

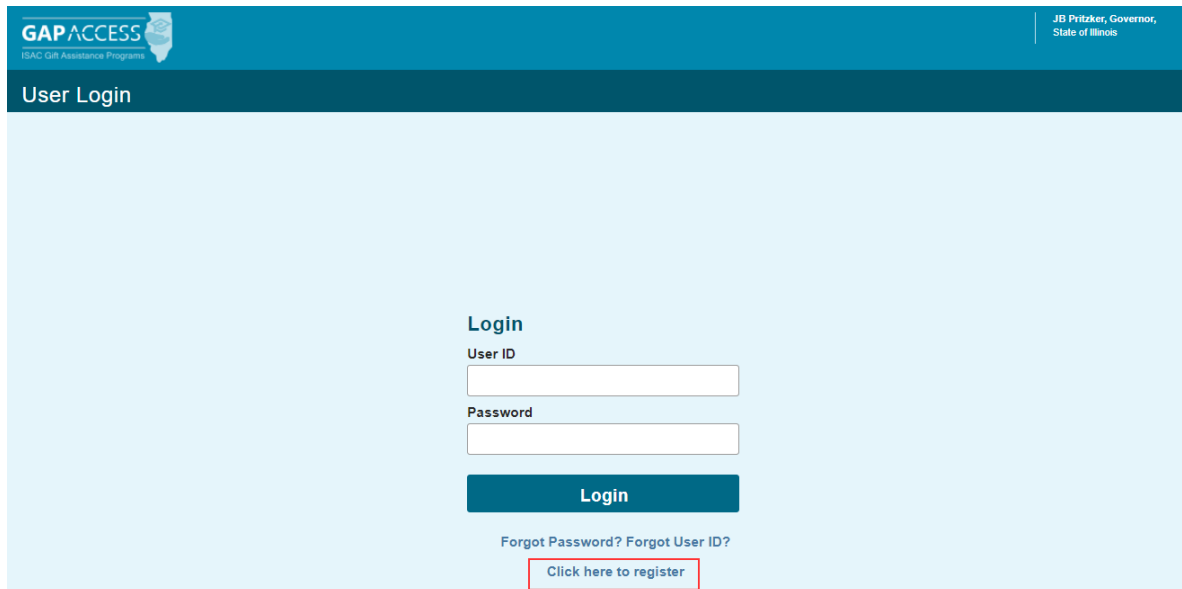
Registration of GAP Access Account Guide

Only the **Facility Appointed User** of a facility can register for a GAP Access Primary Administrator account. Once you register, your name and affiliation to your facility will be verified by prior to the issuance of an acceptance e-mail. If you are the **Facility Appointed User**, follow the steps below.

GAP Access registration instructions:

The facility users can request access to ISAC's CBLRP program through the existing GAP Access interface. In order to establish yourself as the GAP Access Primary Administrator and activate your account, follow these steps:

1. User should go to the GAP Access Login screen at <https://isacportal.isac.org>.
2. Click on 'Click here to register' link.



GAP ACCESS
ISAC Gift Assistance Programs

JB Pritzker, Governor,
State of Illinois

User Login

Login

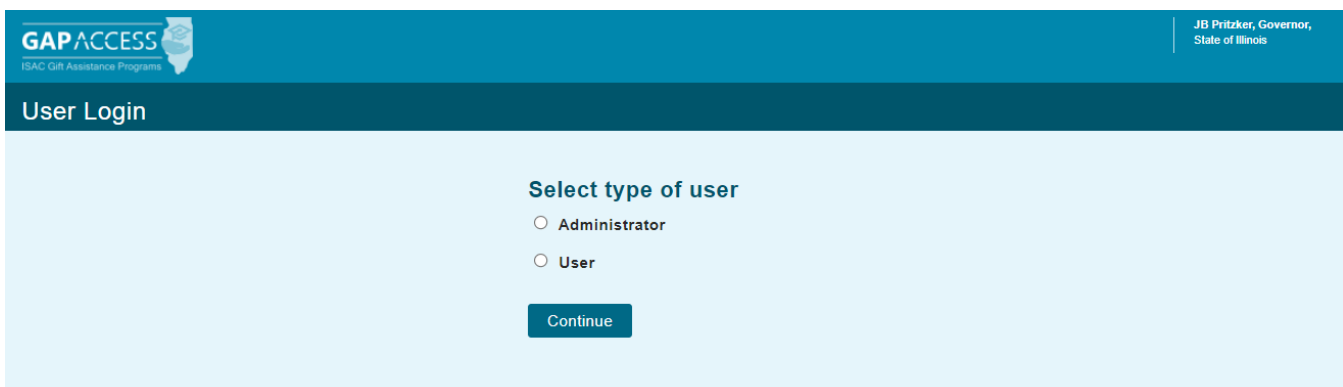
User ID

Password

Login

Forgot Password? Forgot User ID?
[Click here to register](#)

3. Under 'Select type of user', select 'Administrator', and then click on the 'Continue' button.
 - a. If 'User' is selected by mistake, click 'Previous Step'.



GAP ACCESS
ISAC Gift Assistance Programs

JB Pritzker, Governor,
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User Login

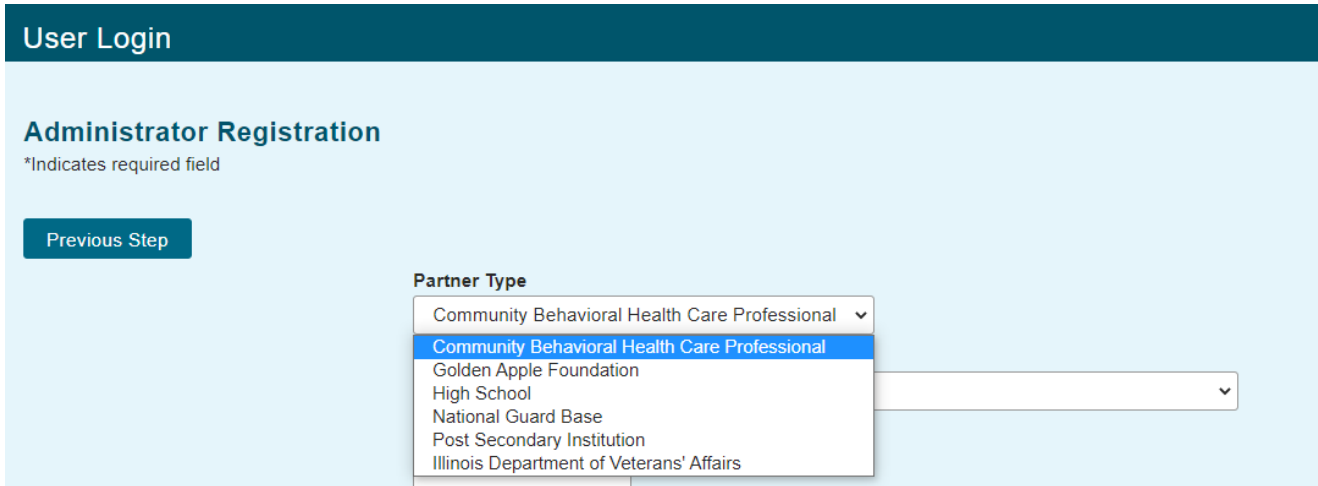
Select type of user

Administrator

User

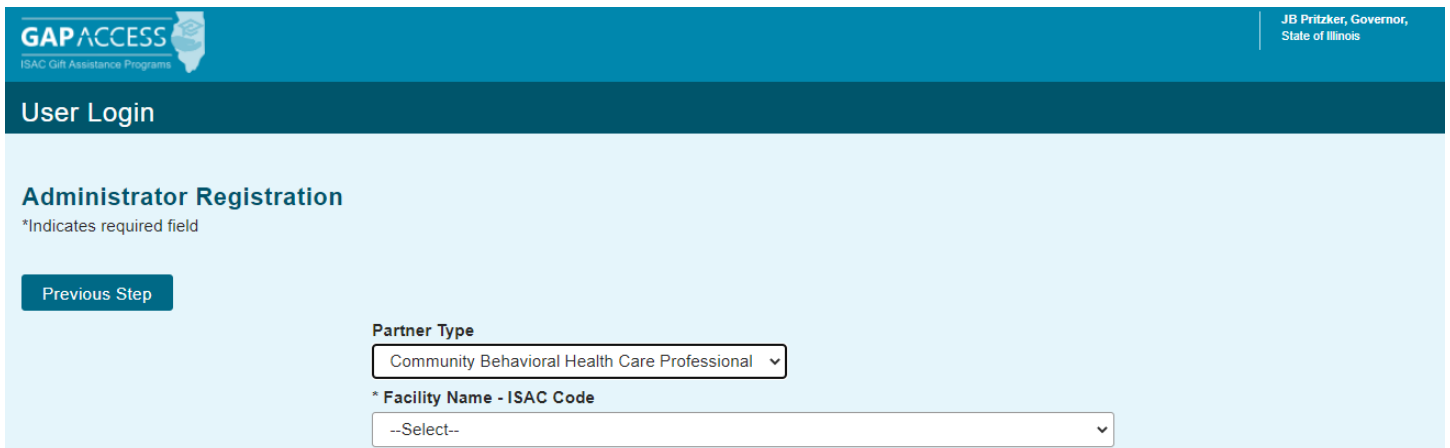
Continue

4. Click on 'Partner Type' dropdown, select 'Community Behavioral Health Care Professional'.
 - a. NOTE: Default selection for 'Partner Type' is 'Post Secondary Institution'.



The screenshot shows the 'Administrator Registration' page with a dark teal header containing 'User Login'. Below the header, the page title 'Administrator Registration' is followed by the note '*Indicates required field'. A 'Previous Step' button is on the left. The 'Partner Type' dropdown menu is open, showing a list of options: 'Community Behavioral Health Care Professional' (highlighted in blue), 'Golden Apple Foundation', 'High School', 'National Guard Base', 'Post Secondary Institution', and 'Illinois Department of Veterans' Affairs'. A second dropdown menu is partially visible to the right.

5. Click on 'Facility Name – ISAC Code' dropdown to search for specific facility.
 - a. NOTE: ISAC Code adjacent to facility name is unique to ISAC.



The screenshot shows the 'Administrator Registration' page with a dark teal header containing the 'GAP ACCESS' logo and 'ISAC Gift Assistance Programs' on the left, and 'JB Pritzker, Governor, State of Illinois' on the right. Below the header, the page title 'Administrator Registration' is followed by the note '*Indicates required field'. A 'Previous Step' button is on the left. The 'Partner Type' dropdown menu is closed and shows 'Community Behavioral Health Care Professional'. Below it, the '* Facility Name - ISAC Code' dropdown menu is open, showing '--Select--'.

6. Complete all the remaining fields on the 'Administrator Registration' page.
 - a. The User ID must be 10 character or less and must include at least one numeric digit.
 - b. The Password must include at least one upper-case letter, one lower-case letter, one numeric digit, and a special character {!@#%\$%^&+=}. The password must be a minimum of 8 characters.

Administrator Registration

*Indicates required field

[Previous Step](#)

Partner Type

Community Behavioral Health Care Professional ▾

*** Facility Name - ISAC Code**

--Select-- ▾

*** Last Name**

*** First Name**

Middle Initial

*** E-mail**

*** Confirm E-mail**

*** User ID**

*** Password**

 ?

*** Confirm Password**

*** Select Challenge Question**

What is the name of your elementary school? ▾

*** Challenge Question Answer**

*** Confirm Challenge Question Answer**

*** Select Challenge Question**

What is the name of your elementary school? ▾

*** Challenge Question Answer**

*** Confirm Challenge Question Answer**

*** Select Challenge Question**

What is the name of your elementary school? ▾

*** Challenge Question Answer**

*** Confirm Challenge Question Answer**

*** Select Challenge Question**

What is the name of your elementary school? ▾

*** Challenge Question Answer**

*** Confirm Challenge Question Answer**

*Review Confidentiality Certification before checking Agree box

I agree to comply with the statements in the [Confidentiality Certification](#)

Confirm

7. After all fields have been completed on the 'Administrator Registration' page, review Confidentiality Certification by clicking on hyperlink.
 - a. Upon clicking Confidentiality Certification, it will open in a new tab within web browser.

*** Select Challenge Question**

What was the name of your first pet? ▼

*** Challenge Question Answer**

example

*** Confirm Challenge Question Answer**

example

***Review Confidentiality Certification before checking Agree box**

I agree to comply with the statements in the [Confidentiality Certification](#)

Confirm

8. After reviewing Confidentiality Certification, check box next to "I agree to comply with the statements in the Confidentiality Certification".
 - a. NOTE: If box is not checked, user will not be able to click on 'Confirm'

*** Select Challenge Question**

What was the name of your first pet? ▼

*** Challenge Question Answer**

example

*** Confirm Challenge Question Answer**

example

***Review Confidentiality Certification before checking Agree box**

I agree to comply with the statements in the [Confidentiality Certification](#)

Confirm

9. After checking box, click on 'Confirm' to continue to Registration Confirmation Page.

User Login

Registration Confirmation Page

* Indicates required field

Previous Step

Facility name-000000

Last Name

First Name

Middle Initial

E-mail

User ID

Selected Challenge Question
What is the name of your elementary school?

Challenge Question Answer

Selected Challenge Question
Who is your favorite author?

Challenge Question Answer

Selected Challenge Question
What is your favorite movie?

Challenge Question Answer

Submit **Make Corrections**

10. Review all data.

- a. If changes are needed, click on the 'Make Corrections' button, correct as needed, and click on the 'Confirm' button again.

11. If no further changes are needed, click on the 'Submit' button.

12. After click on the 'Submit' button, you will see a screen indicating that your registration is complete, and that ISAC's Community Partner Services will verify your registration and then send you a confirmation e-mail. At this point, you should close your browser window



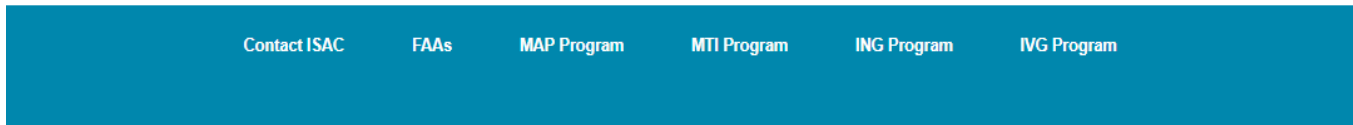
Registration is completed.

- Your registration is completed. Community Partner Services will verify your registration and will send a confirmation email.

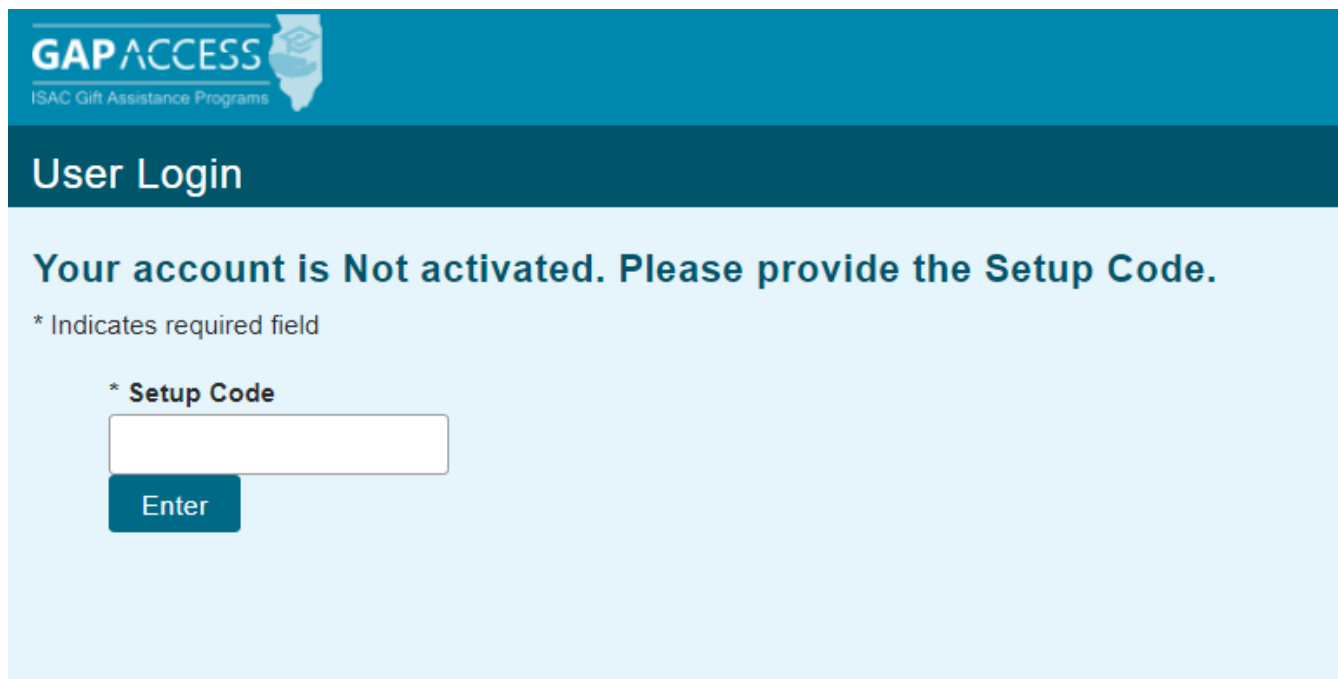
Your patience is appreciated, as account processing may take 2 - 3 business days to complete.

Do not attempt to access the account until ISAC has set up the account.

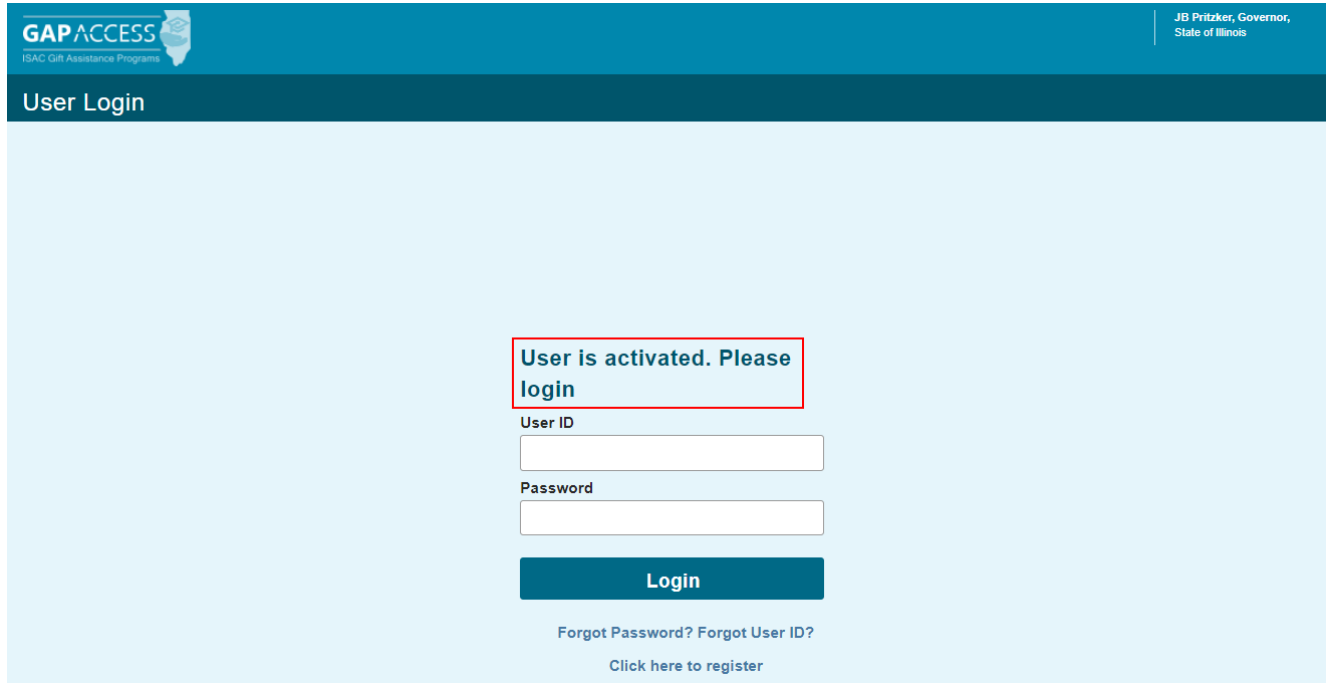
- When ISAC sets up the access request, the user will receive two separate e-mails from ISAC's Community Partner Services (isac.CommunityPartnerServices@Illinois.gov).
- One e-mail will provide the link/URL that the user will need to activate the account.
- The other e-mail will provide the Setup Code (access code).
- Clicking on the link and entering the Setup Code will complete the user registration process and will activate the GAP Access account.



13. Watch for an e-mail from ISAC, which will provide the link/URL that is needed to activate account.
- a. NOTE: Additional e-mail is to be expected as it will contain necessary 'Setup Code'.
14. The user requesting for access need to activate their account within 48 hours of receiving the e-mail confirmation. This can be done using the link provided in the confirmation e-mail.
15. Failing to activate the link within the stipulated timeline, will end in denial of the request and the user profile will be removed from the ISAC system.
16. Facility Users is responsible in verifying the authenticity of the request and the user.
17. Once 'Setup Code' is acquired, use link provided within e-mail to activate account.

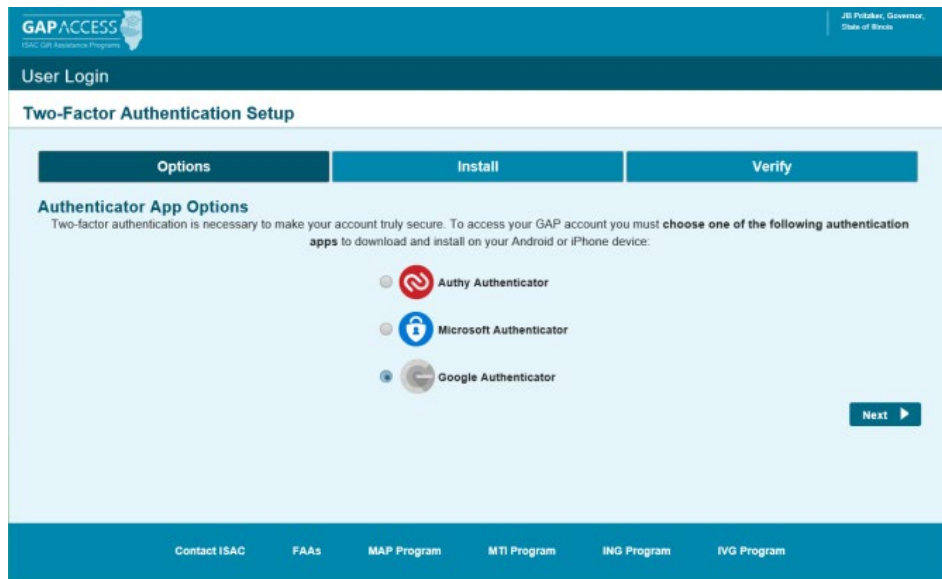


18. Enter 'Setup Code' provided by ISAC, click on 'Enter'. Web browser will change to the following screen with a notification of account activated.



19. Enter 'User ID' and 'Password' created during registration process, then click 'Login' button.

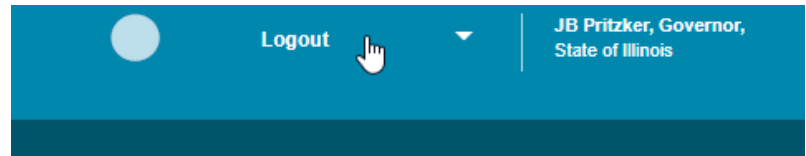
20. GAP Access will prompt user to set up Two-Factor Authentication. (User guide found <https://www.isac.org/gap-access/media/Two-Factor-Auth-User-Guide.pdf>)
a. NOTE: Two-factor Authentication set up will appear with first time login.



21. If you have forgotten your Profile password, you can easily reset it by clicking on the “Forgot Password” link on the Log In screen. You will be asked for your User ID, which is the e-mail address you used when you setup your Profile, and then you will be prompted to answer your challenge question. After correctly answering the question, you will be prompted to reset your password.

22. Reminder: GAP Access Users should remember to log out of the system.

- a. Logout is located on the top right side of GAP Access. Hover mouse cursor over facility name and click ‘Logout’.



GAP Access Certification Guide

Instructions for accessing Program:

1. Enter 'User ID' and 'Password' created during registration process, then click 'Login'.

The screenshot shows the GAP ACCESS user interface. At the top, there is a blue header with the logo and navigation links for 'Administration' and 'Programs'. The main content area displays a 'User Login: Successful' message, a 'Welcome,' greeting, and a 'Last Login:' field. Below this is an 'Update Profile' button. A 'New GAP Access Survey' modal is open, featuring a table with five survey questions and a 'Submit' button at the bottom.

Question	Rating 1 (Low) to 5 (Excellent)
How do you rate the look and feel of GAP Access?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
How easy is it to find what you need on GAP Access?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
How easy or hard is navigation on GAP Access?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
How do you rate the functionality of GAP Access?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Overall, how would you rate GAP Access?	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

Submit

Please Note: ISAC survey is optional.

2. You will see a screen indicating that the 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).

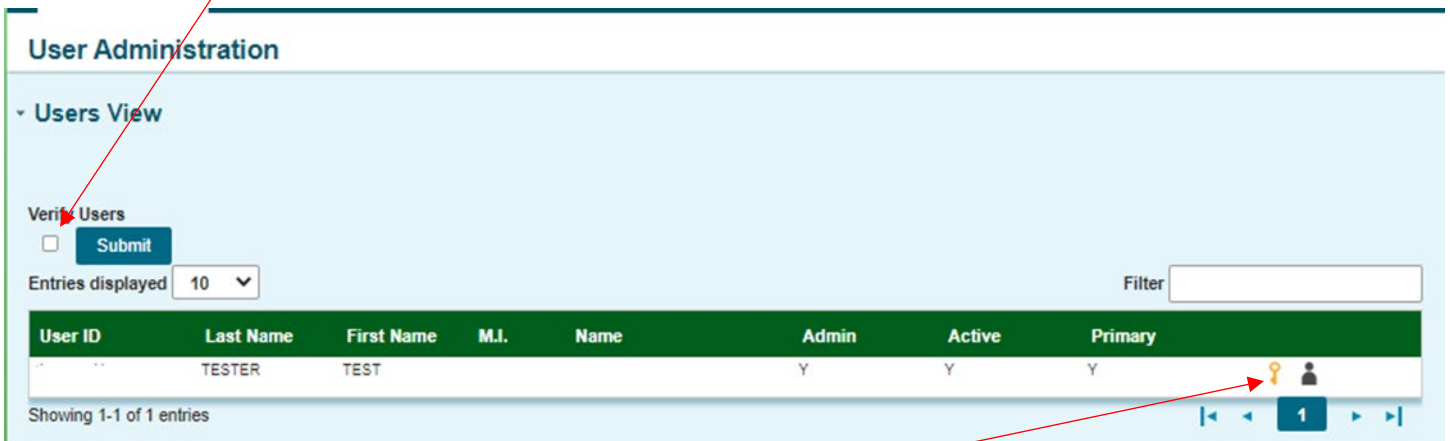
A screenshot of the "Update User Profile" form. The form is titled "Update User Profile" and includes a note: "*Indicates required field". The form contains several input fields: "Last Name", "First Name", "Middle Initial", "Email Address", and "Confirm Email Address". There are three security questions, each with a dropdown menu for the question and a text input field for the answer. The security questions are: "What is the name of your elementary school?", "Who is your favorite author?", and "What was the name of your first pet?". At the bottom of the form, there is a "Change Password" link and two 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 for assistance.

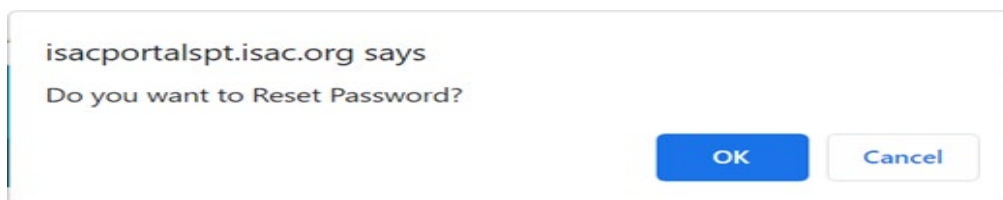
- Administration tab includes 'User Administration'. To access hover over the Administration tab and then click User Administration.



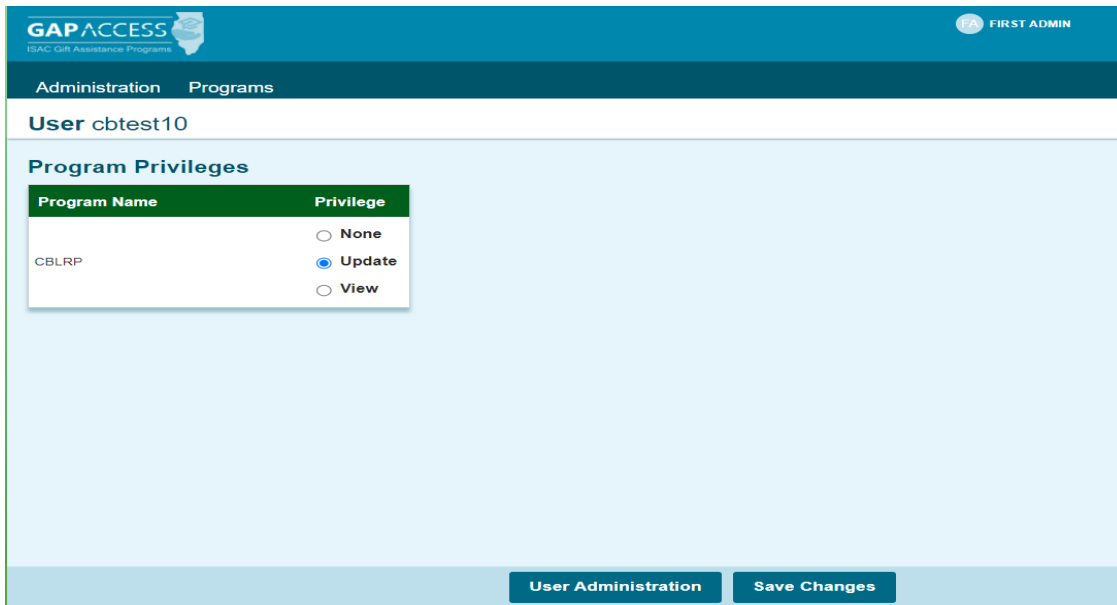
- Verify users (checkbox and submit) – Primary Admins only
- At the Users View screen, you will see a row that displays your User ID, your name, and your facility's name. Note that the "Admin", "Primary" and "Active" columns are pre-populated with a "Y," indicating that you are the facility's GAP Access Primary Administrator. In addition, you will see the following three icons.



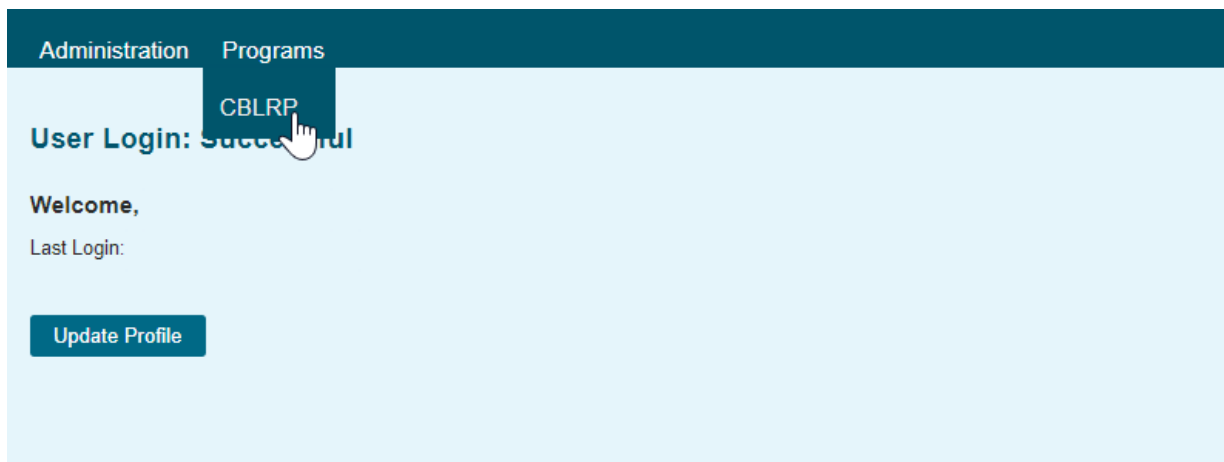
- The first icon looks like a key and may be used to reset your password.



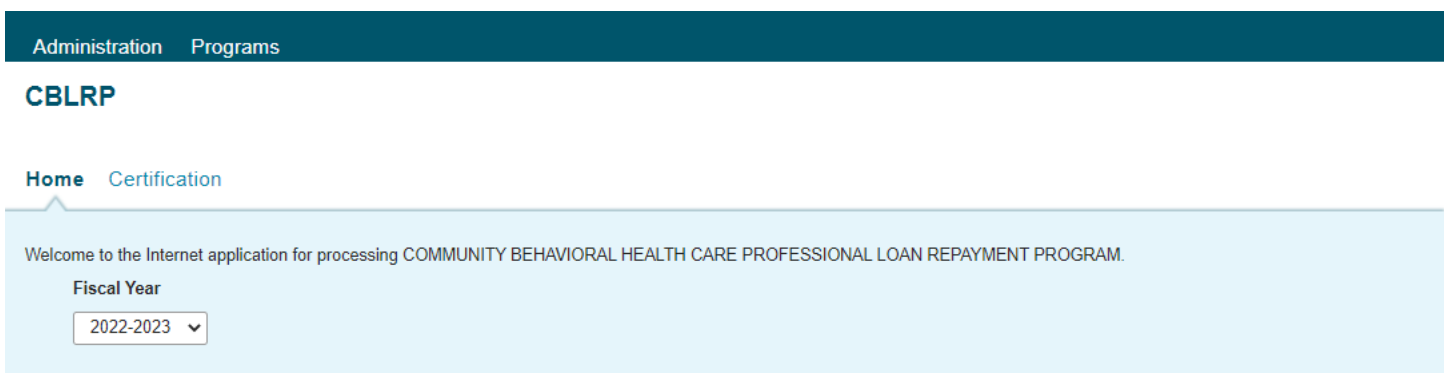
- ii. The second icon looks like a person and may be used to assign user privileges.



4. For access to Community Behavioral Health Care Professional Loan Repayment program (CBLRP), hover over the “Programs” tab and then click on CBLRP.



5. Once CBLRP is clicked, two tabs will be present.
- Home – Default screen upon clicking CBLRP. Fiscal Year dropdown defaults to current year.
 - Certification – Location of employees in need of certification.



- Filter – Filter records by different options:
 - SSN, First name, Last name, Certified
 - NOTE: ‘Certified’ dropdown contains following options: ‘All’, ‘No’, ‘Yes’
- Entries displayed – Dropdown allows number of entries seen on list to be expanded.
 - 20, 50, 100, 150
- Page navigation – cycle through pages if available.
- View Report – Download txt file format report based on current view.
- Excel Report – Download Excel file format report based on current view.

CBLRP 2022-2023: Certification List: View

Select Facility Name

--- ALL FACILITIES ---

[Home](#) [Certification](#)

Entries displayed

#	Current SSN	Last Name	First Name	Date of Birth	Employment Status	Employment Start Date	Employment End Date	Most Recent Position	Certification Date	HPSA score
1	xxx-xx-	🔒								
2	xxx-xx-	🔒								
3	xxx-xx-	🔒								
4	xxx-xx-	🔒								
5	xxx-xx-	🔒								
6	xxx-xx-	🔒								
7	xxx-xx-	🔒								
8	xxx-xx-	🔒								
9	xxx-xx-	🔒								
10	xxx-xx-	🔒								

Showing 1 to 16 of 16 entries

Completing Certification:

1. Click on a record to bring pop up.
 - a. User can click on any of the following: Current SSN, Last name, First name, or Date of Birth.

The screenshot shows a 'Certification Data' form with the following fields:

- Last name, First name**
- Facility Name**
- Facility Address**
- Employment Status:
- Most Recent Position:
- HPSA Score:
- Employment Start Date:
- Employment End Date:

Buttons:

2. Employment Status options:
 - a. **Required** to select one to complete certification.

---Select Employment Status---
---Select Employment Status---
Currently Employed
Previously Employed
Does not currently and has not worked at this location

3. Most Recent Position options:

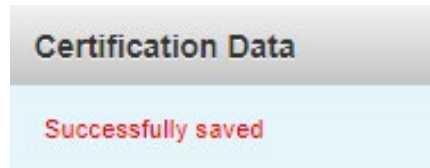
---Select Most Recent Position---
---Select Most Recent Position---
Psychiatrist
Advanced practice registered nurse
Psychologist who holds a doctoral degree (Psy.D, Ph.D)
Licensed clinical professional counselor (LCPC)
CADC-certified substance use professional
Physician assistant
Licensed clinical social worker (LCSW)
Not Listed

4. HPSA Score options: Numbers 1 – 26
5. Employment Start Date/ Employment End Date: Select date using Calendar tool or manually enter date.
(Format: MM/DD/YYYY)

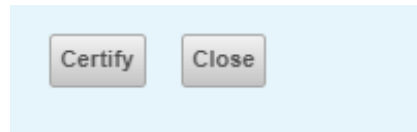
Month Year

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

6. After required fields are filled out, click 'Certify' button.
 - a. 'Successfully saved' notification appears above employee name.



7. After 'Successfully saved' notification click 'Close' button to continue.



Required Fields based on Employment Status selection:

If 'Currently Employed' is selected required fields:

- a) Most Recent Position
- b) HPSA Score
- c) Employment Start date

If 'Previously Employed' is selected required fields:

- a) Most Recent Position
- b) HPSA Score
- c) Employment Start date
- d) Employment End date

If 'Does not currently and has not worked at this location' is selected required fields:

- a) No additional fields are required, 'Certify' and 'Close'