



GAP Access Portal User Guide

- Creating & Activating User Accounts
- Two Factor Authentication
- Setting Privileges
- User Administration & Security

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Overview of GAP Access

ISAC Gift Assistance Programs Access – also known as GAP Access -- is the online portal through which ISAC programs are administered by ISAC school partners. Through the GAP Access portal, users complete steps that are required for the administration of ISAC programs, including determining eligibility and submitting requests for program benefits.

Due to the confidential nature of the student-specific data involved, a secure authentication process is required before access can be granted to the portal.

Types of GAP Access Users

GAP Access has three levels of users at each participating institution:

- *Primary Administrator* -- responsible for determining, authorizing, and overseeing the appropriate level of access for other users at their organization;
- *Administrators* – can grant privileges, reset passwords, and update and view applicant records;
- *Users* – can view and/or update applicant records.

Assigning GAP Access Users

Every institution that administers an ISAC program through the GAP Access portal must have a Primary Administrator to oversee the institution's use of the portal. The Primary Administrator may then authorize other staff members to have an Administrator or User account, depending on their position and job responsibilities. **An institution that is new to GAP Access, must first set up a Primary Administrator before any other user accounts can be created.**

- For postsecondary institutions, the Primary Administrator must be the Financial Aid Director
- For high schools, the Primary Administrator must be the principal or superintendent.

Both the Primary Administrator and Administrators have the ability to reset passwords, resolve access issues, and determine which programs their users will be able to access. It is recommended that institutions have at least one Administrator in addition to their Primary Administrator.

Accessing GAP Access

All users must have a valid GAP Access ID and password to access the portal. Once a user has registered and created an account to establish a user name and password, they will also have to set up a two-factor authentication process. More information on those processes can be found on the following pages.

User Guides for navigating the various programs that are administered in GAP Access can be found at www.isac.org/gap-access/.

GAP Access Security

Two-Factor Authentication (2FA)

- This security measure that requires both a password and a single-use verification code and is required every time a user logs in to the GAP Access portal.
- The two required factors are: 1) a GAP Access User ID and password and 2) a single-use verification code obtained through an authentication application (unique code generated for each login).

User Agreement Confirmation

- All GAP Access users will be presented with a user agreement to review initially and then on an annual basis.
- In order to proceed with their login process, the user must agree to the terms and conditions. Once a user agrees to the user agreement, an email will be sent to the user that will include a copy of the agreement terms for their records.

GAP Access Passwords Must Be Changed Every 30 Days

- GAP Access passwords for Users, Administrators, and Primary Administrators must be updated every 30 days.
- Password resets can be done through the GAP Access portal without contacting ISAC by using the “Forgot Password/Forgot USER ID” link on the User Login page.
- Passwords 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 {!@#%&+=}.

Individual GAP Access User Accounts Will Be Locked After 60 Days of Inactivity

- A GAP Access account (User, Administrator, or Primary Administrator) that is not accessed for a period of 60 consecutive days will become inactive.
- Should an account become locked due to inactivity, the Primary Administrator at the institution may reactivate the account by following the same steps taken to activate new accounts.

Annual User Verification Process

- Primary Administrators at all institutions are expected to complete an annual user verification process which involves reviewing the list of GAP Access users at your institution to determine if they still require access, that their level of access is correct.
- Any users who no longer need access should be deleted from the user list.

Primary Administrators

Only the Financial Aid Director or High School Principal or Superintendent can register for a GAP Access Primary Administrator account. Once you register, your name and affiliation to your school will be verified by ISAC prior to the issuance of an acceptance e-mail.

Responsibilities of Primary Administrators:

- Identify other staff members who will need a GAP Access account and determine the type of account they will need.
- Provide access and assign or update privileges.
- Update/maintain school demographic data, including contact information, address, etc.
- Regularly remove users who no longer need access to the GAP Access portal.
- Complete annual user verification request from ISAC by established deadline date.

Adding User Accounts:

- Direct the user to register for an account and communicate the type of account they will need.
- When the Primary Administrator receives the request to approve a new user or to update user privileges, the Primary Administrator can complete the necessary steps within the GAP Access portal and finalize the request.
- System-generated e-mail messages are automatically sent throughout the process, as applicable, to the Primary Administrator and/or to the staff requesting privileges.
- In order for the new users to create their accounts, the Primary Administrator must provide the School Setup Code to the authorized users as part of their account creation process.
- **The only situation that requires involvement from ISAC is when it is necessary to register a new Primary Administrator or switch the Primary Administrator role to a different staff member.**
 - In this case, contact ISAC at isac.schoolservices@illinois.gov.

While a school may establish as many Administrators as needed, each school may only have one Primary Administrator and it should be a Financial Aid Director or High School Principal (or Superintendent).

If at any point, your school has a new Financial Aid Director or High School Principal, contact ISAC at isac.schoolservices@illinois.gov or 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 the new Primary Administrator, the individual will need to create and activate an account by following the Administrator registration instructions.

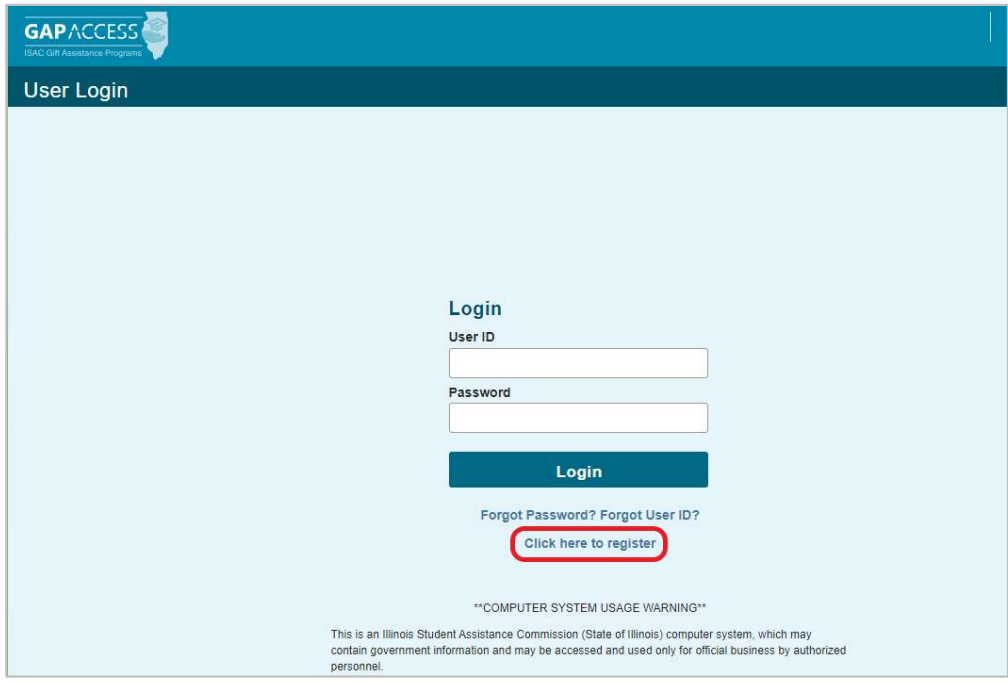
Registering for a GAP Access Account

To create a GAP Access account, follow these steps:

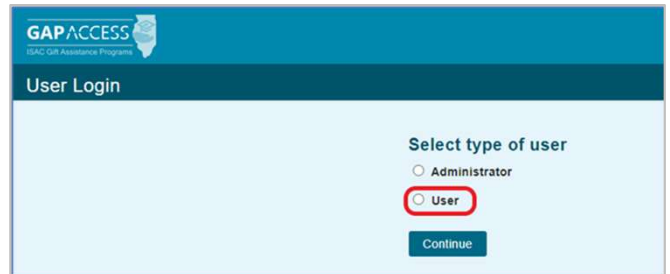
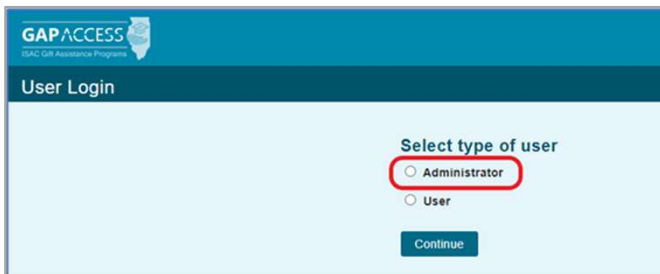
1. Navigate to the GAP Access Login Screen at <https://isacportal.isac.org/>. You can also navigate to this screen using GAP Access quick links that can be found at both the top and bottom navigation ribbons at isac.org



2. Click on the “Click here to register” link.



3. Choose the type of user account that you are requesting: Administrator (which includes Primary Administrators) or User.



Registering for a GAP Access Account

4. Complete all fields on the **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.

GAP ACCESS
WAC-GAP Assistance Program

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 Challenge Question Answer

* Select Challenge Question
What is the name of your elementary school?

* Challenge Question Answer

* Confirm Challenge Question Answer

[Confirm](#)

5. After all fields have been completed on the **Registration** page, click on the “Confirm” button.

Registering for a GAP Access Account

6. A **Registration Confirmation Page** will appear. Review all the data.
 - a. If no further changes are needed, click on the “Submit” button at the bottom of the page.
 - b. If changes are needed, click on the “Make Corrections” button and correct as needed. Then click on the “Confirm” button again.

It is recommended that you print the confirmation page prior to submitting your information to ISAC so you have a record of your information, which may be needed in the future should you need to change your password.

The screenshot shows the 'Registration Confirmation Page' in the GAP ACCESS system. The page has a blue header with the 'GAP ACCESS' logo and 'ISAC Gift Assistance Programs' text. Below the header is a dark blue bar with 'User Login' in white. The main content area is white and contains the title 'Registration Confirmation Page' and a note '* Indicates required field'. A 'Previous Step' button is located at the top left of the form area. The form fields are as follows:

- School Name: AUGUSTANA COLLEGE-001633
- Last Name: [Redacted]
- First Name: [Redacted]
- Middle Initial: [Redacted]
- E-mail: [Redacted]
- User ID: [Redacted]
- Selected Challenge Question: [Redacted]
- Challenge Question Answer: [Redacted]
- Selected Challenge Question: [Redacted]
- Challenge Question Answer: [Redacted]
- Selected Challenge Question: [Redacted]
- Challenge Question Answer: [Redacted]

At the bottom of the form are two buttons: 'Submit' and 'Make Corrections'.

7. You will then see a screen indicating that your registration is complete. At this point, close your browser window.

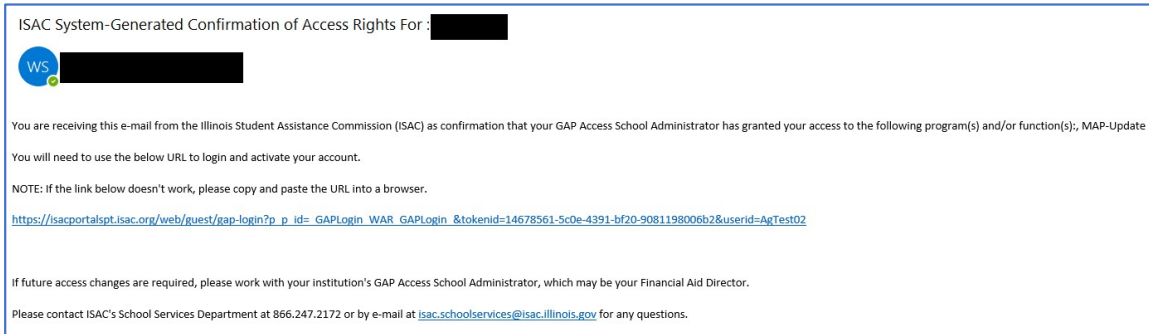
The screenshot shows the 'Registration is completed' message in the GAP ACCESS system. The page has a blue header with the 'GAP ACCESS' logo and 'ISAC Gift Assistance Programs' text. Below the header is a dark blue bar with 'User Login' in white. The main content area is white and contains the message 'Registration is completed.' followed by a bullet point: 'Your registration is completed and School Administrator will verify your registration and will send a confirmation email. Please close the browser.'

If you are registering as a Primary Administrator, ISAC will verify your information and your role at the institution and then you will receive a confirmation e-mail. If you are registering as an Administrator or User, an e-mail will be sent to your Primary Administrator who will need to verify your registration and grant user privileges.

Activating a Primary Administrator Account

After you've completed the registration process and ISAC has confirmed that you meet the criteria to be registered as a Primary Administrator, you will receive two separate e-mails from this ISAC email address: isac.schoolservices@illinois.gov.

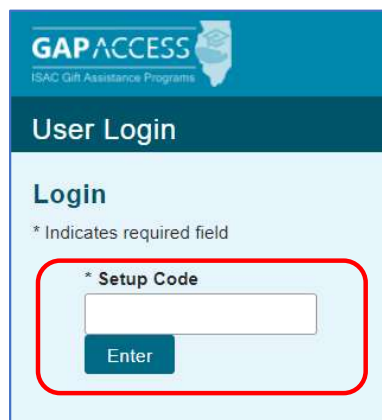
- One email will provide the link/URL you will need to activate your account.
- If you are being established as the Primary Administrator, the second email will provide your **School Setup Code** (access code).
- **You should wait to receive both e-mails before following the link that is provided in the first e-mail because you will need both the link and the Setup Code to activate your account.**



IMPORTANT: the activation link/URL that you will receive 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, you will need to restart the process of creating and activating your GAP Access account.

When you have both emails, click on the URL to activate your account.

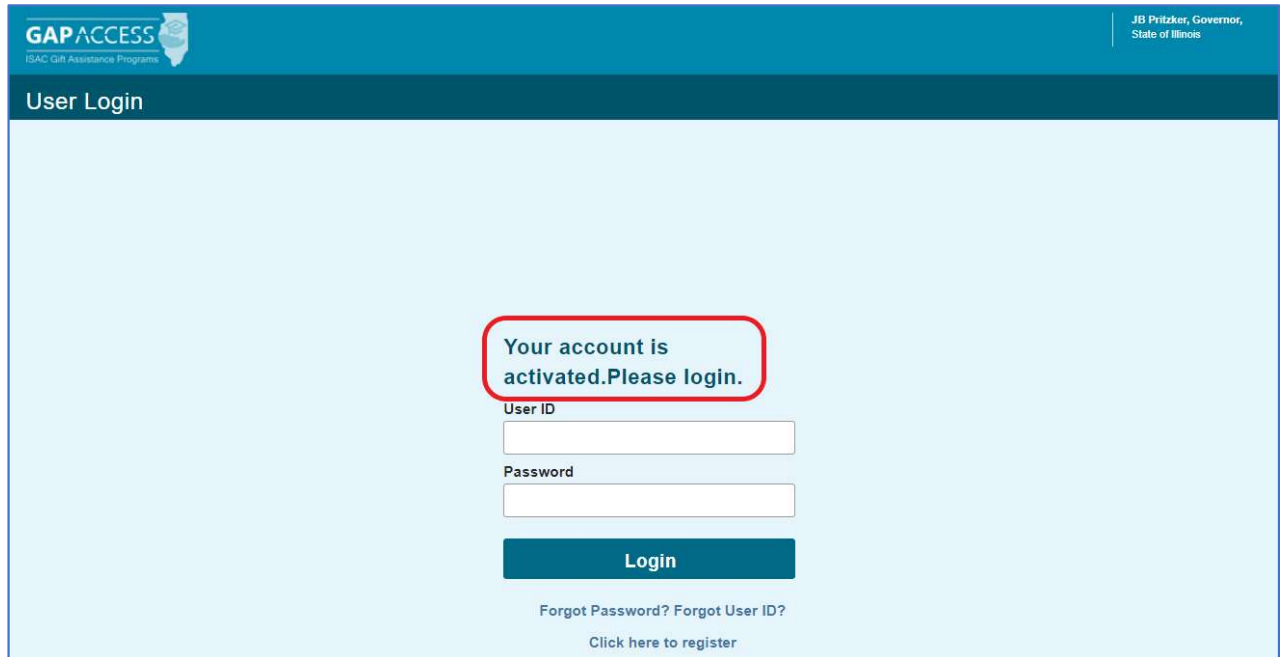
At the GAP Access Login screen, you will see a message indicating that your account has not yet been activated, and you will be prompted to enter your School Setup Code. Enter the access code from the second email into the "School Setup Code" field, and then click on the "Enter" button.



IMPORTANT: As the school's GAP Access Primary Administrator, you will be responsible for providing other users with this "School Setup Code" (or delegating that duty to another administrator). **Keep this Setup Code for future reference.**

Activating Your Account

The **GAP Access Login** screen will then indicate that your account has been activated, and you will be prompted to enter your User ID and Password. Be sure to enter the information exactly as you originally established it in step 4 of the “To Activate” section (above). Click on the “Login” button.



The screenshot shows the 'User Login' page for GAP ACCESS. At the top left is the logo 'GAP ACCESS ISAC Gift Assistance Programs' and at the top right is 'JB Pritzker, Governor, State of Illinois'. The page title is 'User Login'. A red-bordered box highlights the message: 'Your account is activated. Please login.' Below this are two input fields labeled 'User ID' and 'Password', followed by a blue 'Login' button. At the bottom, there are links for 'Forgot Password? Forgot User ID?' and 'Click here to register'.

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



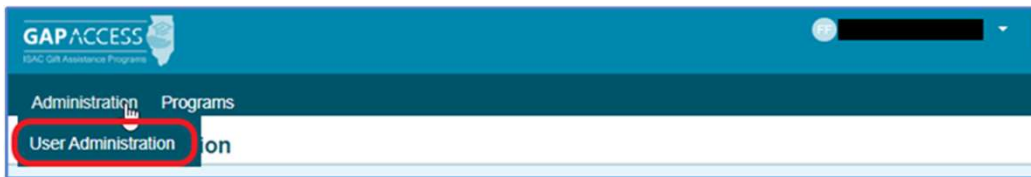
The screenshot shows the 'Administration Programs' page. At the top left is the logo 'GAP ACCESS ISAC Gift Assistance Programs' and at the top right is 'JB Pritzker, Governor, State of Illinois'. The page title is 'Administration Programs'. The main content area displays 'User Login: Successful'. Below this is a 'Welcome,' followed by a redacted name, and 'Last Login:' followed by a redacted date. At the bottom, there is a blue 'Update Profile' button.

- 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).

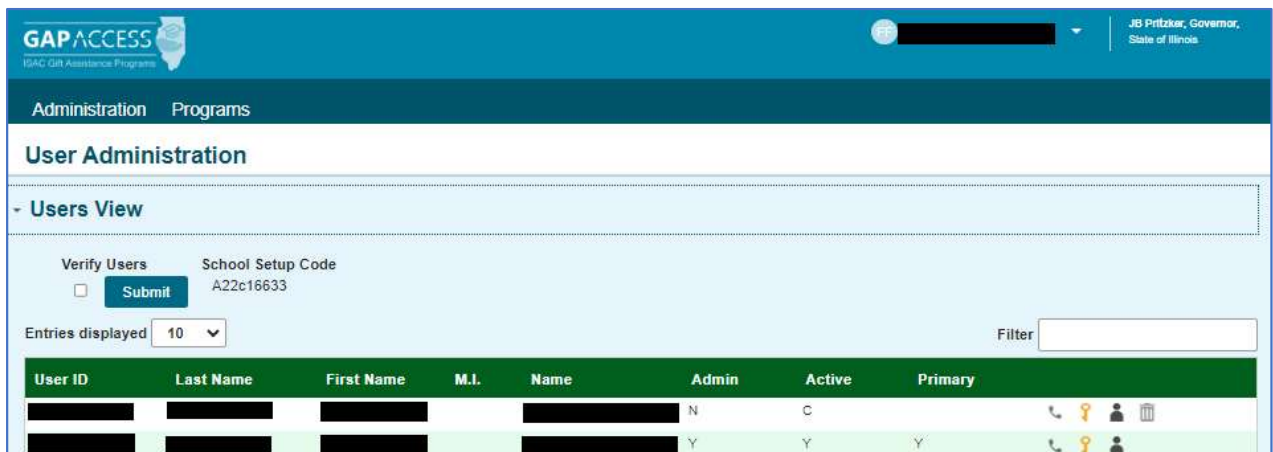
Activating User Accounts

Following registration by the staff member, Primary Administrator (or another staff member with an activated Administrator account) should complete the following tasks:

1. Watch for an automated e-mail from ISAC, indicating that a staff member from your school has requested a GAP Access Administrator or User 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 at <https://isacportal.isac.org/> or via the isac.org website using Quick Links at the bottom or top 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."



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 Administrator or User for their first login.**
5. Find the row for the new Administrator account, where you will see 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 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 Administrator and User Accounts

When other Administrator or User registrations are submitted, the Primary Administrator at the institution will receive an e-mail from ISAC asking them to confirm that the registrant should be granted “Administrator” or “User” privileges. The user privileges must be set up by the Primary Administrator before the Administrator can log in.

Following registration by a staff member, the Primary Administrator (or another staff member with an activated Administrator account) should complete the following tasks:

1. Watch for an automated e-mail from ISAC, indicating that a staff member from your school has requested a GAP Access Administrator or User 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 at <https://isacportal.isac.org/> (or via the isac.org website using Quick Links at the bottom or top 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.”



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 Setup Code to the new Administrator for their first login.**
5. Find the row for the new Administrator 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 look like a *person*, and may be used to assign user privileges.

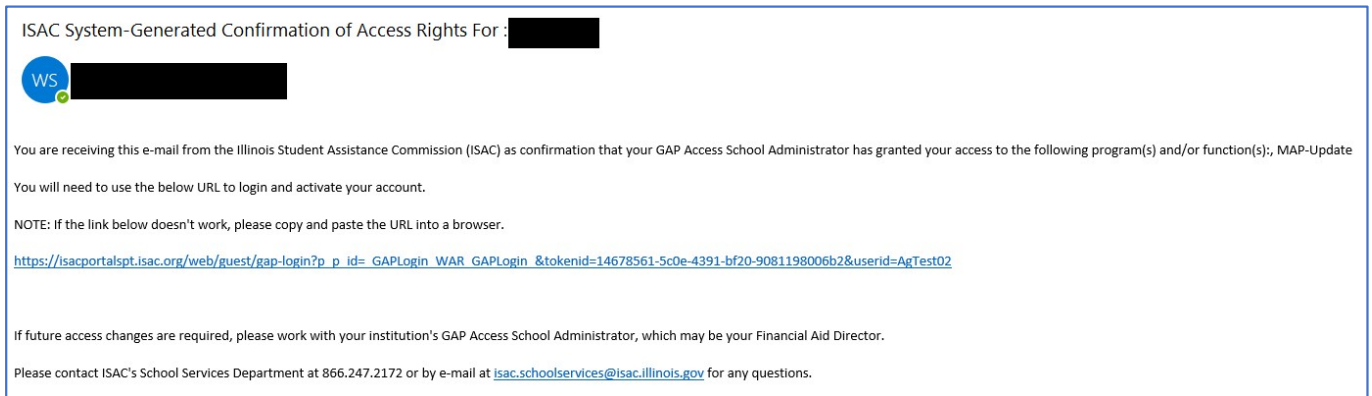


Delete User -- The fourth icon looks like a *garbage can*, and may be used to delete users (this icon will not appear on your own user row).

Activating Other Administrator Accounts

The new Administrator or User will then receive an e-mail from this ISAC email address: isac.schoolservices@illinois.gov, which will include an activation link/URL that must be used to activate their account.

Additionally, the new Administrator or User will need a Setup Code, to be provided by the Primary Administrator.



IMPORTANT: the activation link/URL received via e-mail is only 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 user will need to restart the process of creating and activating a GAP Access account.

Clicking on the activation link/URL will take the user to the Login screen where they will be prompted to enter the School Setup Code. Enter the access code and then click on the “Enter” button.

GAP ACCESS
ISAC Gift Assistance Programs

User Login


Login

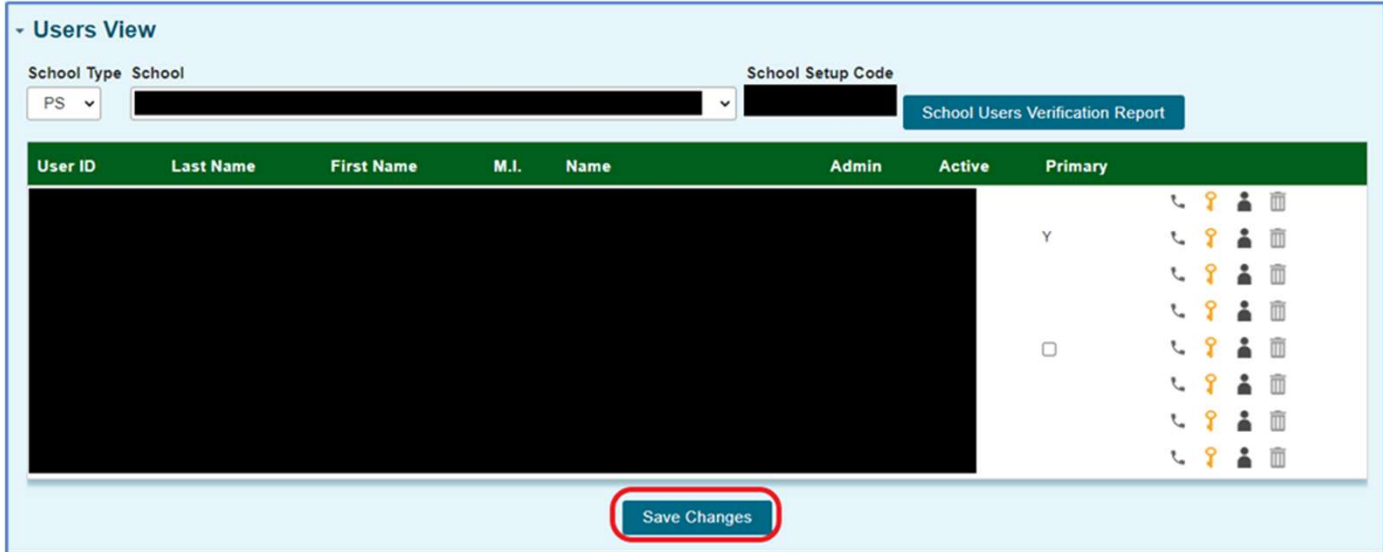
* Indicates required field

* Setup Code

Enter

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.

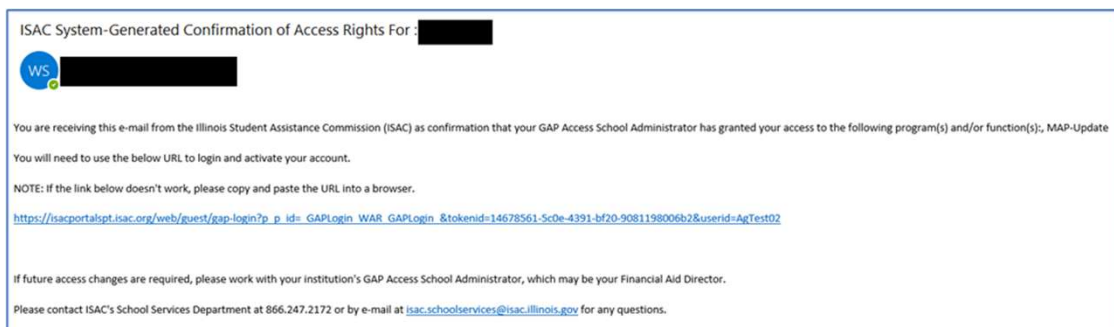


The screenshot shows the 'Users View' interface. At the top, there are dropdown menus for 'School Type' (set to 'PS') and 'School', and a 'School Setup Code' field. A 'School Users Verification Report' button is visible. Below this is a table with the following columns: User ID, Last Name, First Name, M.I., Name, Admin, Active, and Primary. The table contains several rows of data, with the 'Active' column showing 'Y' and 'N'. To the right of the table are icons for each user, including a phone, a key, a person, and a trash can. At the bottom of the interface, a 'Save Changes' button is highlighted with a red circle.

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 follow the same steps as that a Primary Administrator would (as outlined in page above).

1. Watch for an e-mail from ISAC's School Services Department, which will provide the link/URL that they will need 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.



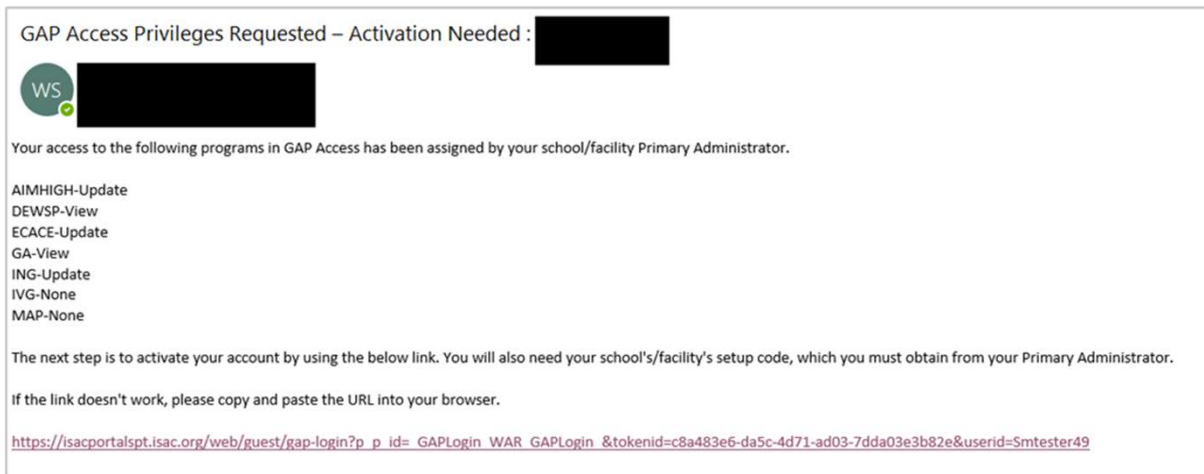
- a. **IMPORTANT: the URL received via e-mail is valid for 48 hours** – if the URL is not used to activate the account within 48 hours after the time-stamp on the e-mail, the individual will need to restart the process of creating and activating the GAP Access account.

Activating GAP Access User Accounts

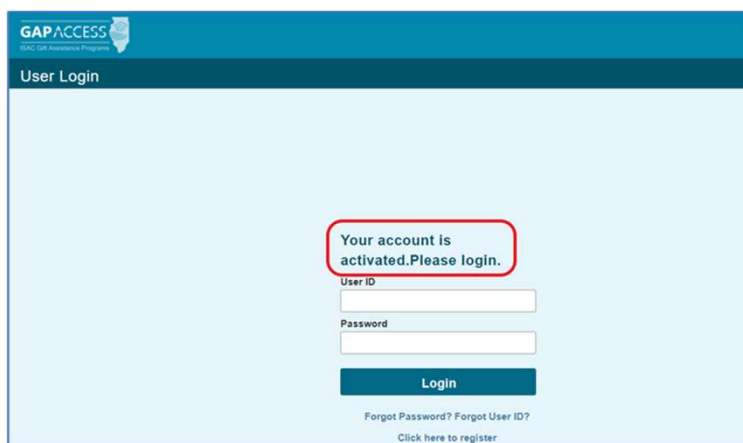
User Activation and Login

After the Administrator has completed the above steps, the GAP Access User 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.



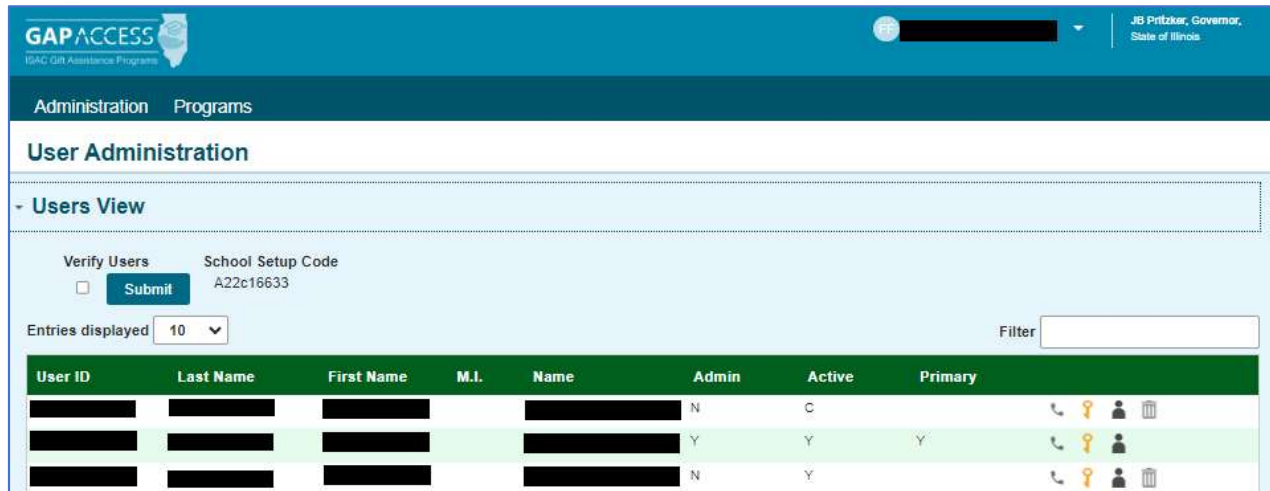
3. The **GAP Access Login** screen will indicate that the account has been activated, and the GAP Access User will be prompted to enter their User ID and Password.




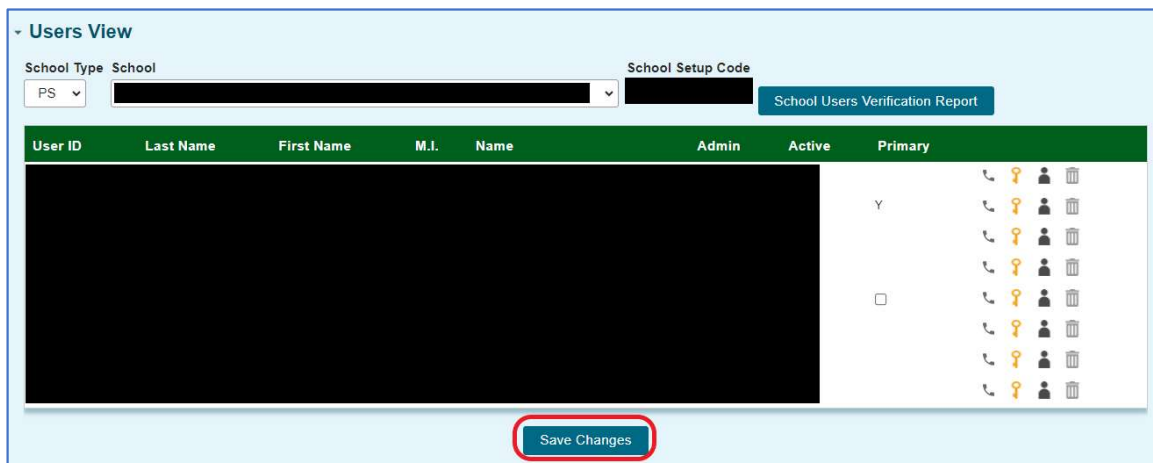
4. After confirming that the log in was successful, the GAP Access User should remember to log out of the system (by clicking on the "Logout" link that appears in the top right corner of the "GAP Access" screen).

Instructions for Setting Privileges

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 who is the school's Primary Administrator). In addition, there are four icons.



- Click on the Assign Privileges icon. 
- Verify that the correct User ID is displayed at the top of the new screen that appears.
- Assign appropriate privileges based on the user's job responsibilities, programs they will be working and level of access needed.
- Click on the "Save Changes" button.



Postsecondary Institution Privileges Screen

GAP ACCESS
ISAC Gift Assistance Programs

Person Administration School Programs

User [REDACTED]

Program Privileges

Program Name	Privilege
GA	<input type="radio"/> None <input type="radio"/> Update <input type="radio"/> View
MAP	<input type="radio"/> None <input type="radio"/> Update <input type="radio"/> View
MTI	<input type="radio"/> None <input type="radio"/> Update <input type="radio"/> View

FTP Access

Program Name	Select
GA	<input type="checkbox"/>
MAP	<input type="checkbox"/>
MTI	<input type="checkbox"/>
AUDIT	<input type="checkbox"/>

Other Privileges

Access To Privilege

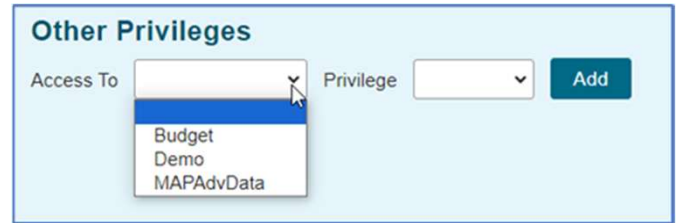
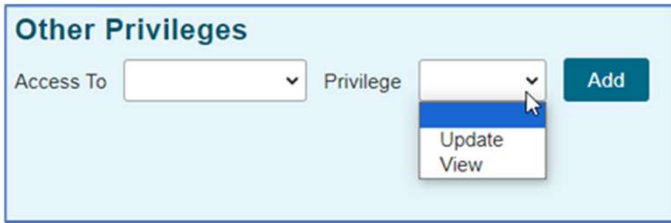
Existing Privileges

Contact ISAC FAAs MAP Program MTI Program ING Program IVG Program

1. Only Administrators have access to update program privileges.
2. Your User ID will appear at the top of the new screen (Admin Page will appear in the top left corner of the page).
3. 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 and GA).
4. Under the “Privileges” column, the options are: “None,” “Update” or “View.”
 - a. “None” will grant zero access to program data.
 - b. “Update” will grant the ability to both edit and view program data.
 - c. “View” will grant the ability to only view program data (with no editing ability).
5. After selecting the Program Privileges, click on the “Save Changes” button.

Postsecondary Institution Privileges Screen

Under the “Other Privileges” section, click the “Access To” and “Privilege” drop down options to set privileges for school demographic and budget information:

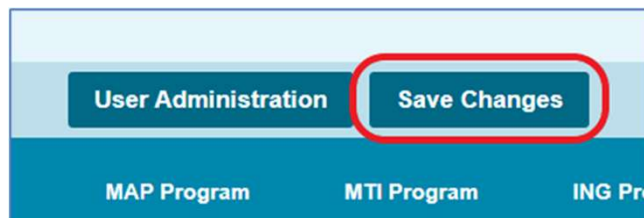


- Budget – This privilege level allows you to view or update your school’s budget information.
- Demo – This privilege level allows you to view and update your school’s demographic information. These privileges can be updated by an administrator at any time.
- MAPAdvData – This privilege level allows you to view and update statistics for MAP Advising Data that schools report to ISAC.

Select your “Other Privileges” and the level of “Privilege”.

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

After all changes have been made click on the “Save Changes” button.



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.

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.).

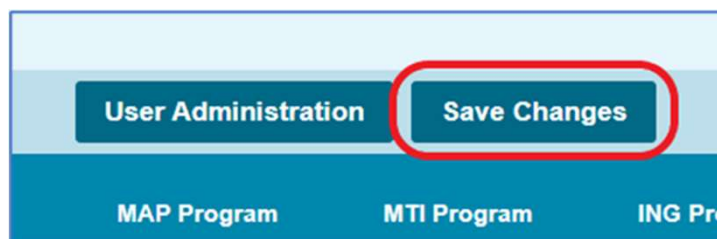


High School Program Privileges

The screenshot shows the GAP ACCESS user administration interface. At the top, there is a navigation bar with 'Administration', 'School', and 'Programs'. Below this, the user's name is displayed as 'User [redacted]'. The main section is titled 'Program Privileges' and contains a table with two columns: 'Program Name' and 'Privilege'. The table lists two programs: FAFSA and SSP. For each program, there are three radio button options: 'None', 'Update', and 'View'. The 'Update' option is selected for both FAFSA and SSP. Below the table, there is a section for 'Other Privileges' with a dropdown menu for 'Access To' (set to 'Demo'), a dropdown for 'Privilege' (set to 'Update'), and an 'Add' button. To the right, there is an 'Existing Privileges' section showing a list of 'Demo - Update' with a trash icon. At the bottom of the interface, there are two buttons: 'User Administration' and 'Save Changes'.

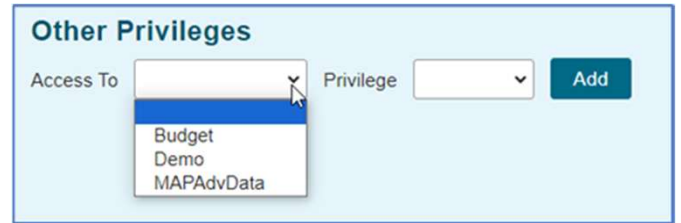
Program Name	Privilege
FAFSA	<input type="radio"/> None <input checked="" type="radio"/> Update <input type="radio"/> View
SSP	<input type="radio"/> None <input checked="" type="radio"/> Update <input type="radio"/> View

1. Only Administrators have access to update program privileges.
 - a. Your User ID will appear at the top of the new screen
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.
3. Under the “Privileges” column, the options are “None,” “Update,” or “View.”
 - a. “None” will grant zero access to the data.
 - b. “Update” will grant the ability to both edit and view data.
 - c. “View” will grant the ability to only view data (with no editing ability).
4. After selecting the Privileges levels, click on the “Save Changes” button.



High School Program Privileges

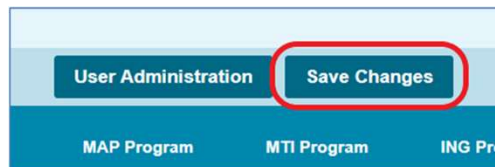
Under the “Other Privileges” section, appropriate privileges should be set for the school demographic changes:



- a. Budget – High Schools should **disregard** the Budget option. This is only for colleges.
- b. 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.
- c. MAPAdvData – High schools should **disregard** the MAPAdvData option. This is only for colleges.

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

After all changes have been made click on the “Save Changes” button.



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).



GAP Access Administrator Login and Set Privileges Instructions

GAP ACCESS
ISAC Gift Assistance Programs

FC TEST FC TEST

Administration Programs

Update User Profile

*Indicates required field

Last Name
[Redacted]

First Name
[Redacted]

Middle Initial
[Redacted]

Email Address
[Redacted]

Confirm Email Address
[Redacted]

* Security Question-1
[Redacted]

Security Answer-1
[Redacted]

* Security Question-2
[Redacted]

Security Answer-2
[Redacted]

* Security Question-3
[Redacted]

Security Answer-3
[Redacted]

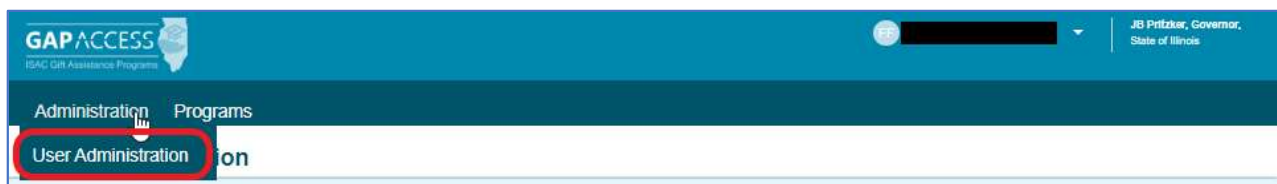
[Change Password](#)

Submit 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’s School Services Department for assistance.

5. Set your program privileges 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”



Two-Factor Authentication

Two-Factor Authentication is a security measure that requires both a password and a single-use verification code and is required every time a user logs in to the GAP Access portal.

Two Factors:

1. GAP Access User ID and Password
2. Single-use verification code obtained through an authentication application (unique code generated for each login)

When a GAP Access account is activated, the next step in the process is to set up the two-factor authentication process.

Authentication Applications

The single-use verification code required for GAP Access login is obtained through an authentication application. ISAC recommends one of the following free applications that can be used. ISAC does not endorse or recommend one product over another.

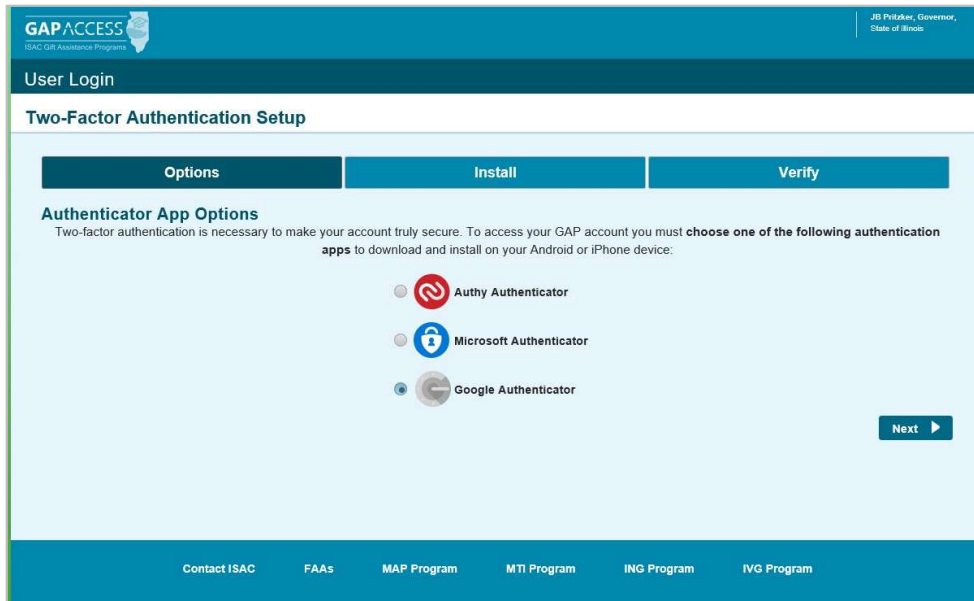
- Google Authenticator
- Microsoft Authenticator
- Authy Authenticator

Colleges may choose to use an authentication application other than those options listed above, as long as the application is compatible with GAP Access.

Please note that the application used by the U. S. Department of Education **is not** a compatible option. Contact ISAC at isac.schoolservices@illinois.gov to confirm whether an alternative application is compatible.

Authentication Application Selection and Set Up

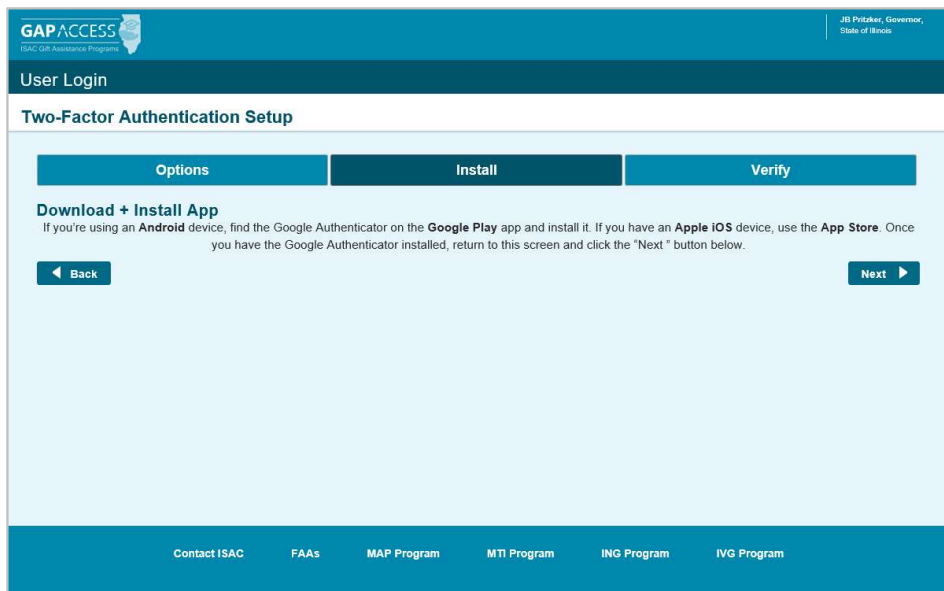
Log in to the GAP Access portal using your GAP Access User ID and Password. Select the two-factor authentication application you have opted to use.



Application Download and Installation

Clicking on the authenticator application, follow the instructions on the Two-Factor Authentication Setup screen. This process will sync the application to your GAP Access account.

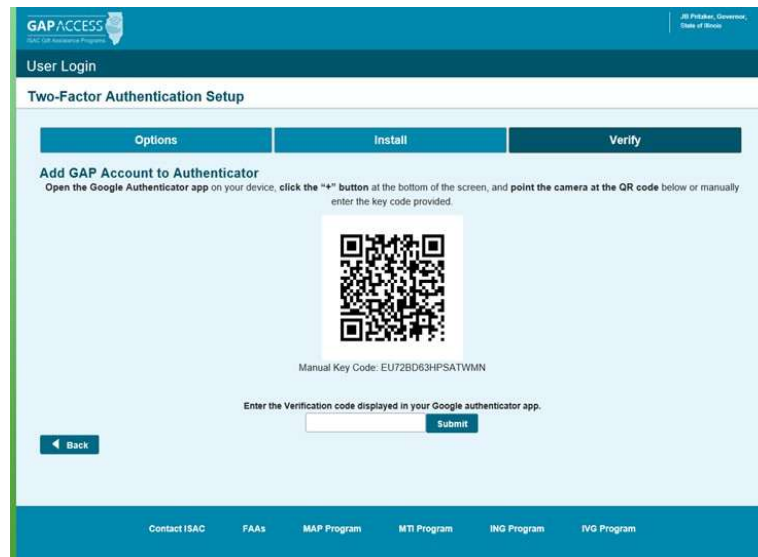
If you have already downloaded the application to your device (cell phone, tablet, other), click the Next button.



Authentication Application Selection and Set Up

Adding GAP Access Account to Authenticator

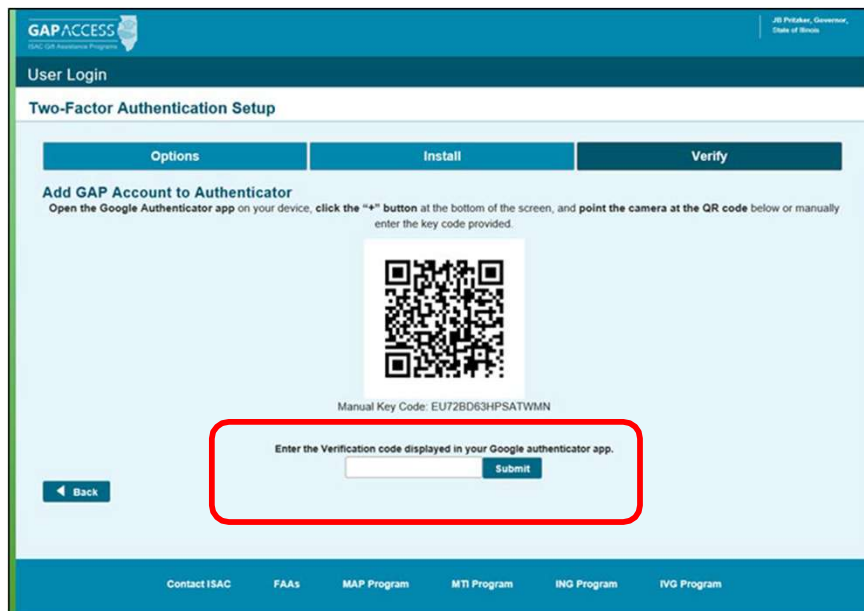
Following the instructions on the screen, open the application on your device. If your device has a camera option, point the camera at the QR code on the screen, or the code that is provided under the QR code box may be manually entered.



Logging in to GAP Access

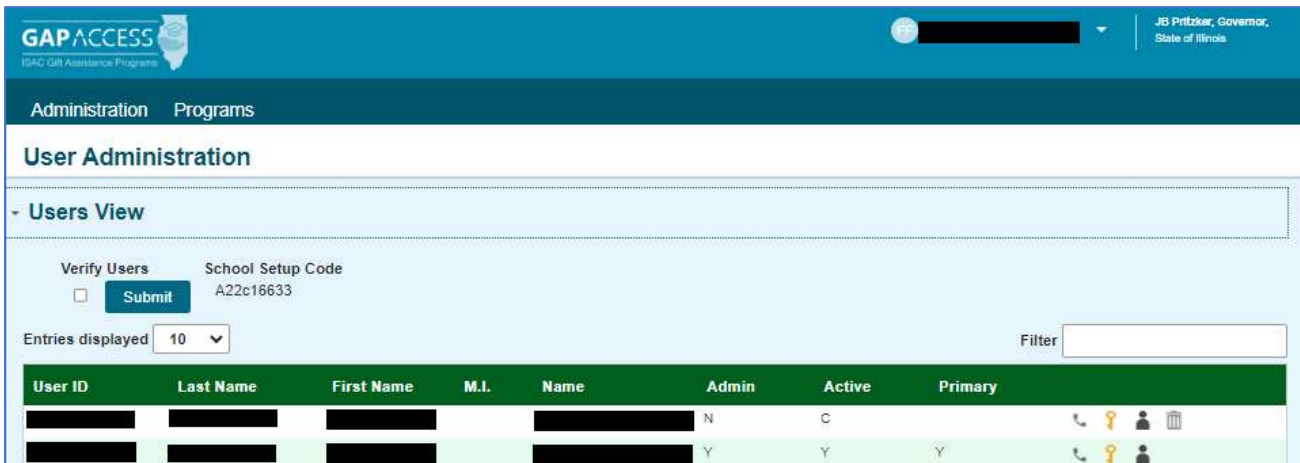
Once the QR code is submitted, a 6-digit verification code will be sent to your application. This code expires very quickly. You will need to enter the verification code on the Two Factor Authentication Setup screen. When you click Submit, you are officially logged into your GAP Access account.

After the GAP Access account has been added to the authentication application on the selected device, a new verification code must be obtained from the authentication application and entered at the time of every login.



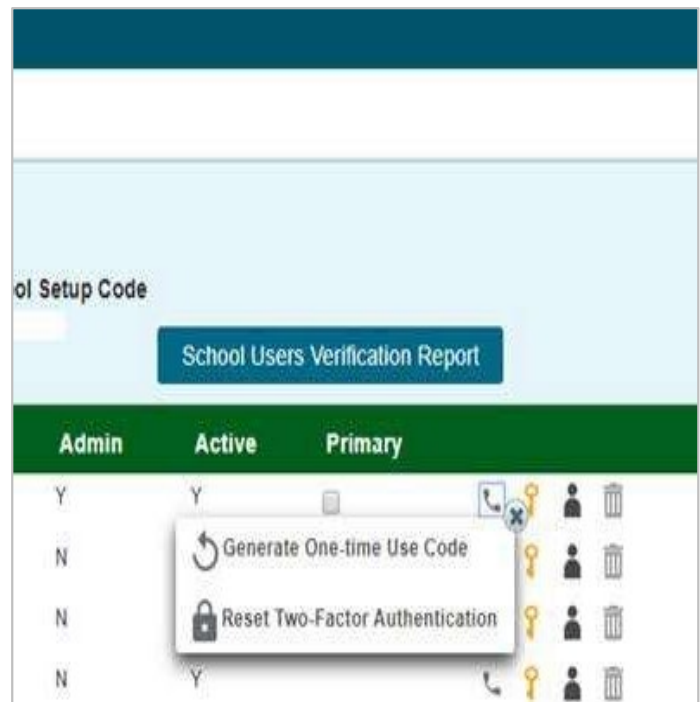
Two-Factor Authentication

A phone icon appears on the Administration – School Users View screen.



The icon has two options:

- **Generate One-time Use Code** - If a user does not have access to the application, they can notify their school administrator or School Services to request an authenticator code be sent to their e-mail. This code can only be used one time. A new code would need to be requested if the user needs to login again later.
- **Reset Two Factor Authentication** – If a user changes to a new device (cell phone, tablet, other) or has decided to use a different application after the initial setup, the existing account will require a school administrator or ISAC to “Reset the Two-Factor Authentication” QR Code that is stored in the user profile in GAP Access. Once the QR code has been reset, the user will be able to re-register the account in GAP Access.



Updating Your Account

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).**

- a. If no further changes are needed, click on the “Submit” button at the bottom of the page.

The screenshot shows the 'Registration Confirmation Page' in the GAP ACCESS system. The page has a blue header with the GAP ACCESS logo and the text 'ISAC Gift Assistance Programs' on the left, and 'J.B. Pritzker, Governor, State of Illinois' on the right. Below the header is a 'User Login' section. The main content area is titled 'Registration Confirmation Page' and includes a note '* Indicates required field'. A 'Previous Step' button is located at the top left of the form area. The form contains the following fields: School Name (AUGUSTANA COLLEGE-001633), Last Name, First Name, Middle Initial, E-mail, User ID, and three sets of Selected Challenge Question and Challenge Question Answer. At the bottom of the form are two buttons: 'Submit' and 'Make Corrections'.

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 registration, provide you with the School Setup Code, and grant privileges. At this point, you should close your browser window.

The screenshot shows the 'Registration is completed.' screen in the GAP ACCESS system. The page has a blue header with the GAP ACCESS logo and the text 'ISAC Gift Assistance Programs' on the left, and 'J.B. Pritzker, Governor, State of Illinois' on the right. Below the header is a 'User Login' section. The main content area is titled 'Registration is completed.' and includes a bullet point: 'Your registration is completed and School Administrator will verify your registration and will send a confirmation email. Please close the browser.'

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.

GAP Access User Verification To Be Completed by Primary Administrator

GAP Access User Verification is an online process that must be completed annually by a school's Primary Administrator in GAP Access.

After receiving an e-mail from ISAC that the user verification process is underway, the school's Primary Administrator is responsible for checking, updating and verifying GAP Access users at the school, then submitting a confirmation that verification has been completed to ISAC.

To complete the process:

Log in to GAP Access. (Note: GAP Access user verification must be completed by the school's Primary Administrator).

Hover over the **Administrator** tab, then click the **User Administrator** option.

Make corrections and/or deletions to the school's user account list in GAP Access, as needed.

After making necessary modifications, review the list to make sure it is a correct list of users for your school.

Next, on the School Users View screen, review the list of users at your school. Look to see if any corrections or deletions are necessary. If you would like to review current user privileges for approved users, click the blue person icon. If any names appear on the list for users no longer at your school, delete the user by clicking the trashcan icon. Note that no individual should have multiple accounts (for example, as both a User and an Administrator); if any staff have multiple accounts, determine which one should be retained, and delete the rest.

Once you are sure the list is correct, click on the **School Users Verified** checkbox and then click **Submit** to complete the process.

GAP Access Data and Security Policy

Data Security and Data Protections Annual Review

The Illinois Student Assistance Commission (ISAC) has strict security and confidentiality policies and procedures in place to protect the integrity of student records. ISAC will share and receive applicant or recipient information with approved partner educational institutions for the purposes of administering student financial aid, subject to restrictions regarding data confidentiality, use and security. [(110 ILCS 947/70(g)) (23 IL Admin Code 2700.55)].

ISAC Gift Assistance Programs Access (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. ISAC File Transfer System is used by participating institutions to send and receive files. GAP Access portal and ISAC File Transfer System contains personally identifiable information and care must be taken by partner institutions to protect the access and use of this information.

Annually, ISAC will require all GAP users to review and endorse ISAC’s data security and protection policies and procedures, as outlined in ISAC Administrative Rules, PART 2700 – General Provisions: Section 2700.55 Use, Security and Confidentiality of Information, as well as Further GAP Access Guidance to protect access to the portal.

23 IL Admin Code 2700.55

The personally identifiable information of an ISAC program applicant, participant or anyone named in any materials related to program participation, or personally identifiable information of an individual that ISAC accesses, receives or maintains in relation to its research or other activities, is considered confidential personal information and shall be governed by applicable State and federal privacy laws.

All educational institutions, lenders, holders, servicers and other entities participating in ISAC-administered programs or activities shall be expected to know and comply with all applicable federal and State laws that govern the privacy, use, access and security of the confidential information. (See, e.g., the Data Processing Confidentiality Act [30 ILCS 585], the Family Educational Rights and Privacy Act of 1974 (20 USC 1232g), the Identity Protection Act [5 ILCS 179] and the Gramm-Leach-Bliley Act (15 USC 6801-6809).

The confidential information shall not be sold or used, shared or accessed for any purpose other than that which is directly related to the purpose for which the confidential information was provided to the participating entity. Participating entities shall be responsible for implementing appropriate security procedures to protect the integrity of the confidential information when accessed, stored, transmitted or received.

FURTHER GAP ACCESS GUIDANCE

ISAC requires that a Primary Administrator (FA Director, High School Principal, or authorized facility staff member) is named for each institution to review and authorize GAP Access users and determine user privileges. The GAP Access Administrator will ultimately be responsible for monitoring passwords, staff access, and security for a variety of ISAC programs. All GAP Access users need a valid GAP Access ID and password, and all will be required to use a 2-factor authentication security measure to gain access to the portal.

If you have any questions regarding these GAP Access Data Security and Data Protections 2025 Annual Agreement, **please contact ISAC.**