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 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](https://isacportal.isac.org).
2. Click on ‘Click here to register’ link.
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’.
4. Click on ‘Partner Type’ dropdown, select ‘Community Behavioral Health Care Professional’.
   a. NOTE: Default selection for ‘Partner Type’ is ‘Post Secondary Institution’.

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.

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.
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.

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’
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.

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.

![User Login Screen]

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](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’.
Instructions for accessing Program:
1. Enter ‘User ID’ and ‘Password’ created during registration process, then click ‘Login’.

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).

   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.
3. Administration tab includes ‘User Administration’. To access hover over the Administration tab and then click User Administration.

![User Administration Screen](image)

a. Verify users (checkbox and submit) – Primary Admins only
b. 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.

![User Administration Table](image)

i. 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.
   a. Home – Default screen upon clicking CBLRP. Fiscal Year dropdown defaults to current year.
   b. Certification – Location of employees in need of certification.
Navigation of Certification List: View page:

1. Certification tab – Provides a list view of certification records for eligible employees.
2. ‘Select Facility Name’ dropdown will contain the following selections:
   a. Select Facility – Blank
   b. All Facilities – All available employees
   c. Facility location that has employees available to certify – Certain employees from specific location
3. After selecting a dropdown value within ‘Select Facility Name’, click ‘Go’ button to view list.
   a. Listed in alphabetical order by last name.
   b. Default view of SSN displays only the last four. To view entire SSN click on ‘Lock’ icon.
- 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.
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.

   ![Certification Data](image1)

2. Employment Status options:
   a. **Required** to select one to complete certification.
   ![Select Employment Status](image2)

3. Most Recent Position options:

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)

![Calendar](image3)
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’