



ISAC's Community Behavioral Health Care Professional Loan Repayment Program

User Guide

GAP Access Registration

Certification of an applicant’s eligibility for the Community Behavioral Health Care Professional Loan Repayment Program (CBH LRP) by an approved community mental health facility must take place in the ISAC Gift Assistance Programs (GAP) Access portal before program benefits can be awarded and disbursed on behalf of an applicant. Each facility is expected to appoint an authorized staff member to serve as the Primary Administrator, who will serve as the main contact person for ISAC and complete the certification process to confirm eligibility.

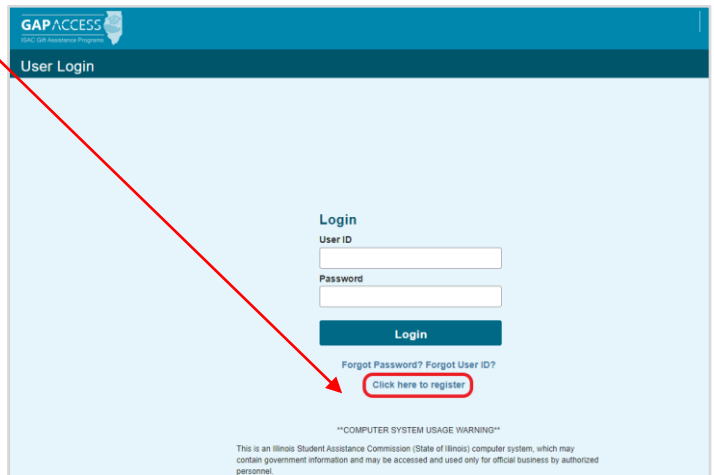
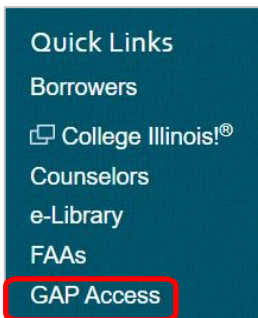
Before certification can be completed, the Primary Administrator must register in GAP Access. As part of the registration process, your name and affiliation to your facility will be verified prior to the issuance of an acceptance e-mail. Once registration is complete, you will be able to perform all program functions and/or you may assign other facility staff member(s) to various functions, such as granting privileges, resetting passwords, and viewing and updating applicant records.

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

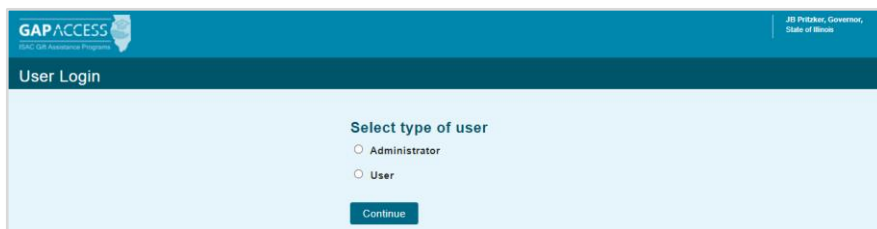
If at any point, your facility needs to establish a new Primary Administrator or you need assistance adding other users, **contact ISAC via email at: isac.schoolservices@illinois.gov or isac.communitypartnerservices@illinois.gov, or by phone at: 866-247-2172.**

GAP Access registration instructions:

1. Go to the GAP Access Login screen at <https://isacportal.isac.org>, or use the Quick Links menu at the bottom of the home page.
2. Click on the “Click here to register” link.

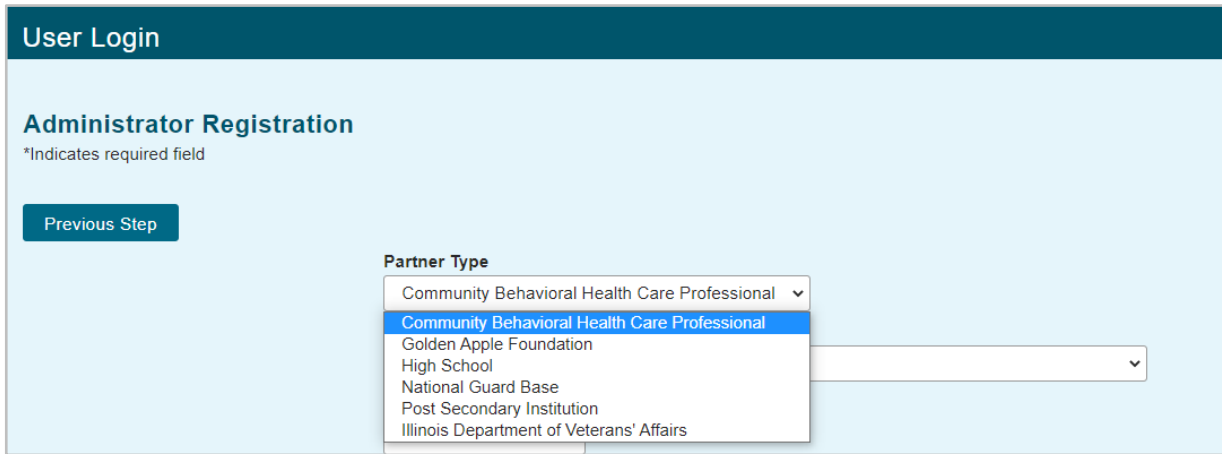


3. Under ‘Select type of user’, Select ‘Administrator’, and then click on the ‘Continue’ button.
 - a. If ‘User’ is selected by mistake, click on “Previous Step.”



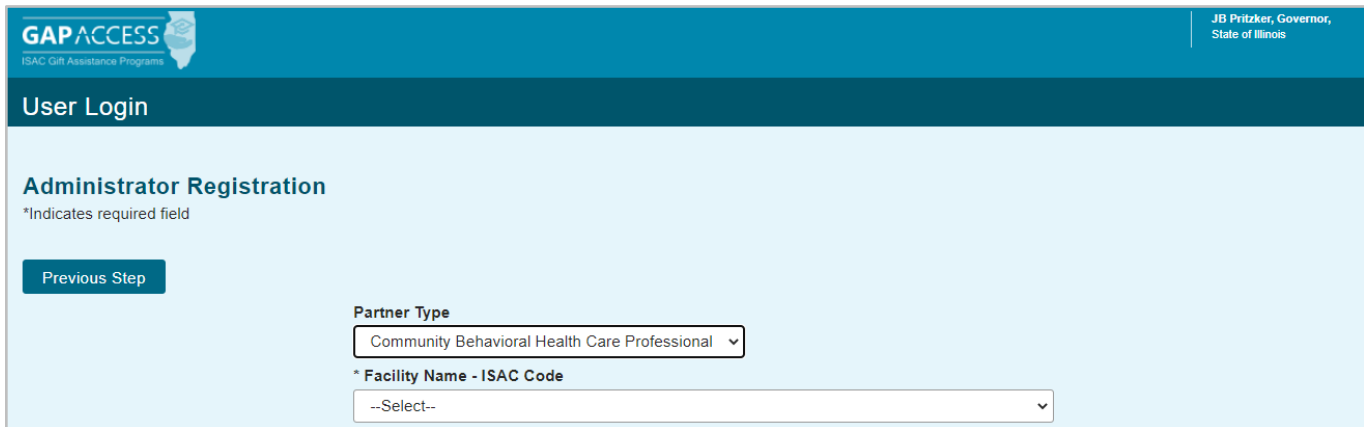
GAP Access Registration

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



The screenshot shows the 'Administrator Registration' page. At the top left, there is a 'User Login' header. Below it, the page title is 'Administrator Registration' with a note '*Indicates required field'. A 'Previous Step' button is visible. The 'Partner Type' dropdown menu is open, showing the following 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'. The dropdown is currently set to 'Community Behavioral Health Care Professional'.

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. At the top left, there is a 'User Login' header. Below it, the page title is 'Administrator Registration' with a note '*Indicates required field'. A 'Previous Step' button is visible. The 'Partner Type' dropdown menu is set to 'Community Behavioral Health Care Professional'. Below it, the '* Facility Name - ISAC Code' dropdown menu is open, showing '--Select--' as the current selection.

6. Complete all the remaining fields on the “Administrator Registration” page.
 - 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 uppercase letter, one lowercase letter, one numeric digit, and a special character -- {!@#\$\$%^&+=}.
 - d. The password must be a minimum of eight (8) characters.

GAP Access Registration



User Login

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**

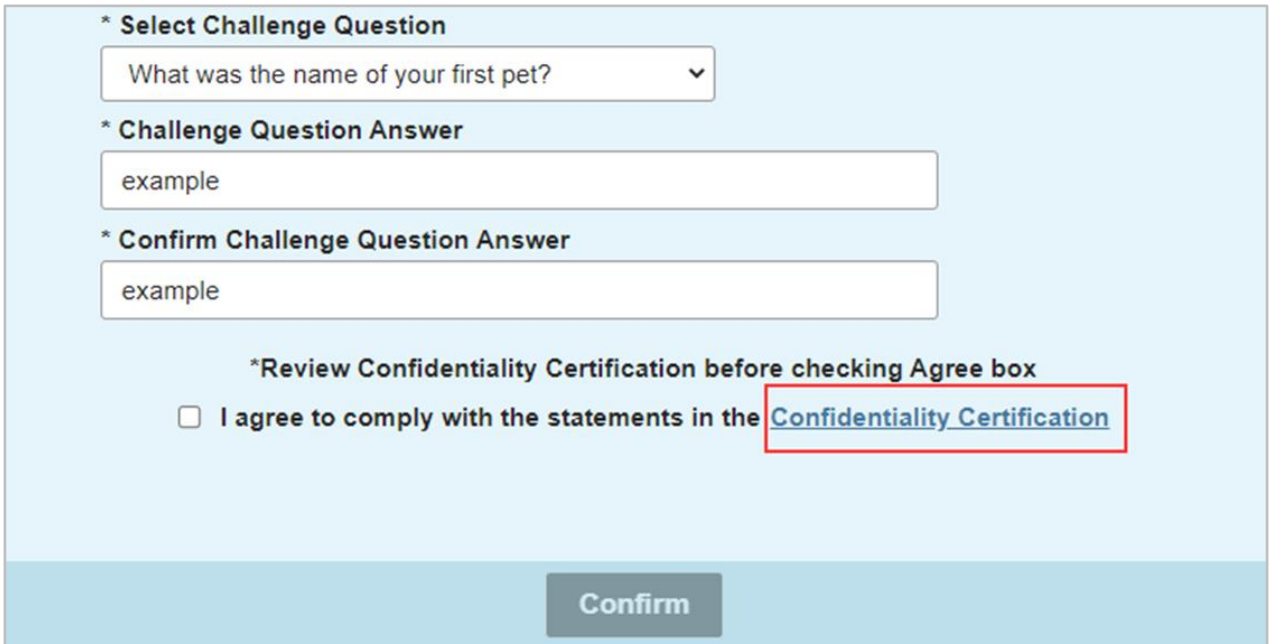
*Review Confidentiality Certification before checking Agree box

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

GAP Access Registration

7. After all fields have been completed on the “Administrator Registration” page, review the Confidentiality Certification by clicking on hyperlink.

- a. Upon clicking Confidentiality Certification, it will open in a new tab within a web browser.



* **Select Challenge Question**

What was the name of your first pet? ▼

* **Challenge Question Answer**

example

* **Confirm Challenge Question Answer**

example

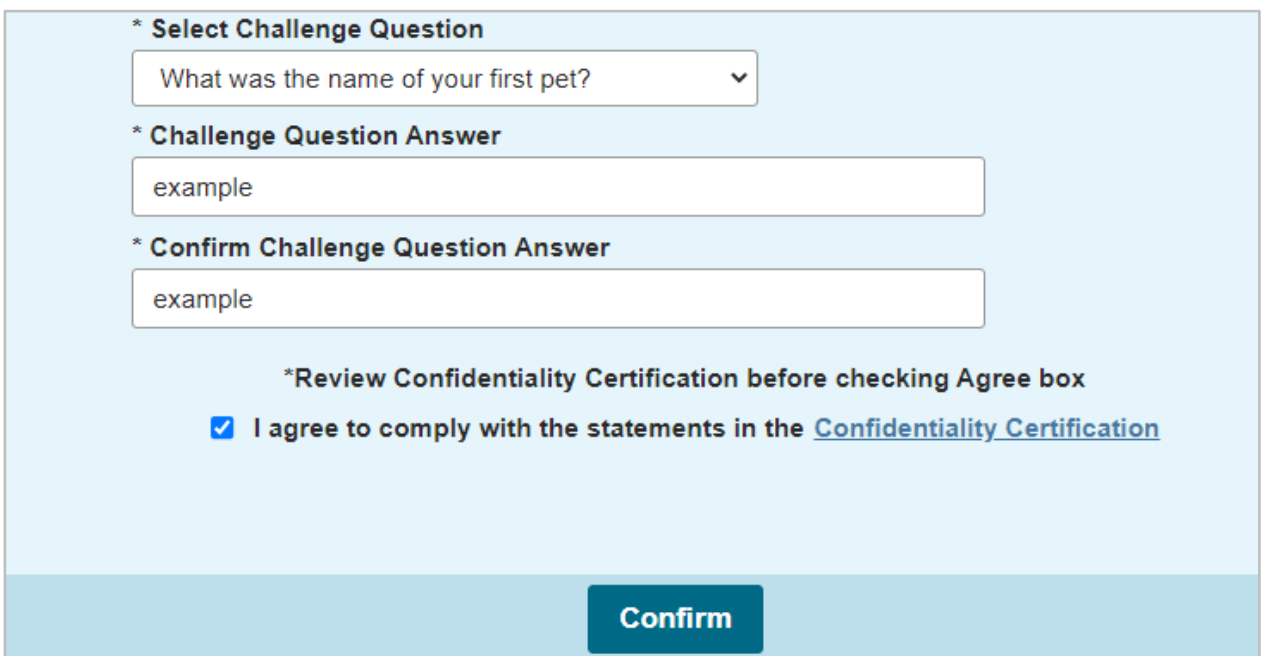
*Review Confidentiality Certification before checking Agree box

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

Confirm

8. After reviewing the Confidentiality Certification, check the 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 the “Confirm” button.



* **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

GAP Access Registration

9. After checking the 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**

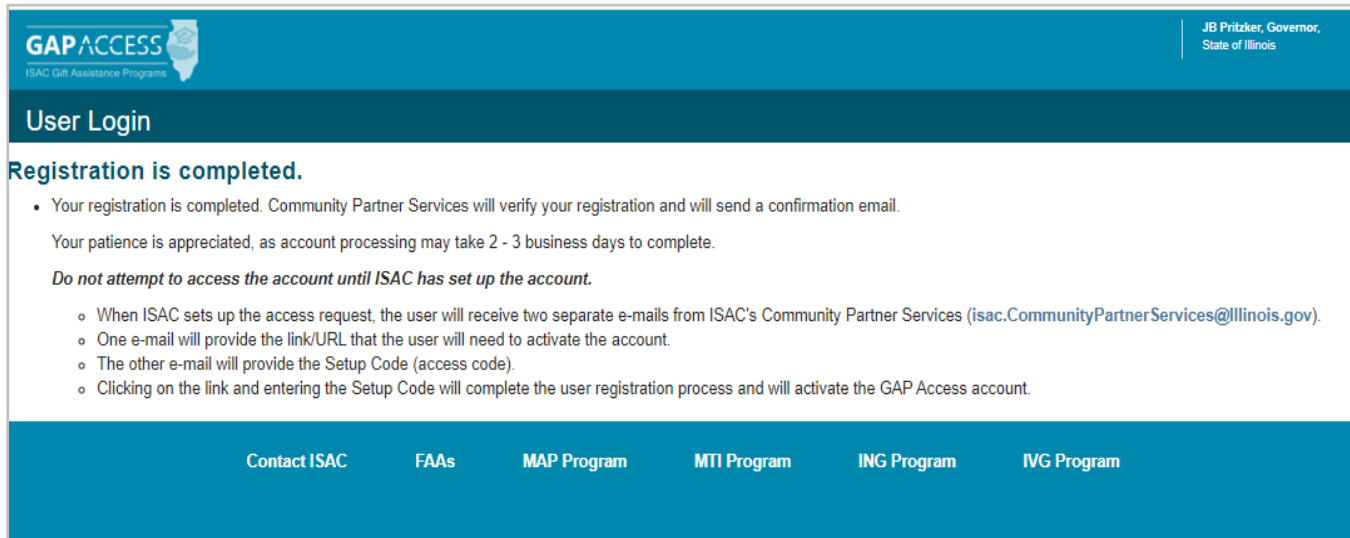
10. Review all data.

- 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.

GAP Access Registration

12. After clicking on the “Submit” button, you will see a screen indicating that your registration is complete, and a message 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



The screenshot shows the GAP ACCESS website header with the logo and the text "ISAC Gift Assistance Programs" and "JB Pritzker, Governor, State of Illinois". Below the header is a dark blue bar with the text "User Login". The main content area has a white background with the heading "Registration is completed." and a list of instructions: "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." followed by three bullet points: "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.", and "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." At the bottom of the page is a dark blue navigation bar with links for "Contact ISAC", "FAAs", "MAP Program", "MTI Program", "ING Program", and "IVG Program".

13. Watch for an e-mail from ISAC, which will provide the link/URL that is needed to activate your account.

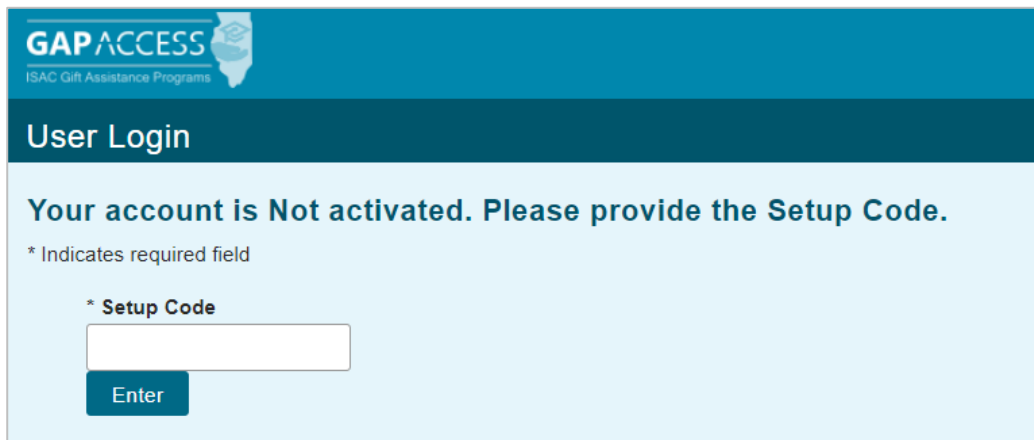
a. NOTE: An additional e-mail is to be expected as it will contain a necessary “Setup Code.”

14. The user requesting access will 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 are responsible for verifying the authenticity of the request for any additional users.

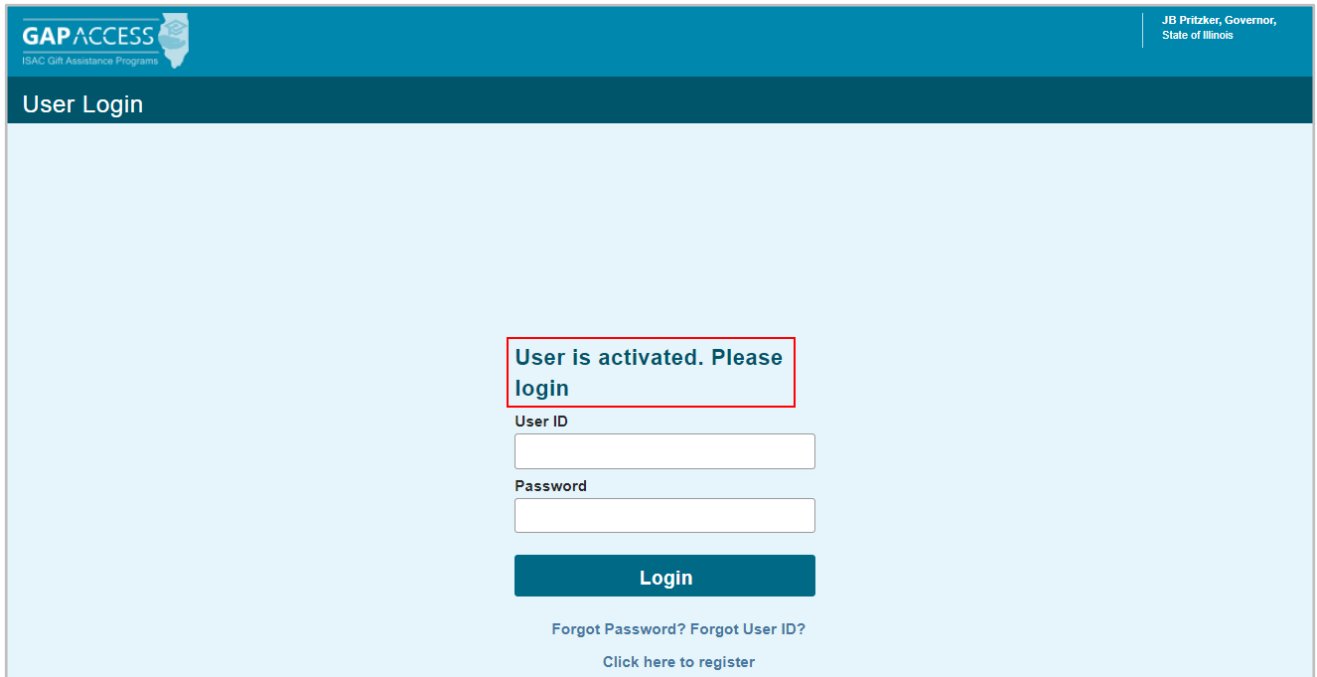
17. Once the “Setup Code” is received, use the link provided within the e-mail to activate your account.



The screenshot shows the GAP ACCESS website header with the logo and the text "ISAC Gift Assistance Programs" and "JB Pritzker, Governor, State of Illinois". Below the header is a dark blue bar with the text "User Login". The main content area has a light blue background with the heading "Your account is Not activated. Please provide the Setup Code." and a note: "* Indicates required field". Below this is a form with a label "* Setup Code" and a text input field. A dark blue button with the text "Enter" is positioned below the input field.

GAP Access Registration

18. Enter the “Setup Code” provided by ISAC, and click on “Enter.” The web browser will change to the following screen with a notification that the user account is activated.

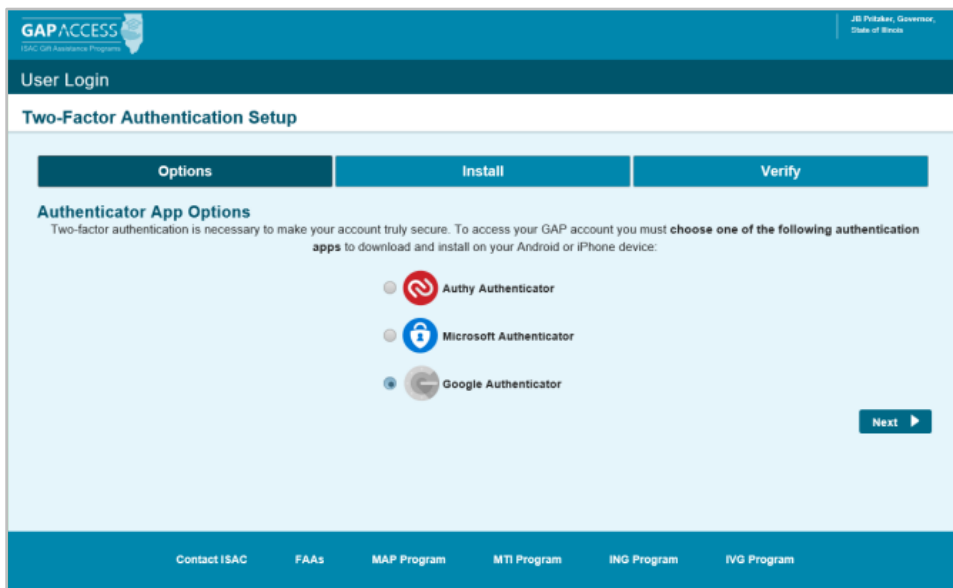


The screenshot shows the 'User Login' page of the GAP ACCESS system. At the top left is the GAP ACCESS logo with the text 'ISAC Gift Assistance Programs'. At the top right, it says 'JB Pritzker, Governor, State of Illinois'. The main heading is 'User Login'. A red-bordered box highlights the message: 'User is activated. Please login'. Below this are two input fields: 'User ID' and 'Password'. A dark blue 'Login' button is centered below the fields. At the bottom, there are links for 'Forgot Password? Forgot User ID?' and 'Click here to register'.

19. Enter the “User ID” and “Password” created during registration process, then click on the “Login” button.

20. GAP Access will prompt the user to set up Two-Factor Authentication. (If additional assistance is needed with this step, see the User guide found at <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.



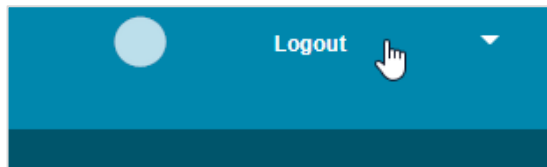
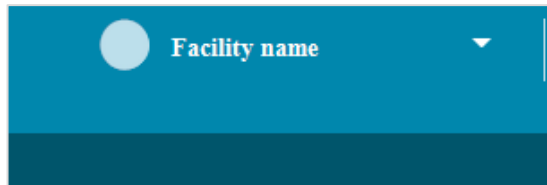
The screenshot shows the 'Two-Factor Authentication Setup' page. At the top left is the GAP ACCESS logo. At the top right, it says 'JB Pritzker, Governor, State of Illinois'. The main heading is 'User Login'. Below the heading is a dark blue bar with 'Two-Factor Authentication Setup'. There are three tabs: 'Options', 'Install', and 'Verify'. Under 'Options', the heading is 'Authenticator App Options'. The text says: '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:'. There are three radio button options: 'Authy Authenticator' (selected), 'Microsoft Authenticator', and 'Google Authenticator'. A 'Next' button with a right arrow is at the bottom right. At the bottom of the page, there are links for 'Contact ISAC', 'FAQs', 'MAP Program', 'MTI Program', 'ING Program', and 'IVG Program'.

GAP Access Registration

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 when you are finished working in it.

- a. Logout is located on the top right side of GAP Access screen. Hover your cursor over the facility name and click “Logout.”



Accessing the CBH LRP Program in GAP Access

Instructions for accessing the CBH LRP Program:

1. Login with your “User ID” and “Password” created during the registration process, then click “Login.” You will see a message to indicate that you have successfully logged in. You may also be presented with an ISAC survey to complete, which is optional.

The screenshot displays the GAP ACCESS user interface. At the top, the logo for GAP ACCESS (ISAC Gift Assistance Programs) is on the left, and the name of the Governor, JB Pritzker, State of Illinois, is on the right. Below the logo, there are navigation tabs for "Administration" and "Programs".

The main content area shows a "User Login: Successful" message. Below this, it says "Welcome," and "Last Login:". There is a blue button labeled "Update Profile".

Below the login section, there is a section titled "ISAC Survey" with the text "Please click [here](#) to take Survey." A blue button labeled "Contact ISAC" is located at the bottom left of this section.

A modal window titled "New GAP Access Survey" is open in the foreground. It contains a table with the following structure:

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

At the bottom of the modal window, there is a blue button labeled "Submit".

Sample of optional ISAC survey.

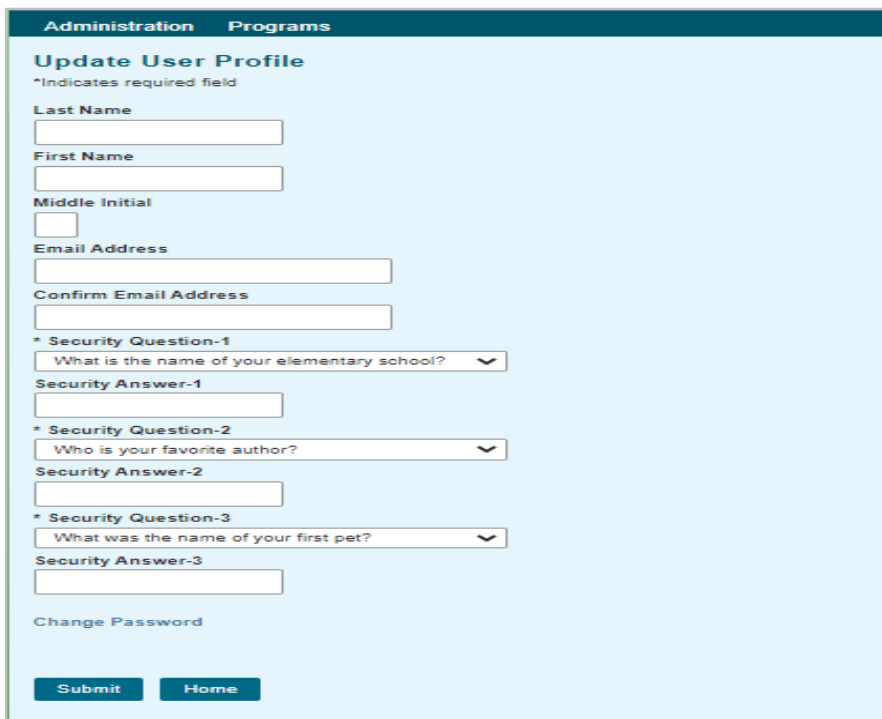
Accessing the CBH LRP Program in GAP Access

2. On the login screen, an “Update Profile” button is available if you need to make changes to your user information.



The screenshot shows the GAP ACCESS user interface. At the top, there is a blue header with the logo and the text "ISAC Gift Assistance Programs". Below the header, there are two tabs: "Administration" and "Programs". The main content area displays "User Login: Successful" and "Welcome, TEST TESTER". At the bottom of the main content area, there is a blue button labeled "Update Profile".

- 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).



The screenshot shows the "Update User Profile" screen. At the top, there are two tabs: "Administration" and "Programs". The main content area has the title "Update User Profile" and a note: "*Indicates required field". The form contains the following fields and options:

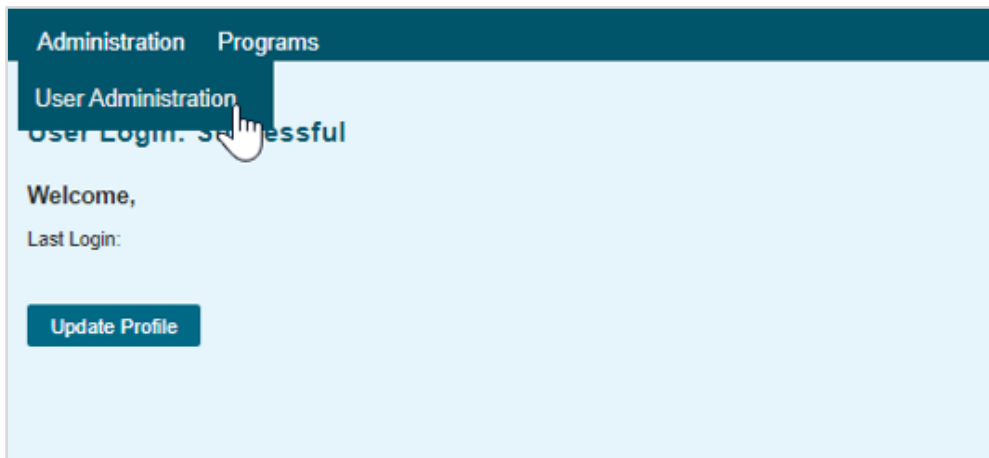
- Last Name:
- First Name:
- Middle Initial:
- Email Address:
- Confirm Email Address:
- * Security Question-1: (dropdown menu)
- Security Answer-1:
- * Security Question-2: (dropdown menu)
- Security Answer-2:
- * Security Question-3: (dropdown menu)
- Security Answer-3:
- Change Password: [Change Password](#)

At the bottom of the form, there are two buttons: "Submit" and "Home".

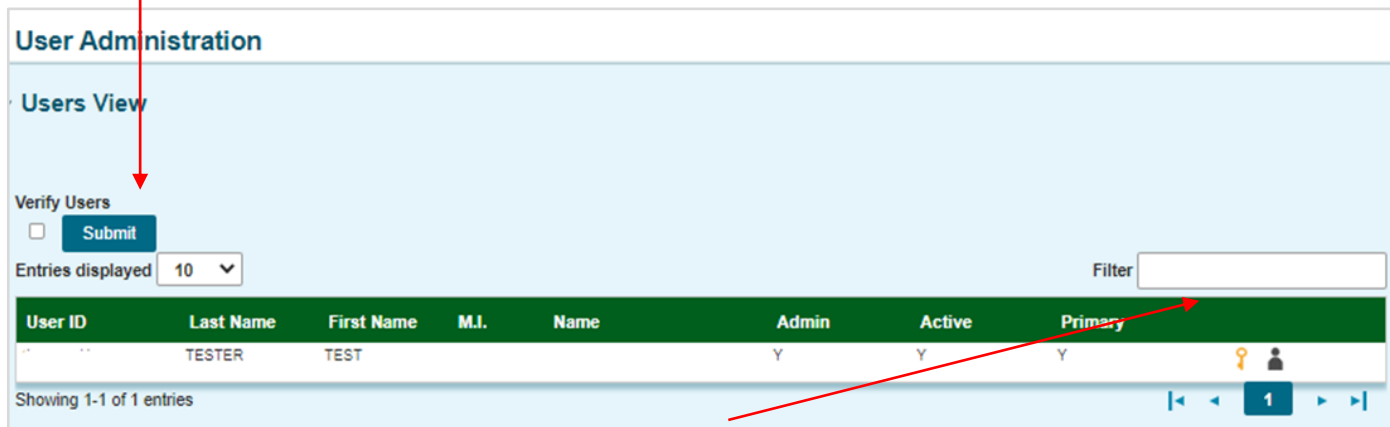
- b. If you need to change your Password, click on the “Change Password” link that appears at the bottom of the Update User Profile screen. Prior to changing your password, you will need to provide the security question responses that you entered when first creating your account. If you try to change your password but do not know your security question responses, you must contact ISAC for assistance.

Accessing the CBH LRP Program in GAP Access

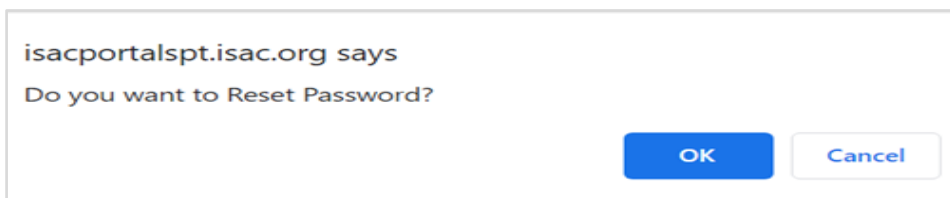
- The Administration tab includes user administration information for your facility. To access it, hover over the “Administration” tab and then click “User Administration.”



- 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 three icons.

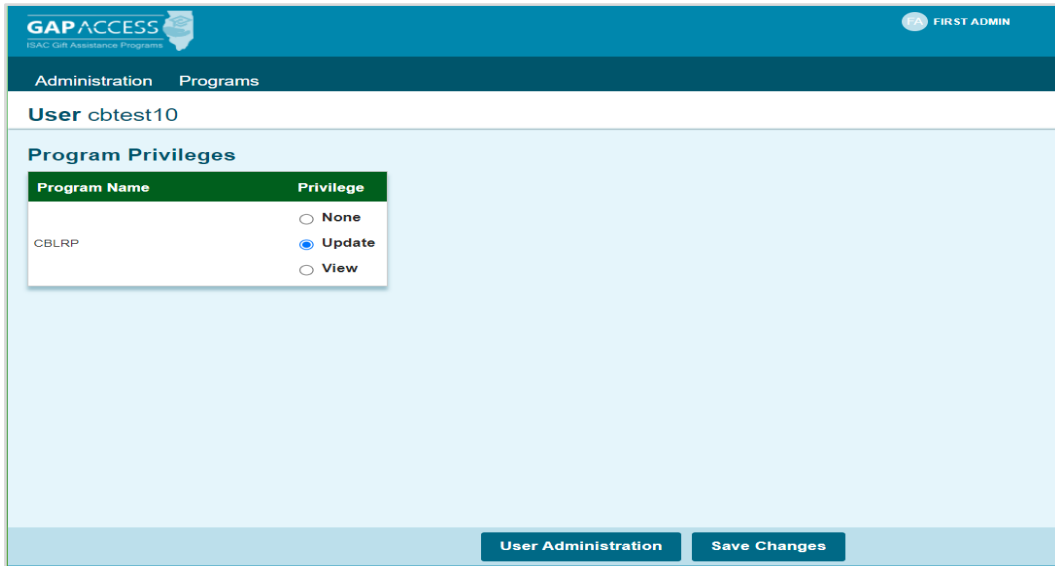


- The first icon looks like a key and may be used to reset your password.

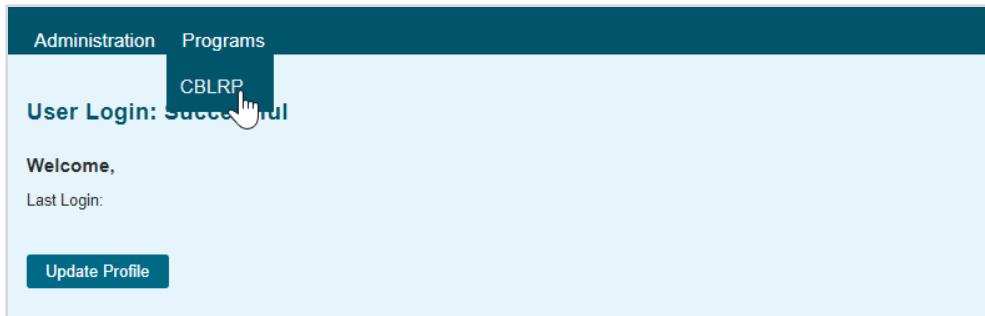


Accessing the CBH LRP Program in GAP Access

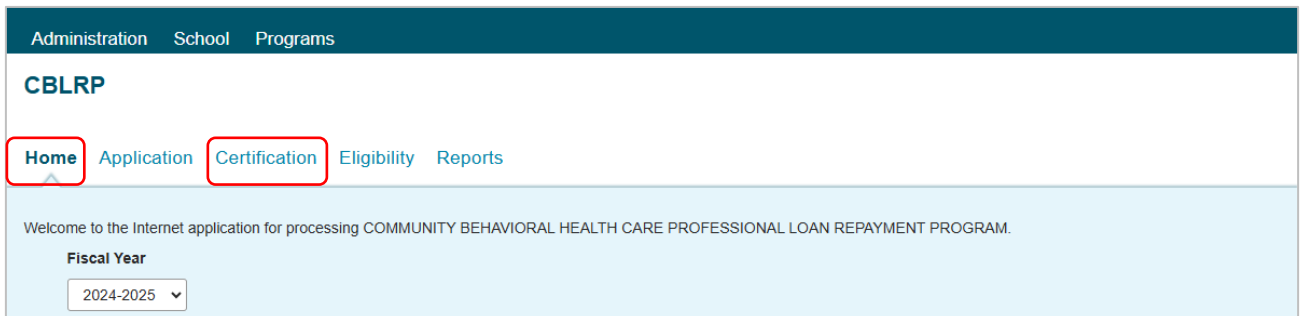
- ii. The second icon looks like a person and may be used to assign user privileges.



- 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 available to you.
 - a. Home – This is the default screen for CBLRP, and the Fiscal Year dropdown will default to the current year.
 - b. Certification – Provides the list of employees who need to be certified.



Navigation of Certification List: View Screen

1. Certification tab – Provides a list view of certification records for applicants who have indicated on their application that they work or have worked at your facility.
 - a. Records will be listed in alphabetical order by last name.
 - b. Default view displays only the last four digits of the SSN. To view the entire SSN click on the “Lock” icon.
2. **If you have multiple facility locations, be sure to select each facility from the drop-down list and complete all of the certification records on each respective list.**

Administration School Programs

CBLRP 2024-2025: Certification List: View

Select Facility Name
-- ALL FACILITIES -- Go

-- ALL FACILITIES --

Home Application **Certification** Eligibility Reports

List Filter

Entries displayed 100

#	Current SSN	Last Name	First Name	Date of Birth	Employment Status	Employment Start Date	Employment End Date	Qualified Behavioral Health Profession	Certification Date	HPSA score
1										
2										
3					Currently Employed	10/03/2022		Other	01/14/2025	18
4										
5										
6										
7					Currently Employed	07/17/2017		Licensed marriage and family therapist (LMFT)	01/14/2025	18
8										
9										
10										

Showing 1 to 100 of 177 entries

View Report Excel Report

- A “Filter” tab allows the user to filter records by different options:
 - SSN, First name, Last name, Certified (Certified filter options are All, No, or Yes)
- Entries displayed – Dropdown allows number of entries seen on list to be expanded.
 - 20, 50, 100, 150
- View Report – Download txt file format report based on current view.
- Excel Report – Download Excel file format report based on current view.

Completing Certification

1. Click on the certification record on the list to open up the individual certification screen.
 - o Click on any of the following: Current SSN, Last name, First name, or Date of Birth.

Certification Data

SMITH, JOHN
FACILITY NAME
123 ABC ST.
CHICAGO, IL, 60001

Occupation	Occupation Start Date	Date Most Recent Licensure/Certification Obtained
Licensed clinical professional counselor (LCPC)	01/19/2024	01/19/2024

Educational Credential	Date Most Recent Degree Obtained
Degree necessary to meet the certification requirements for a LCSW/LSW, LCPC/LPC, LMFT	05/01/2014

Current Job Title:
CLINICAL MANAGER

Applicant's Employment Status:

*Please select applicant's qualified behavior profession(s) from the following:
(Select all that apply)*
Note: For the profession(s) you select, please include the Position Start Date and the date the Licensure/Certification was obtained for each position. If unknown, please leave the date box blank.

2. Select the Employment Status option:
 - a. Select one of the following:

---Select Employment Status---

---Select Employment Status---

Currently Employed

Previously Employed

Does not currently and has not worked at this location

3. Then indicate the Applicant's Licensure/Certification, selecting all that apply:

Certification Data

Applicant's Licensure/Certification:

- Psychiatrist
- Advanced practice registered nurse
- Physician assistant
- Clinical psychologist who holds a doctoral degree (Psy.D or Ph.D.)
- Licensed clinical social worker (LCSW)
- Licensed clinical professional counselor (LCPC)
- Licensed marriage and family therapist (LMFT)
- Certified alcohol and drug counselor (CADC)
- Certified recovery support specialist (CRSS)
- Licensed Social Worker (LSW)
- Licensed Professional Counselor (LPC)
- Other

Please verify the applicant's educational credentials for the profession(s) selected above for this applicant. If the applicant does not currently have a license or certification, but does have a master's or bachelor's degree in one of the areas listed, please select the correct option below. If none of these options apply for this applicant, please select, "Other" and indicate a reason in the text box and leave the Date Most Recent Degree Obtained box blank.

Completing Certification

- Continue to complete the certification record by providing:
 - The applicant's Educational Credential
 - HPSA Score options: Numbers 1 – 26
 - Employment Start and End Dates, using the Calendar tool or manually entering the date (Format: MM/DD/YYYY)
 - Job Title, providing current and previous titles and dates, as appropriate.

Certification Data

Applicant's Educational Credential: Degree necessary to meet the IDFPR licensure requirements for a Psychiatrist, APRN, Physician Assistant, or a Clinical psychologist
 Degree or training program necessary to meet the certification requirements for a CADC or CRSS
 Degree necessary to meet the certification requirements for a LCSW/LSW, LCPC/LPC, LMFT
 Master's degree in counseling, psychology, social work, or marriage and family therapy
 Bachelor's degree in counseling, psychology, or social work
 Other

Applicant's HPSA Score:

Applicant's Employment Start Date:

Applicant's Employment End Date:

Applicant's Current Job Title:

Applicant's Current Job Start Date:

Applicant's Previous Job Title:

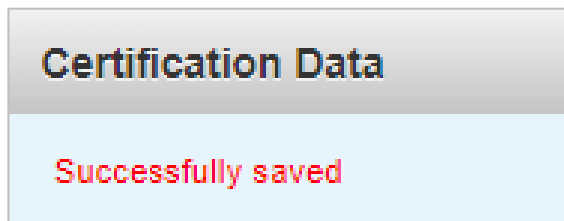
Applicant's Previous Job Start Date:

Applicant's Previous Job End Date:

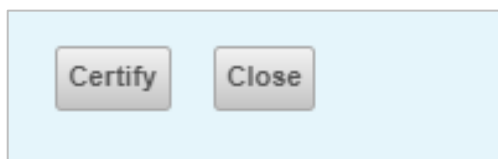
Month Year

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

- After all required fields are filled in, click on the “Certify” button to save the information and complete the process.
 - A “Successfully saved” notification will appear above the employee name.



- After the certification record is successfully saved, click on the “Close” button to return to the certification list and continue the process for another record..



Completing Certification

Required Fields based on Employment Status:

- If “Currently Employed” is selected, required fields are:
 - a) Most Recent Position
 - b) HPSA Score
 - c) Employment Start date

- If “Previously Employed” is selected, required fields are:
 - 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:
 - a) No additional fields are required
 - b) Click on “Certify” and “Close”