benefit amount or units for term.
I	Benefit reduced, amount requested is greater than term award.
J	Ineligible for Benefit (Certified as not eligible)
K	Ineligible for Benefit due to Stafford loan default status per ISAC.
P	Student not eligible for term requested. Application received after the deadline date.
T	With this Benefit, student attains 120 ING Paid Credit Hours. Student will no longer be eligible for ING Benefit. (Not a 10-year(+) member of the Illinois National Guard)
U	Change in Benefit was requested; record indicates that no prior Benefit has been made for this term.
V	With this Benefit, student attains 180 ING paid credit hours. Student no longer eligible for ING Benefit (10-year(+) member of the Illinois National Guard)
W	ING units increased due to change in enrollment hours.
X	ING units decreased due to change in enrollment hours.