Activating Other GAP Access Administrator Accounts

Once your GAP Access Primary Administrator account has been activated, you will then be 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 or a GAP Access User. While a school may establish as many GAP Access Administrators as needed, each school may only have one Primary Administrator and it should be the High School Principal or Financial Aid Director who is set up as the GAP Access Primary Administrator for the school.

If at any point, your school has a new High School Principal or Financial Aid Director, contact ISAC’s School Services Department by e-mail at isac.schoolservices@illinois.gov or at 866-247-2172 so that the appropriate temporary GAP Access assignments may be established. Once it’s been determined which staff member(s) should be designated as GAP Access Administrator(s), the individual can create and activate an account by following steps 1 – 7 of the “GAP Access Administrator Registration Instructions” section (below). [Note: a combination of steps to be completed by the new GAP Access Administrator and by the institution’s GAP Access Primary Administrator.]

GAP Access Administrator Registration Instructions

In order to establish yourself as the GAP Access Primary Administrator and activate your account, follow these steps:

1. 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 home page.
2. Click on the “Click here to register” link.
3. Under “Select type of user,” select “Administrator” and then click on the “Continue” button.
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4. Complete all fields on the Administrator Registration page, noting the following:
   a. All fields that have an asterisk (*) are required.
   b. The “User ID” must be 10 characters or less and must include at least one numeric digit.
   c. 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 Administrator Registration page, click on the “Confirm” button.
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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 the confirmation 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 and that ISAC’s School Services Department will send an email to your Primary Administrator who will need to verify your registration, provide you with the School Setup Code, and grant privileges. At this point, you should close your browser window.

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**Primary Administrator Will Need To Confirm**

After a new GAP Access Administrator has created an account by following steps 1 – 7 (above), the GAP Access Primary Administrator will receive an e-mail from ISAC’s School Services Department asking to confirm that the individual should, indeed, be granted “administrator” privileges. They will need to grant privileges before the new Administrator can login.
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**GAP Access Administrator Login and Set Privileges Instructions**

Following registration by the staff member, 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 Admin account.

2. Once the automated e-mail has been received, the institution’s administrator signs in at 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.

3. 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 “User Administration.”

![GAP Access screenshot](image)

4. At the School Users View screen, you will see a row for each of your school’s GAP Access accounts. Only The Primary Administrator will see the School Setup Code above the table. You will need to provide this code to the new Admin for their first login.

![School Users View screenshot](image)

5. Find the row for the new GAP Access Admin account, where you will see the following 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 looks 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).
Activating Other GAP Access Administrator Accounts

6. Click on the third icon (Assign Privileges).
7. Verify that the correct User ID is displayed at the top of the new screen that will appear.
8. Assign appropriate privileges. See page 10 for high school program privileges screen and page 12 for postsecondary institution privileges screen.
9. Click on the “Save Changes” button.

Admin Activation and Login

After the Primary Administrator has completed the above steps and provided the School Setup Code, the new GAP Access Admin 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.
Activating Other GAP Access Administrator Accounts

1. At the GAP Access Login screen, there will be a message indicating that the account has not yet been activated, and the GAP Access Administrator will be prompted to enter the School Setup Code. Enter the access code (which should be provided by the Primary Administrator) into the “School Setup Code” field, and then click the “Enter” button.

![GAP Access Login Screen](image1)

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.

![GAP Access Login Screen](image2)
Activating Other GAP Access Administrator Accounts

4. You will then see a screen indicating that your login was successful, and that this is your first login.

![User Login: Successful](image)

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).

![Update User Profile](image)

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’s School Services Department for assistance.
Activating Other GAP Access Administrator Accounts

5. Set your program privilege levels by doing the following:
   a. At the dark blue ribbon that appears along the top of the GAP Access screen, hover over (but do not click) “Administration” and then click on “User Administration.”

   ![GAP Access Administration Screen]

   b. At the School Users View screen, you will see a row that displays your User ID, your name, and your school’s name. Note that both the “Admin” and “Active” columns are pre-populated with a “Y,” (“N” for normal school users) and there is also a “Y” in the “Primary” field (indicating that you are the school’s GAP Access Primary Administrator). In addition, you will see the following four icons.

   ![School Users View Screen]

   - **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).
Activating Other GAP Access Administrator Accounts

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

7. Verify that the correct User ID is displayed at the top of the new screen that appears.

8. Assign appropriate privileges. See page 10 for high school program privileges screen and page 12 for postsecondary institution privileges screen.

9. Click on the “Save Changes” button.
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HIGH SCHOOL PROGRAM PRIVILEGES

1. Your User ID will appear at the top left of the new screen that appears.

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.”
   - “None” will grant you zero access to the data.
   - “Update” will grant you the ability to both edit and view data.
   - “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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4. Under the “Existing Privileges” area of the “Other Privileges” section, these privileges have been set to view by ISAC as follows (these are the same settings for all GAP Access Primary Administrators):

- Budget – *High schools should disregard the Budget option. This option is only for colleges.*
- Demo – Update: 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.
- MAPAdvData – High schools should disregard the MAPAdvData option. This is only for colleges.

5. Click on the “Add” button to update the user privileges.

6. After all changes have been made press the “Save Changes” button.

7. 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 Other GAP Access Administrator Accounts

POSTSECONDARY INSTITUTION PROGRAM PRIVILEGES

1. Your User ID will appear at the top of the new screen that appears (Admin Page will appear in the top right corner of the page).

2. 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.
   - “None” will grant you zero access to the program data.
   - “Update” will grant you the ability to both edit and view program data.
   - “View” will grant you the ability to only view MAP data (with no editing ability).

3. After selecting your Program Privileges, click on the “Save Changes” button.
Activating Other GAP Access Administrator Accounts

4. 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, update and confirm your school’s budget information.
- 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.
- MAPAdvData – This privilege level allows you to view and update statistics for MAP Advising Data that schools report annually to ISAC.

5. Click on the “Add” button to update the user privileges.
6. After all changes have been made click on the “Save Changes” button.

7. 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.
8. 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).