Webinar Agenda

- Overview of ISAC’s Gift Assistance Programs (GAP) Access Portal
  - Types of users

- Requesting Access
  - Policies & Procedures
  - Changing/resetting passwords

- Two Factor Authentication

- Functionality in GAP Access

- Resources
Purpose of GAP Access

• ISAC Gift Assistance Programs Access – or GAP Access -- is the online portal through which most ISAC programs are administered

• The system allows administrative functions system as:
  o Data inquiries
  o Data submissions
  o Eligibility announcements
  o Payment request processing
  o Reporting
  o Program reconciliation
  o Changing and resetting passwords

• Due to the confidential nature of the data in GAP Access, a secure authentication process is required for access
GAP Access Users

• There are three types of GAP Access users:
  o Primary Administrators
  o Administrators
  o School Users

• The request for an institution’s initial access to the GAP Access portal must be made by the Financial Aid Director or High School Principal
  o Schools are then provided with access to all programs that the institution administers

• Administrators are responsible for:
  o Authorizing users at their institution
  o Providing privileges for each program that a user needs access to
  o Removing access when it is no longer needed

• All users must have a valid GAP Access user ID and password

• A user’s program privileges may be set to:
  o Update – provide ability to view and edit program data
  o View -- provides view only access to data
  o None – no ability to see program data
GAP Access Users

- Once a user’s account has been established and activated, the user can log in by entering their user ID and password.

- To provide an added layer of protection for the personally identifiable information (PII) in the portal, a two-factor authentication security measure is utilized to gain access.

- Each time a user logs in to the portal, the two-factor authentication process will require the use of a one-time verification code.

- The code is obtained through an app in conjunction with the user ID and password.
Primary Administrator Policies

• The Primary Administrator is the main contact person at each institution and is responsible for authorizing their users

• The Primary Administrator must be the:
  o Financial Aid Director at postsecondary institutions
  o High School Principal at high schools

• There can only be one Primary Administrator for each institution

• At postsecondary institutions, the Primary Administrator is given “Confirm” privileges by ISAC to allow them to complete the annual Budget Reporting and MAP Advising data collection processes
  o Other school Administrators may be given view and update access, however, only the Primary Administrator can confirm the data and complete the submission process
Primary Administrator Policies

• If a Financial Aid Director or High School Principal leaves the institution, the role of Primary Administrator must be assigned to their replacement
  o If possible, the change should be made before leaving the institution
  o The role can be assigned to an interim director or principal
  o If the user does not already have a GAP Access account, they will first need to register
  o If the user already exists at the institution, a request must be sent to ISAC’s School Services Department to request the change to Primary Administrator

• Primary Administrators must also complete the annual GAP Access User Verification process
  o An e-mail will be sent from ISAC when the annual verification process begins
  o The school’s Primary Administrator is expected to review, update and verify GAP Access users at the school and then submit confirmation that verification has been completed
Primary Administrator Policies

- A Primary Administrator’s responsibilities also include:
  - Maintaining the school demographic information in GAP Access
    - Update information whenever there is a change, such as a new president, director etc.
  - Assigning rights to school users whenever a new ISAC Program is implemented and added to GAP Access
  - Deleting inactive users and users who no longer require access
    - This should be done regularly throughout the year
    - Users who leave your institution should be deleted right away; this should not wait until the annual verification process is done
Primary Administrator Procedures

• The online registration process can be initiated in GAP Access
  o [https://isacportal.isac.org/](https://isacportal.isac.org/)

• All fields on the registration form must be completed, and includes creating a user ID, a password and setting up three challenge questions
  o The “User ID” must be 10 characters or less, and it must include at least one numeric digit
  o The “Password” must be a minimum of eight characters and include at least one upper-case letter, one lower-case letter, one numeric digit, and one special character {!@#$%^&+=}

• When all fields are completed, a Registration Confirmation Page will appear to allow you to review your data
  o ISAC recommends printing/saving this information for future reference before submitting your registration
  o The challenge question information will be needed if you need to change your password in the future
Primary Administrator Procedures

• After you’ve submitted your registration, remember to close your browser.

• When ISAC receives the registration, the School Services Department will review the request and verify your affiliation to your school.

• When your registration is confirmed, you will receive two separate e-mails from isac.schoolservices@illinois.gov:
  o One e-mail will provide the link/URL you will need to use to activate your account.
  o The other e-mail will provide your School Setup Code (access code):
    ▪ The code is unique to your institution and will be needed by other users to activate their accounts.
  o You should wait to receive both e-mails before following the link that is provided in the first e-mail.
  o The link/URL you will receive is only valid for 48 hours:
    ▪ If not used to activate the account within 48 hours, you will need to restart the process of creating and activating your GAP Access account.
isac.org/gap-access/
This is the home screen where registration begins

The Primary Administrator will register as a School Administrator

https://isacportal.isac.org/
If you forget your password or User ID, you can reset it yourself by clicking on Forgot Password or Forgot User ID.

- If you need to change your Password, click on the “Change Password” link on the login screen.
- To change 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.

https://isacportal.isac.org/
To adjust a user’s program privileges, navigate to the Administration tab and select the “person” icon.

- The key icon is used to reset a password.
- The person is used to assign user privileges.
- The garbage can icon is used to delete users.
Administrator Policies

• The Primary Administrator is 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.

• An institution may establish as many GAP Access Administrators as appropriate, but should have at least one.

• Administrators are responsible for approving staff access and providing privileges for each program that a user needs access to.

• Administrators can update program access and privilege levels on the User Maintenance page.
Administrator Procedures

• Administrators have the rights to reset a password for locked accounts

• Can update Program Privileges for staff by going to the School User Administration Screen
  ▪ Click on the icon that looks like a person and assign or remove privileges

• The key icon is used to reset a password.
• The person is used to assign user privileges.
• The garbage can icon is used to delete users.
School User Policies

• The institution’s Administrators determine which staff members should be designated as a GAP Access User

• An account can be created and activated for the individual by following registration steps similar to what is followed by the Administrators
  o Registering
  o Creating a user ID and password
  o Setting up challenge questions
Two-Factor Authentication

• Two-Factor Authentication is a security measure that requires both a password and a single-use verification code.

• It is required every time an external user logs in to the GAP Access portal.

• Single Use Verification Code Application Options:
  o Google Authenticator
  o Microsoft Authenticator
  o Authy Authenticator

• Download and install the app on:
  o Cell phone
  o Tablet
  o Desktop
    ▪ Not all indicators support desktop download.
Two-Factor Authentication Setup

Authenticator App Options
Two-factor authentication is necessary to make your account truly secure. To access your GAP account you must choose one of the following authentication apps to download and install on your Android or iPhone device:

- Authy Authenticator
- Microsoft Authenticator
- Google Authenticator

Download + Install App
If you're using an Android device, find the Google Authenticator on the Google Play app and install it. If you have an Apple iOS device, use the App Store. Once you have the Google Authenticator installed, return to this screen and click the "Next" button below.
Two-Factor Authentication

• A QR Code will be presented that can be used if your device has a camera function or there will be a code under the QR symbol for manual entry
Two-Factor Authentication

- A School Administrator can assist a user when they purchase a new phone or don’t have access to the authentication app
  - Log into GAP Access and select User Administration tab
    - Select the phone icon for the user; two options will appear
      - Select Generate One-Time User Code
        - Select this option if user does not have access to the application for whatever reason
        - They will be granted a one time use code to access GAP Access
      - Select Reset Two-Factor Authentication
        - This is used when a user changes to a new device (cell phone, tablet, other)
        - This will reset the QR Code, and the user can re-register their device
Functions of GAP Access

• Eligibility List
  o Provides a list of all students who have applied for the program at the user’s institution and their eligibility information, including potential ineligibility issues

• Filter
  o Provides a way for the user to filter on specific data elements such as:
    ▪ A single student
      ➢ By name or Social Security Number
    ▪ Selected students
    ▪ Application receipt date
    ▪ Ineligible students

• Sort
  o Allows the user to rearrange the list based on certain data elements

• Columns
  o Allows the user to add columns that are not on the default view list, or remove columns they don’t want to see
## MAP Student Eligibility List

### MAP 2023-2024: Student List Eligibility: View

Select School and MAP Code

- **Student**

**List** | **Filter** | **Sort** | **Columns**

Entries displayed: 100

<table>
<thead>
<tr>
<th>#</th>
<th>Pay MAP</th>
<th>Sel</th>
<th>Current SSN</th>
<th>Last Name</th>
<th>First Name</th>
<th>Trans#</th>
<th>Original Yearly Elig</th>
<th>Disq</th>
<th>ISAC Dfit</th>
<th>MAP Susp</th>
<th>EFC</th>
<th>CPS Proc Date</th>
<th>Date of Birth</th>
<th>Academic Level</th>
<th>MAP Paid Credit Hrs</th>
<th>ContStu</th>
<th>EFC Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>BERNADETTE</td>
<td>01</td>
<td>$0.00</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td>$42,375</td>
<td>11/16/2022</td>
<td>03/18/2005</td>
<td>1-Freshman</td>
<td>000</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>EVAN</td>
<td>01</td>
<td>$0.00</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td>$38,411</td>
<td>10/24/2022</td>
<td>05/27/2005</td>
<td>1-Freshman</td>
<td>000</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td>MIRAMONTES</td>
<td>01</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10/31/2022</td>
<td>10/31/2004</td>
<td>1-Freshman</td>
<td>000</td>
<td>N</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>SAMANTHA</td>
<td>01</td>
<td>$8,400.00</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td>$6,615</td>
<td>10/17/2022</td>
<td>12/14/2001</td>
<td>4-Senior</td>
<td>104</td>
<td>Y</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td>SAMANTHA</td>
<td>02</td>
<td>$8,400.00</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td>$6,615</td>
<td>04/20/2023</td>
<td>12/14/2001</td>
<td>4-Senior</td>
<td>104</td>
<td>Y</td>
<td></td>
</tr>
</tbody>
</table>
This is the Student Detail screen, which is accessed by selecting an individual student from the eligibility list.

<table>
<thead>
<tr>
<th>Term</th>
<th>MAP Code</th>
<th>Eligible Amount</th>
<th>MAP Code Paid</th>
<th>Request Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>002</td>
<td>$3,600.00</td>
<td>058</td>
<td>F</td>
</tr>
<tr>
<td>2</td>
<td>002</td>
<td>$3,600.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Original Yearly Eligible Amount
$7,200.00

Total of all terms not to exceed Maximum annual award amount.
There are many ways to locate eligible students by using the Filter Option. Once you have made your selections, click on the List tab and you will be able to view your selections in a new screen.
The Sort screen is helpful when you need to create an Eligibility list by a certain criteria. A school can move from selected to unselected to create the format of their list. Once your criteria is selected, click on the List tab and you will have a new list according to your specifications.
The Columns functionality is used when you want to sort your list in a certain way. You can move between the Unselected and Selected. Under the Selected column you can move each selection up or down depending on how you want them to appear on your list.
Reports Found in GAP Access

• By selecting the Reports or File Extractions tab, you can view and create several different types of reports, including:
  
  o A report of Alternative Application applicants only
  
  o An eligibility report
  
  o A payment results report
  
  o See ISAC vouchers submitted for payment
  
  o See Vouchers from the Comptroller’s office with warrant numbers
Reports in GAP Access

- Select School and MAP Code
- Reports
- Create New Report

- Select Report
- MAP Eligibility Report
- Applicant: All Students
- Report Type: MAP
- Begin MAP Paid Credit Hours
- End MAP Paid Credit Hours
- All Students
- Alternative Applications
MAP File Extractions in GAP Access

**MAP File Extractions**

Select School and MAP Code

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Home  Student  Budget  Reports  **File Extractions**

Entries displayed: 10

<table>
<thead>
<tr>
<th>Status</th>
<th>Report Type</th>
<th>Start Date</th>
<th>End Date</th>
<th>Date Extracted</th>
<th>File Size(kb)</th>
<th>User Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completed</td>
<td>MAP Eligibility File</td>
<td>02/18/2020</td>
<td></td>
<td>02/18/2020</td>
<td>7815.228</td>
<td></td>
</tr>
<tr>
<td>Completed</td>
<td>Alternative Application Student Record</td>
<td>01/01/2020</td>
<td>02/18/2020</td>
<td>02/18/2020</td>
<td>1802.119</td>
<td></td>
</tr>
</tbody>
</table>

---

**MAP File Extractions: Eligibility Status Files: Create New**

Select Report

- MAP Eligibility File

Start Date Range

End Date Range

Request Report

---

Select Report

- MAP Eligibility File
- MAP Payment Results File
- MAP Cumulative Payment Result File
- Alternative Application Student Record

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ISAC
The 160-byte file specifications layout for 2024-25 MAP processing has been posted to the Electronic Tools section of the E-Library.

For 2024-25, these data elements are no longer included on the file:

- Student Social Security number (SSN)
- Student Last Name (previously an optional field)
- Original SSN
- Name ID

These data elements were removed to protect student identity when transmitting files between ISAC and colleges.

The student’s Person Universally Unique Identifier (UUID) that is assigned to the student by the Department of Education (ED) will replace the SSN on the file:

- The Person UUID field is 36 characters in length, and the total number of characters being removed is also 36, so the length of the file will not change
- The Person UUID will stay the same for the student across FAFSA cycles
- ISAC will generate a Person UUID for Alternative Application applicants
### 2023-24 MAP 160 Byte File Layout Specifications

The following 160-byte record layout will be used for transmitting data between schools and ISAC.

<table>
<thead>
<tr>
<th>Position</th>
<th>Field</th>
<th>Data Element</th>
<th>Type</th>
<th>School to ISAC</th>
<th>ISAC to School</th>
<th>Payment or Cancellation Request</th>
<th>Elig File</th>
<th>Payment Results</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Applicable MAP School Code</td>
<td>9(03)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>Record No.</td>
<td>X(01)</td>
<td>4</td>
<td>7</td>
<td>5 / 6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>13</td>
<td>Current SSN</td>
<td>X(09)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>14</td>
<td>14</td>
<td>Term Enrolled</td>
<td>9(01)</td>
<td>=1, 2, or 3</td>
<td>=1, 2, or 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>16</td>
<td>College Year</td>
<td>X(02)</td>
<td>24</td>
<td>24</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>23</td>
<td>Title IV School Code</td>
<td>X(06)</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>39</td>
<td>Student Last Name</td>
<td>X(16)</td>
<td>X</td>
<td>X</td>
<td>Opt</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>42</td>
<td>Filter</td>
<td>X(03)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>43</td>
<td>User Defined</td>
<td>X(01)</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>50</td>
<td>Requested Award Amount for Term</td>
<td>9(05)/99</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>51</td>
<td>51</td>
<td>ING Certified</td>
<td>X(01)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>52</td>
<td>53</td>
<td>Transaction Number</td>
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<td></td>
<td>X</td>
<td></td>
<td></td>
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<td>54</td>
<td>54</td>
<td>Continuing Student</td>
<td>X(01)</td>
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<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
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<tr>
<td>55</td>
<td>55</td>
<td>Paid Previous Year</td>
<td>X(01)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>56</td>
<td>56</td>
<td>Filter</td>
<td>X(01)</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td></td>
<td></td>
</tr>
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<td>57</td>
<td>Payment Result Code</td>
<td>X(01)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>58</td>
<td>64</td>
<td>Payment Results Amount Paid for Term</td>
<td>9(05)/99</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>65</td>
<td>71</td>
<td>Adjusted Amount from Previous Payment Results</td>
<td>X(05)/99</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>72</td>
<td>73</td>
<td>Filter</td>
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<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<td>74</td>
<td>81</td>
<td>Payment Results Process Date (As-of-Date)</td>
<td>X(08)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>82</td>
<td>90</td>
<td>Original SSN</td>
<td>X(09)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>91</td>
<td>92</td>
<td>Name ID</td>
<td>X(02)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>93</td>
<td>93</td>
<td>Short-Term Certificate Program</td>
<td>Opt*</td>
<td>X</td>
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<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>94</td>
<td>94</td>
<td>MAP Suspense Flag</td>
<td>X(01)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
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<td></td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
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<td>Disqualification Flag</td>
<td>X(01)</td>
<td>X</td>
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<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>97</td>
<td>97</td>
<td>MAP Code Paid Term 1</td>
<td>X(01)</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>98</td>
<td>98</td>
<td>MAP Code Paid Term 2</td>
<td>X(01)</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
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<tr>
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<td>99</td>
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<td>X(01)</td>
<td>X</td>
<td></td>
<td>X</td>
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<td></td>
<td>X</td>
</tr>
<tr>
<td>100</td>
<td>102</td>
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<td></td>
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<tr>
<td>103</td>
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*Fields that can change for Current Year ESF, but initiated by activity in Prior Year MAP payment.

**Field must be provided when applicable
• Subscription groups for specific programs are available
GAP Access Resources

• Activating Gap Access User Accounts
  o isac.org/isac-gift-assistance-programs/pdf/GAP_User_Activate.pdf

• Activating Other GAP Access Administrators
  o isac.org/isac-gift-assistance-programs/pdf/GAP_Other_Admin.pdf

• Activating Your GAP Access Primary Administrator Account
  o isac.org/isac-gift-assistance-programs/pdf/GAP_Primary_Admin.pdf

• GAP Access Two-Factor Authentication User Guide
  o isac.org/gap-access/media/Two-Factor-Auth-User-Guide.pdf

• GAP Access User Verification
  o isac.org/gap-access/media/UserGuide-GAP-Verif-Inst-0619.pdf
Questions/Comments
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