GAP Access Policies & Procedures

February 13, 2024

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

ISAC

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:
  - Data inquiries
  - Data submissions
  - Eligibility announcements
  - Payment request processing
  - Reporting
  - Program reconciliation
  - Changing and resetting passwords

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

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GAP Access Users

- There are three types of GAP Access users:
  - Primary Administrators
  - Administrators
  - 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
  - Schools are then provided with access to all programs that the institution administers

- Administrators are responsible for:
  - Authorizing users at their institution
  - Providing privileges for each program that a user needs access to
  - 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:
  - Update – provide ability to view and edit p data
  - View -- provides view only access to data
  - None – no ability to see program data

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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

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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:
    - Financial Aid Director at postsecondary institutions
    - 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
    - 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
  - If possible, the change should be made before leaving the institution
  - The role can be assigned to an interim director or principal
  - If the user does not already have a GAP Access account, they will first need to register
  - 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
  - An e-mail will be sent from ISAC when the annual verification process begins
  - 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

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Primary Administrator Policies

- A Primary Administrator's responsibilities also include:

    o Maintaining the school demographic information in GAP Access
      - Update information whenever there is a change, such as a new president, director etc.

    o Assigning rights to school users whenever a new ISAC Program is implemented and added to GAP Access

    o 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

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Primary Administrator Procedures

- The online registration process can be initiated in GAP Access
  - 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
  - The "User ID" must be 10 characters or less, and it must include at least one numeric digit
  - 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
  - ISAC recommends printing/saving this information for future reference before submitting your registration
  - The challenge question information will be needed if you need to change your password in the future

ISAC

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
  - One e-mail will provide the link/URL you will need to use to activate your account
  - 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
  - You should wait to receive both e-mails before following the link that is provided in the first e-mail
  - 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.

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isac.org/gap-access/

https://isacportal.isac.org/

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

This is the home screen where registration begins

Select type of user

○ School Administrator

○ School User

Continue

The Primary Administrator will register as a School Administrator

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https://isacportal.isac.org/

GAP ACCESS
ISAC Gift Assistance Programs

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User Login

If you forget your password or User ID, you can reset it yourself by clicking on Forgot Password or Forgot User ID
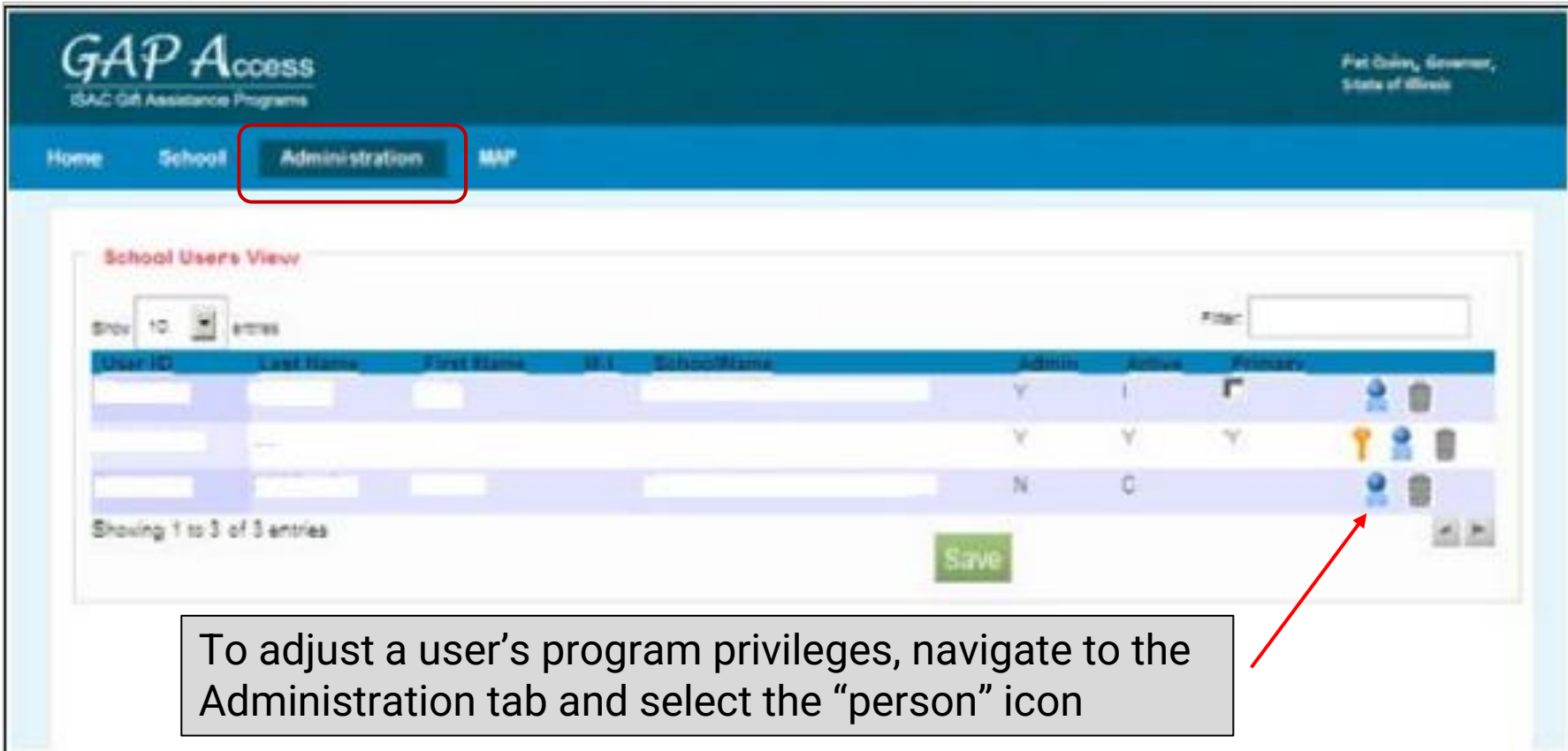
Login

User ID

Password

Login

Forgot Password? Forgot User ID?

Click here to register

- If you need to change your Password, click on the "Change Password" link on the log in 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

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Primary Administrator Procedures

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

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User Login

Administrator Registration
*Indicates required field

Previous Step

Partner Type
Post Secondary Institution

* School Ed Id
--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

State of Illinois

User Registration
*Indicates required field

Previous Step

Partner Type
Post Secondary Institution

* School Ed Id
--Select--

* School Setup Code

* 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

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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

School Name	Admin	Active	Primary				
UNIVERSITY	N	Y			📞 🔑	👤	🗑
UNIVERSITY	N	C		2FA Options		👤	🗑
UNIVERSITY	Y	Y	☐		📞 🔑	👤	🗑

- 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.

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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
  - Registering
  - Creating a user ID and password
  - Setting up challenge questions

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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:
  - Google Authenticator
  - Microsoft Authenticator
  - Authy Authenticator

- Download and install the app on:
  - Cell phone
  - Tablet
  - Desktop
    - Not all indicators support desktop download

GAP ACCESS
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State of Illinois

User Login

Two-Factor Authentication Setup

Options	Install	Verify

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**

Next ▶

Contact ISAC   FAAs   MAP Progra

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User Login

Two-Factor Authentication Setup

Options	Install	Verify

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.

◀ Back

Next ▶

Contact ISAC   FAAs   MAP Program   MTI Program   ING Program   IVG Program

⬙ ISAC

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

School Name	Admin	Active	Primary		
UNIVERSITY	N	Y			
UNIVERSITY	N	C		2FA Options	
UNIVERSITY	Y	Y	☐		

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Functions of GAP Access

- Eligibility List
  - 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
  - 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
  - Allows the user to rearrange the list based on certain data elements

- Columns
  - Allows the user to add columns that are not on the default view list, or remove columns they don't want to see

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MAP Student Eligibility List

MAP 2023-2024: Student List Eligibility: View

Select School and MAP Code

[ ] [ ] [ ] **Go**

Home **Student** Payment Budget Reports File Extractions

List Filter Sort Columns

Entries displayed [100]

#	Pay MAP	Sel	Current SSN	Last Name	First Name	Trans#	Original Yearly Elig	Disq	ISAC Dflt	MAP Susp	EFC	CPS Proc Date	Date of Birth	Academic Level	MAP Paid Credit Hrs	ContStu	EFC Change
1	📄 💲	☐			BERNADETTE	01	$0.00		N		$42,375	11/16/2022	03/18/2005	1-Freshman	000	N	
2	📄 💲	☐			EVAN	01	$0.00		N		$38,411	10/24/2022	05/27/2005	1-Freshman	000	N	
3	📄 💲	☐			MIRAMONTES	01						10/31/2022	10/31/2004	1-Freshman			
4	📄 💲	☐			SAMANTHA	01	$8,400.00		N		$6,615	10/17/2022	12/14/2001	4-Senior	104	Y	
5	📄 💲	☐			SAMANTHA	02	$8,400.00		N		$6,615	04/20/2023	12/14/2001	4-Senior	104	Y	

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MAP   **Student Detail: Eligibility**

Home   **Student**   Payment   Budget   Reports   File Extractions

List   Eligibility   Payment

Person Details

Current SSN
[   ]   Go

Original SSN

Transaction / Name ID
[01 AB v]   Go

School ID

Main MAP Code
[v]   Go

Term	MAP Code	Eligible Amount	MAP Code Paid	Request Mode
1	002	$3,600.00	058	F
2	002	$3,600.00		

Original Yearly Eligible Amount
$7,200.00

Total of all terms not to exceed Maximum annual award amount.

This is the Student Detail screen, which is accessed by selecting an individual student from the eligibility list.

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MAP 2023-2024 : Student List Eligibility: Filter

Home **Student** Payment Budget Reports File Extractions

List **Filter** Sort Columns

Term
[All ⌄]

MAP Code
[All ⌄]

Program
[MAP ⌄]

SSN
[   ]

First Name
[= ⌄] [   ]

Last Name
[= ⌄] [   ]

Original Yearly Eligible Amount
[= ⌄] [   ]

Primary EFC
[= ⌄] [   ]

EFC Change
[⌄]

Academic Level
[All ⌄]

☐ Selected Students Only
☐ Pay Selected Students Only
☐ Highest Transaction Only
☐ Eligible Students Only

◉ Undergraduates Only

◯ Graduates Only

Ineligible

☐ MAP Paid Credit Hours >= 135
☐ ISAC Default
☐ MAP Suspend
☐ Disqualify

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.

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GAP ACCESS
ISAC Gift Assistance Programs

Administration   School   Programs

MAP 2023-2024: Student List Eligibility: Columns

Home   **Student**   Payment   Budget   Reports   File Extractions

List   Filter   Sort   **Columns**

Unselected
Application Receipt Date
Dependency Code
MAP Code
Original SSN
SSN Match Flag
Term Award

Selected
Current SSN
Last Name
First Name
Trans#
Original Yearly Elig
Disq
ISAC Dflt
MAP Susp
EFC
CPS Proc Date
Date of Birth
Academic Level
MAP Paid Credit Hrs
ContStu
EFC Change
ING Certified

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.

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Reports Found in GAP Access

- By selecting the Reports or File Extractions tab, you can view and create several different types of reports, including:

  - A report of Alternative Application applicants only

  - An eligibility report

  - A payment results report

  - See ISAC vouchers submitted for payment

  - See Vouchers from the Comptroller's office with warrant numbers

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Reports in GAP Access

MAP File Extractions in GAP Access

MAP 160-Byte File Layout Specifications

- 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

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2023-24 MAP 160 Byte File Layout Specifications

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

Position Start	Position End	Field #	Data Element	Type (Length)	School to ISAC — Payment or Cancellation Request — MAP Only	ISAC to School — Elig File — MAP	ISAC to School — Payment Results — MAP
160 Byte Format							
1	3	1	Applicable MAP School Code	9(03)	X	X	X
4	4	2	Record Type	X(01)	4	7	5 / 6
5	13	3	Current SSN	9(09)	X	X	X
14	14	4	Term Enrolled	9(01)	=1, 2, or 3		=1, 2, or 3
15	16	5	College Year	9(02)	24	24	24
17	17	6	Payment Request Code (valid values = P or C)	X(01)	X		X
18	23	7	Title IV School Code	X(06)	X	X	X
24	39	8	Student Last Name	X(16)	opt	X	X
40	42	9	Filler	X(03)			
43	43	10	User Defined	X(01)			
44	50	11	Requested Award Amount for Term	9(05)V99	X		X
51	51	12	ING Certified	X(01)			
52	53	13	Transaction Number	9(02)	X		X
54	54	14	Continuing Student	X(01)		X	X
55	55	15	Paid Previous Year	X(01)		X*	X
56	56	16	Filler	X(01)			
57	57	17	Payment Result Code	X(01)			X
58	64	18	Payment Results Amount Paid for Term	9(05)V99			X
65	71	19	Adjusted Amt from Previous Payment Results	S9(05)V99			X
72	73	20	Filler	X(02)			
74	81	21	Payment Results Process Date (As-of-Date)	X(08)		X	X
82	90	22	Original SSN	9(09)	X	X	X
91	92	23	Name ID	X(02)	X	X	X
93	93	24	Short-Term Certificate Program	X(01)	Opt*		X
94	94	25	MAP Suspense Flag	X(01)		X	X
95	95	26	Shutdown Flag	X(01)		X	X
96	96	27	Disqualify Flag	X(01)		X	X
97	99	28	MAP Code Paid Term 1	X(03)		X	X
100	102	29	MAP Code Paid Term 2	X(03)		X	X
103	105	30	MAP Code Paid Term 3	X(03)		X	X
106	106	31	Update Type	X(01)		X	X
107	108	32	Expanded Reject Reason Code	X(02)			X
109	110	33	Filler	X(02)			
111	120	34	Invoice Number	X(10)			X
121	123	35	MAP Paid Credit Hours	9(03)		X	X
124	128	36	Filler	X(05)			
129	132	37	Enrollment Hours	9(02)V99	X		X
133	149	38	Filler	X(17)			
150	155	39	Original Yearly Eligible Amount	9(04)V99		X	
156	156	40	Filler	X(01)		X	
157	158	41	Original Yearly Eligible Amount Transaction #	9(02)		X	
159	160	42	Filler	X(02)			

X* Fields that can change for Current Year ESF, but initiated by activity in Prior Year MAP payment.

Opt* Field must be provided when applicable

2024-25 MAP 160 Byte File Layout Specifications

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

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160 Byte Format							
1	3	1	Applicable MAP School Code	9(03)	X	X	X
4	4	2	Record Type	X(01)	4	7	5 / 6
5	5	3	Term Enrolled	9(01)	=1, 2, or 3		=1, 2, or 3
6	7	4	College Year	9(02)	25	25	25
8	8	5	Payment Request Code (valid values = P or C)	X(01)	X		X
9	14	6	Title IV School Code	X(06)	X	X	X
15	50	7	Person UUID	X(36)	X	X	X
51	53	8	Filler	X(03)			
54	54	9	User Defined	X(01)			
55	61	10	Requested Award Amount for Term	9(05)V99	X		X
62	62	11	ING Certified	X(01)			
63	64	12	Transaction Number	9(02)	X		X
65	65	13	Continuing Student	X(01)		X	X
66	66	14	Paid Previous Year	X(01)		X*	X
67	67	15	Filler	X(01)			
68	68	16	Payment Result Code	X(01)			X
69	75	17	Payment Results Amount Paid for Term	9(05)V99			X
76	82	18	Adjusted Amt from Previous Payment Results	S9(05)V99			X
83	84	19	Filler	X(02)			
85	92	20	Payment Results Process Date (As-of-Date)	X(08)		X	X
93	93	21	Short-Term Certificate Program	X(01)	Opt*		X
94	94	22	MAP Suspense Flag	X(01)		X	X
95	95	23	Shutdown Flag	X(01)		X	X
96	96	24	Disqualify Flag	X(01)		X	X
97	99	25	MAP Code Paid Term 1	X(03)		X	X
100	102	26	MAP Code Paid Term 2	X(03)		X	X
103	105	27	MAP Code Paid Term 3	X(03)		X	X
106	106	28	Update Type	X(01)		X	X
107	108	29	Expanded Reject Reason Code	X(02)			X
109	110	30	Filler	X(02)			
111	120	31	Invoice Number	X(10)			X
121	123	32	MAP Paid Credit Hours	9(03)		X	X
124	128	33	Filler	X(05)			
129	132	34	Enrollment Hours	9(02)V99	X		X
133	149	35	Filler	X(17)			
150	155	36	Original Yearly Eligible Amount	9(04)V99		X	
156	156	37	Filler	X(01)			
157	158	38	Original Yearly Eligible Amount Transaction #	9(02)		X	
159	160	39	Filler	X(02)			

X* Fields that can change for Current Year ESF, but initiated by activity in Prior Year MAP payment.

Opt* Field must be provided when applicable

Sign-Up for E-messaging

Financial Aid Administrators (FAAs) e-Messaging

Please fill in the required details and select the Email List(s) you would like to subscribe by marking the boxes below.

*indicates required field

* Email

* First Name

* Email Lists

- ☐ Business Officer - fiscal updates
- ☐ ECACE Administrators – program & processing updates about the Early Childhood Access Consortium for Equity Scholarship Program
- ☐ FAA ISAC Update - monthly newsletter summarizing each month's announcements and updates
- ☐ Financial Aid Administrators - program & processing updates, rules & regulations, operational announcements
- ☐ Financial Aid Directors - administrative announcements
- ☐ MAP Users - operational updates for the Internet application used to process MAP data
- ☐ NESP Schools – operational announcements for schools participating in the Nursing Education Scholarship Program
- ☐ Public Schools - operational announcements for colleges participating in the ING Grant and IVG programs

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ISAC — Illinois Student Assistance Commission

- Subscription groups for specific programs are available

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ISAC Gift Assistance Program (GAP) Access

Home Gap-Access

ISAC Gift Assistance Programs (GAP) Access

Assigning an Administrator
GAP Access User Guides
GAP Access Login
Functionality Available via GAP Access

ISAC Gift Assistance Programs Access (or GAP Access) is the portal through which online interactions for the purpose of data inquiries and submissions, eligibility announcements and payment requests for ISAC-administered programs are conducted. Due to the confidential nature of the student-specific data involved, a secure authentication process is required before access can be granted.

Assigning an Administrator

All users, not just those who work in the financial aid office, need a valid GAP Access ID and password (for example, users who need access to the FTP site). The links to the GAP Access User Guides below provide step-by-step instructions for activating accounts for administrators and users of the GAP Access portal. ISAC will rely on an administrator (contact person) at each institution to authorize users. The GAP Access Administrator will ultimately be responsible for monitoring

GAP Access Login

Activating Your GAP Access Primary Administrator Account 📄

Activating Other GAP Access Administrators 📄

Activating GAP Access User Accounts 📄

GAP Access 2-Factor Authentication User Guide 📄

DEAA
Digital Education Achievement Award
2013 HONORABLE MENTION

GAP Access User Guides

User Guides for all GAP Access functionality are below. General questions, user name and password maintenance, and technical information about GAP Access are answered in the Activating and Authentication User Guides.

- Activating GAP Access User Accounts 📄
- Activating Other GAP Access Administrators 📄
- Activating Your GAP Access Primary Administrator Account 📄
- AIM HIGH Data Collection 📄
- Budget Reporting Process User Guide 📄
- ECACE Scholarship Program User Guide 📄
- Enrollment Status Verification for the Teacher Programs User Guide 📄
- FAFSA Completion Initiative – Access and Agreement User Guide 📄
- GAP Access Two-Factor Authentication User Guide 📄
- GAP Access User Verification 📄
- Golden Apple Scholarship User Guide 📄
- ING Grant User Guide 📄
- IVG Program User Guide 📄
- MAP Advising Data Collection User Guide 📄
- MAP Eligibility User Guide 📄
- MAP Payment User Guide 📄
- MIA/POW Scholarship Program User Guide 📄
- MTI User Guide 📄
- SETTW Certification Process User Guide 📄
- SSP File Upload Guide 📄
- SSP GAP Access User Guide 📄

If you have a question about information that is not addressed in the Guides, contact a School Services Representative.

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GAP Access Resources

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

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

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

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

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

ISAC

Questions/Comments

ISAC Contact Information

School Services

866-247-2172

isac.schoolservices@illinois.gov

ISAC Call Center – Student Services

800-899-4722

isac.studentservices@illinois.gov

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