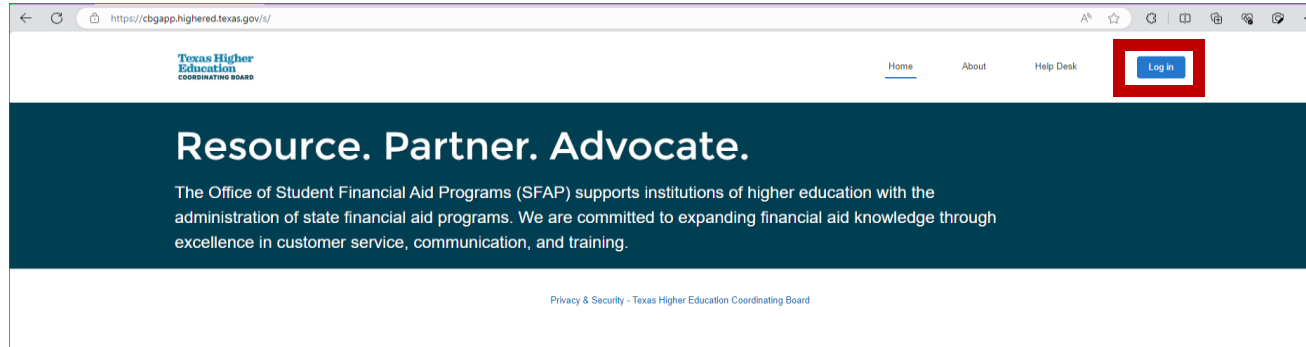


Grant and Aid Processing Platform (GAPP) Account Creation Instructions

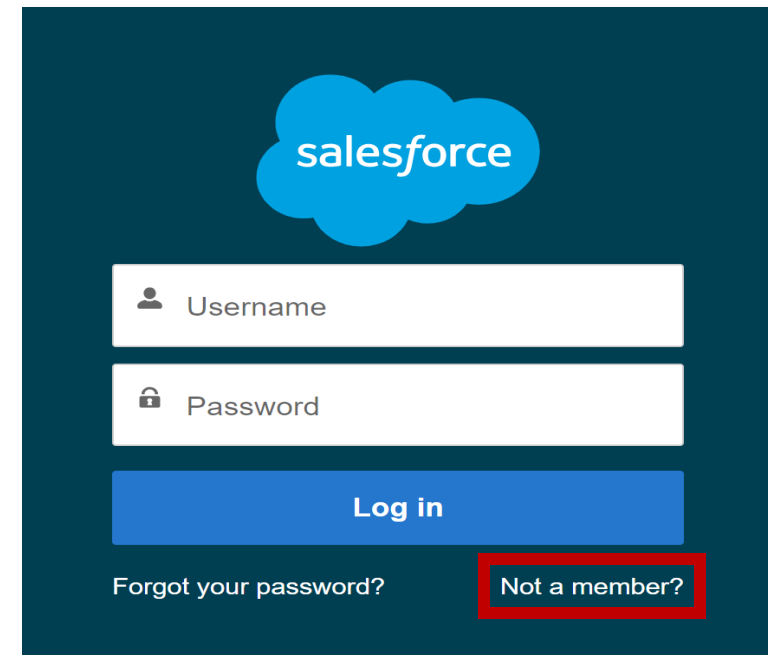
Account Creation Process

Account Creation Process



Institutional staff will:

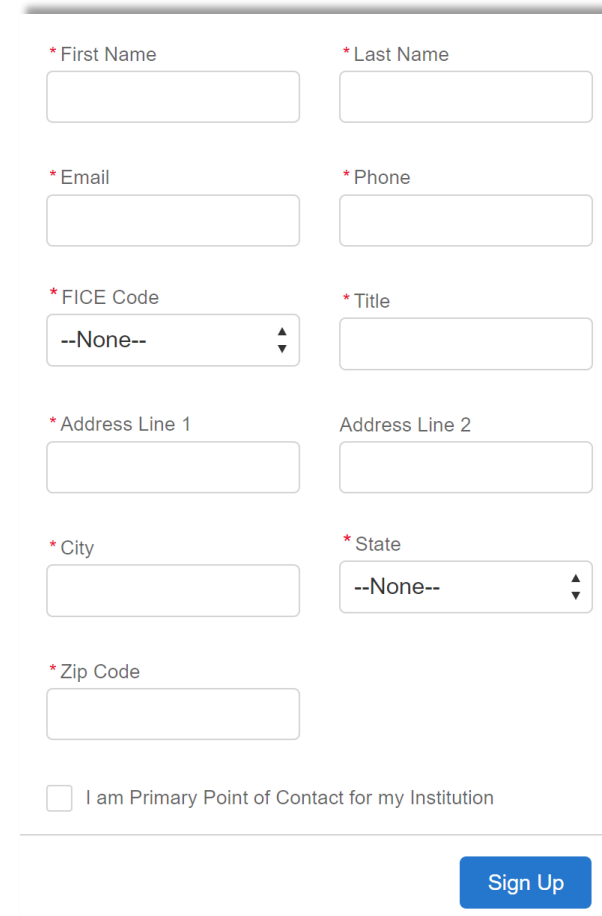
1. Click here: [GAPP Landing Page](#)
2. Select "Login" at the top right corner of the page
3. Select "Not a member?"



Account Creation Process

1. Institutional staff will be prompted to fill out an account creation form using an institutional email address.
2. To be affiliated with the correct institution, select the FICE Code from the dropdown menu.

Note: To obtain access as the Primary Point of Contact (PPC) for the institution, Directors or higher must check the box indicating that *I am Primary Point of Contact*.

A screenshot of a web form for account creation. The form is organized into two columns. The left column contains fields for First Name, Email, FICE Code (a dropdown menu currently showing "--None--"), Address Line 1, City, and Zip Code. The right column contains fields for Last Name, Phone, Title, Address Line 2, and State (a dropdown menu currently showing "--None--"). At the bottom of the form, there is a checkbox labeled "I am Primary Point of Contact for my Institution". A blue "Sign Up" button is located at the bottom right of the form.

* First Name

* Last Name

* Email

* Phone

* FICE Code

--None--

* Title

* Address Line 1

Address Line 2

* City

* State

--None--

* Zip Code

☐ I am Primary Point of Contact for my Institution

Sign Up

Account Creation Process

1. Institutional staff will receive this message upon submitting the request for access.
2. After the institutional staff member submits a request for access, **their request will automatically route to the PPC for approval.**

Success!

Your details have been submitted.

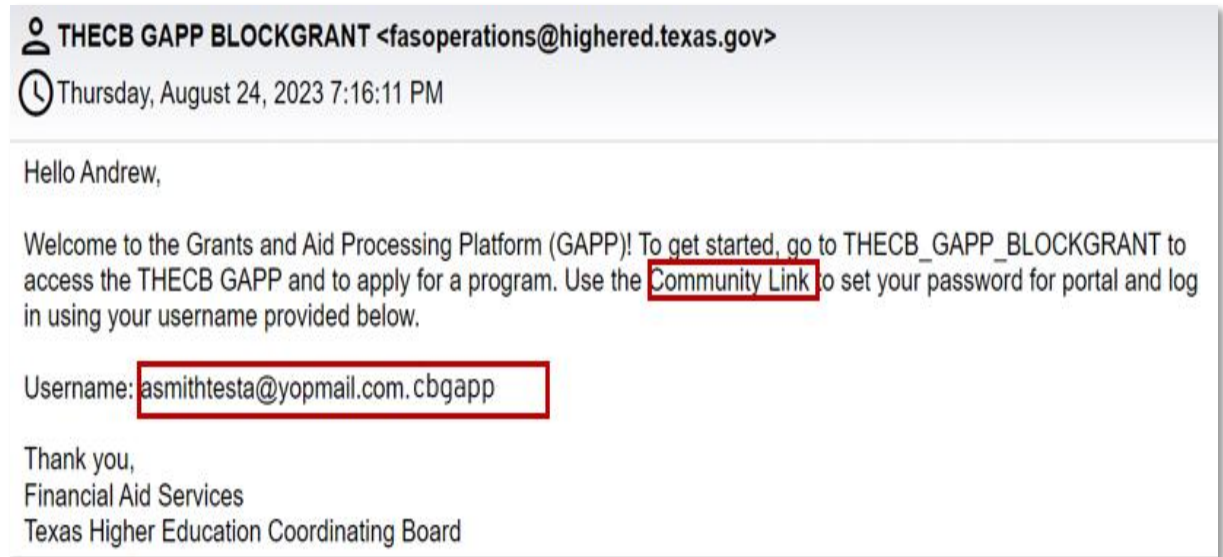
You will receive a notification once the approval process is completed.

[Return To Login](#)

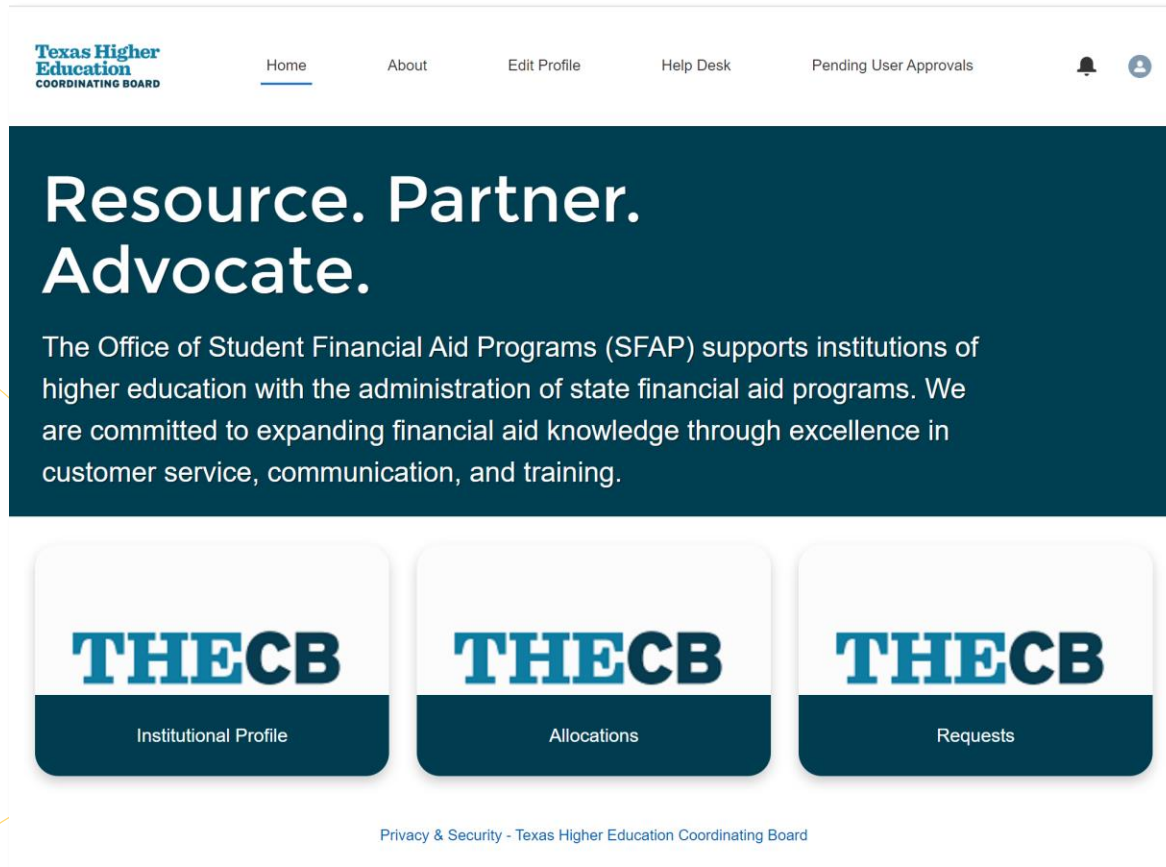
Account Creation Process

1. After the PPC approves the request, institutional staff will receive an email with their **assigned account username** and a **password creation link**.
2. Use the community link to access the portal and create a password.

Note: Username will be your institutional email address ending with **.cbgapp**



Access to GAPP

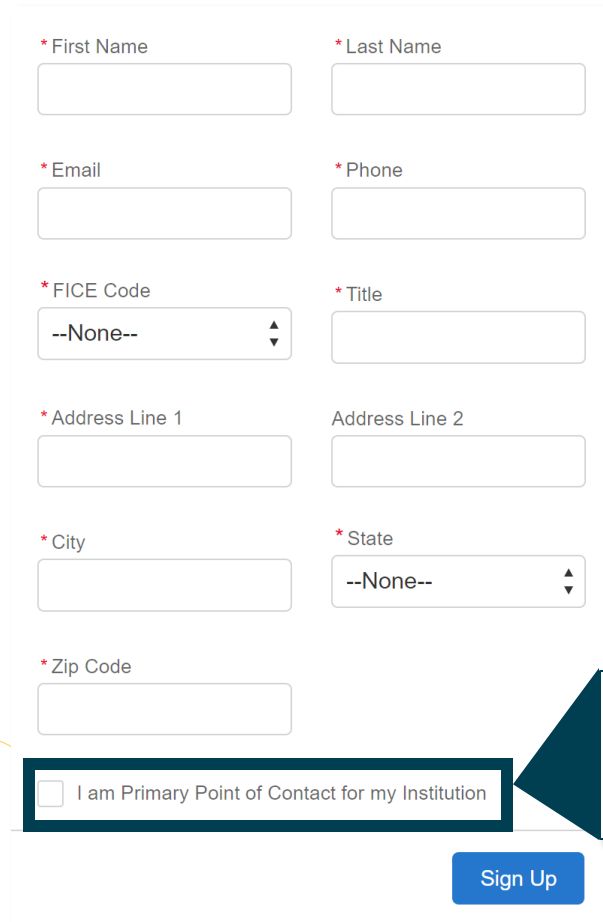


- After creating a secure password, institutional staff will be directed to the GAPP landing page.
- Under Institutional Profile tile, view institution information under the Details Tab.
- Under Allocations tile, view allocation amounts.
- Under Requests tile, view Payment Requests, Return of Funds, Student Count, and Transfer Requests.

Note: You can always select "Home" at the top to access this landing page.

Primary Point of Contact (PPC) Role

Account Creation for PPC



The form contains the following fields:

- * First Name
- * Last Name
- * Email
- * Phone
- * FICE Code (dropdown menu with "--None--" selected)
- * Title
- * Address Line 1
- Address Line 2
- * City
- * State (dropdown menu with "--None--" selected)
- * Zip Code
- ☐ I am Primary Point of Contact for my Institution
- Sign Up button

The Director will be prompted to fill out an account creation form and select "I am the Primary Point of Contact".

☐ I am Primary Point of Contact for my Institution

Account Creation for PPC

Once the account creation form is submitted, **THECB** will review and process the PPC request.

Success!

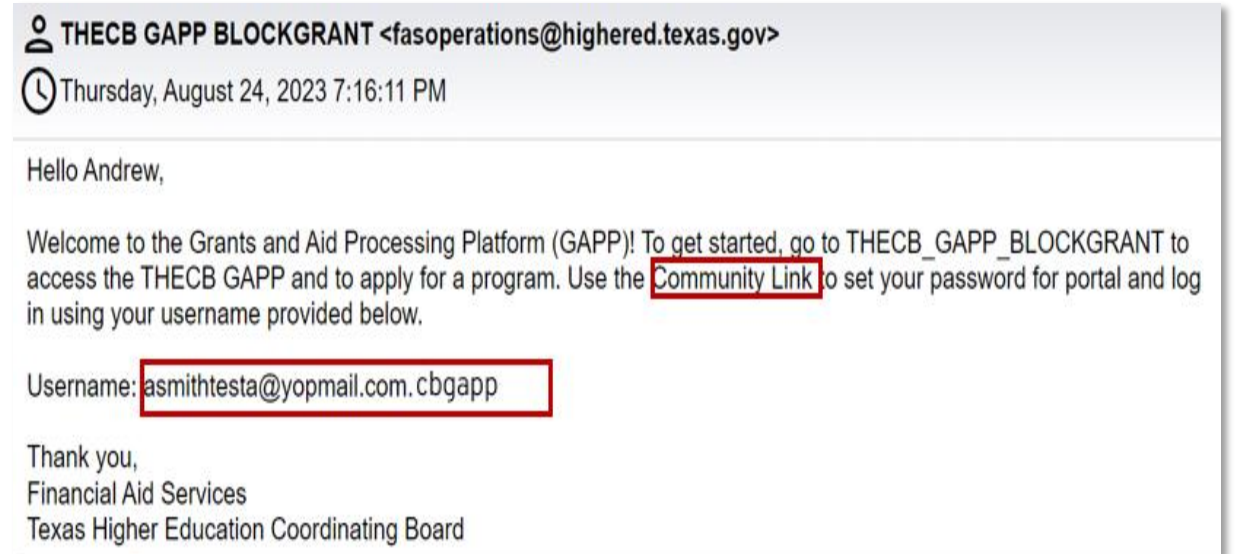
Your details have been submitted to THECB for approval.
You will receive a notification once the approval process is completed.

[Return To Login](#)

Account Creation for PPC

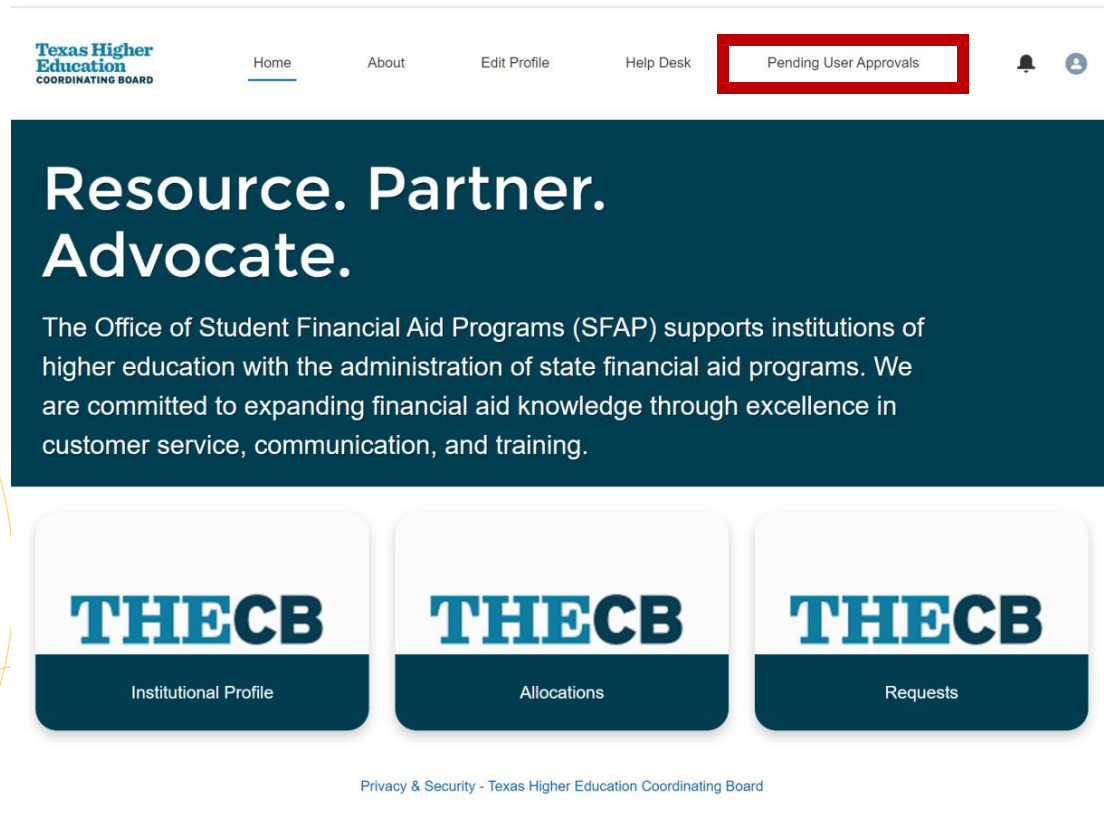
1. After the THECB approves the request, the PPC will receive an email with their **assigned account username** and a **password creation link**.
2. Use the community link to access the portal and create a password.

Note: Username will be your institutional email address ending with **.cbgapp**



Approving Institutional Requests as a PPC

Approval Process



1. The PPC will need to log into GAPP.
2. Click on the **“Pending User Approvals”** at the top of the landing page.

Approval Process

To access the pending request, click on the requestors name.

Texas Higher Education COORDINATING BOARD		Home	About	Edit Profile	Help Desk	Pending User Approvals			
Application For Profile Creation									
Name	Role	Phone	Email	Address			Status		
Scott	Institutional Aid Administrator	0000000000	smar2023test@yopmail.com	Test 0000000000000000000000000000000000 TX 00000			Pending		

Approval Process

Once the PPC verifies the information entered on the request, they can approve or reject access.

Application For Profile Creation

First Name

Scott

Email

smar2023test@yopmail.com

Fice Code

010019

Address Line 1

Test

City

00

Zip Code

00000

Last Name

Martin

Phone

0000000000

Title

teSTING LN

Address Line 2

State

TX

Approve


Reject

Note: Do not inadvertently reject a request because the system cannot reinstate access using the same email address.

Approval Process

If the PPC approves the request, the institutional staff member will be sent an automated email with their assigned username and a community link that will prompt them to create a secure password.

 **THECB GAPP BLOCKGRANT** <fasoperations@highered.texas.gov>

 Friday, August 25, 2023 4:14:10 PM

Hello Scott,

Welcome to the Grants and Aid Processing Platform (GAPP)! To get started, go to THECB_GAPP_BLOCKGRANT to access the THECB GAPP and to apply for a program. Use the **Community Link** to set your password for portal and log in using your username provided below.

Username: smar2023test@yopmail.com .cbgapp

Thank you,
Financial Aid Services
Texas Higher Education Coordinating Board

Assigning Institutional Roles as a PPC

Assigning SPC or BOC

The PPC will assign a **Secondary Point of Contact (SPC)** or **Business Office Contact (BOC)** by:

1. Selecting the "Staff List" from the Institutional Profile tab.
2. Selecting the button that corresponds with the desired role: Assign/Remove SPC or Assign/Remove BOC

The screenshot displays the user profile for Scott Martin, a contact at the University of Texas Southwestern Medical Center at Dallas. The page includes a header with navigation links (Home, About, Edit Profile, Help Desk, Pending User Approvals) and a search icon. The user's name and email (smar2023test@yopmail.com) are shown at the top. Below this, there are fields for Account Name, Name, Phone, FICE Code, and Address. The 'Roles' section is expanded, showing checkboxes for Primary Point Of Contact, Secondary Point Of Contact, Business Office Contact, and Reporting Official. The 'Assign/Remove SPC' button is highlighted with a red box, indicating the action to be taken.

Assigning SPC or BOC

After clicking on either the **Assign/Remove SPC** or **Assign/Remove BOC** buttons, the following window will appear. The PPC will need to select the box with the corresponding role and click on submit.

The screenshot displays the THECB website with a modal window titled "Assign/Remove SPC". The modal contains instructions: "Check the box below and click Submit to add the role to the user. Leave it unchecked to remove the role." Below this is a checkbox labeled "Secondary Point of Contact". A red box highlights the "Submit" button at the bottom right of the modal. In the background, the website header includes the THECB logo and navigation links: Home, About, Edit Profile, Help Desk, and Pending User Approvals. A dropdown menu is visible with options "Assign/Remove SPC" and "Assign/Remove BOC", also highlighted with a red box.

Texas Higher Education
COORDINATING BOARD

Home About Edit Profile Help Desk Pending User Approvals

Assign/Remove SPC Assign/Remove BOC

Assign/Remove SPC

Check the box below and click Submit to add the role to the user. Leave it unchecked to remove the role.

☐ Secondary Point of Contact

Submit

Primary Point Of Contact
☐

Secondary Point Of Contact
☐

Business Office Contact
☐

Reporting Official
☐

Assigning SPC or BOC

After the PPC assigns a SPC or BOC role, the Institutional Aid Administrator (IAA) will be granted the permissions for the corresponding role.

Contact
Scott Martin

Assign/Remove ROAssign/Remove SPCAssign/Remove BOC▼

Account NameUNIVERSITY OF TEXAS SOUTHWESTERN MEDICAL CENTER AT

Emailsmar2023test@yopmail.com

NameScott Martin

Emailsmar2023test@yopmail.com

Phone(000) 000-0000

TitleteSTING LN

▼ Roles

Primary Point Of Contact☐

Secondary Point Of Contact☒

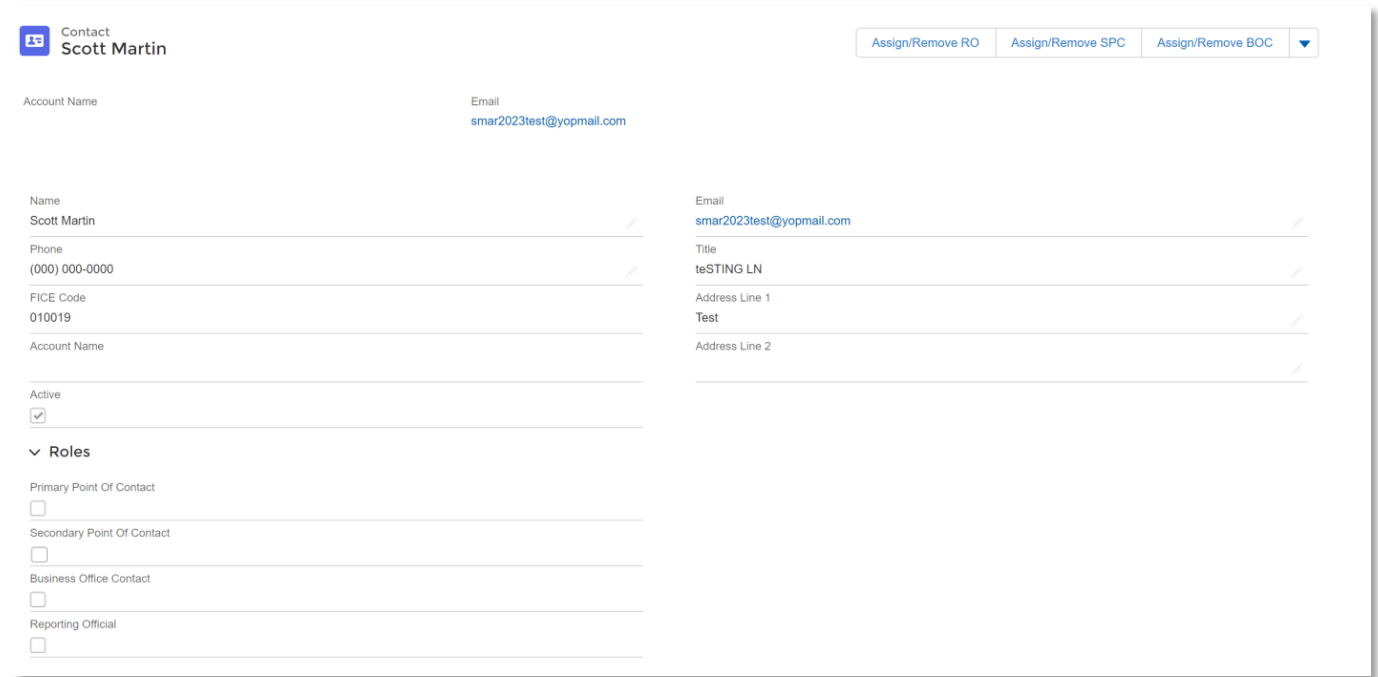
Business Office Contact☐

Reporting Official☐

Assigning RO

The **Reporting Official (RO) Contact** role process is slightly different; a program can only have one RO assigned to it. The PPC will:

1. Select the Assign/Remove RO button.



The screenshot shows a user profile for Scott Martin. At the top right, there are three buttons: "Assign/Remove RO" (highlighted with a red box), "Assign/Remove SPC", and "Assign/Remove BOC". The profile includes fields for Account Name, Email (smar2023test@yopmail.com), Name (Scott Martin), Phone ((000) 000-0000), FICE Code (010019), Address Line 1 (Test), Address Line 2, Title (teSTING LN), and an Active checkbox which is checked. Under the "Roles" section, there are checkboxes for Primary Point Of Contact, Secondary Point Of Contact, Business Office Contact, and Reporting Official, all of which are currently unchecked.

Note: Each program can only have one RO assigned; however, a RO can be assigned to multiple programs.

Assigning RO

After clicking on the **Assign/Remove RO** button, the PPC will then be prompted to select which program(s) the IAA will be assigned as a Reporting Official.

The screenshot shows a web application interface. At the top, there's a header with a contact icon and the name 'Scott Martin'. Below this, a modal window titled 'Assign/Remove RO' is open. Inside the modal, there's a text instruction: 'Check the box below and click Submit to add the role to the user. Leave it unchecked to remove the role.' Below this, under the heading 'Select Programs', there are two checkboxes: 'Toward Excellence, Access, and Success Grant (TEXAS Grant)' and 'Educational Aide Exemption'. A blue 'Submit' button is at the bottom right of the modal. In the background, a table is partially visible with columns for email addresses and edit icons. At the top right of the background page, there are three buttons: 'Assign/Remove RO' (highlighted with a red box), 'Assign/Remove SPC', and 'Assign/Remove BOC' with a dropdown arrow.

Note: Each program can only have one RO assigned; however, a RO can be assigned to multiple programs.

Verifying Roles

The PPC and SPC can verify a user's access in the **Roles** section of the staff profile and make changes.

The screenshot displays the staff profile for Scott Martin. The left sidebar contains contact information: Account Name, Name (Scott Martin), Phone ((000) 000-0000), FICE Code (010019), Account Name (with a warning icon), and Active (checked). The main content area features a 'Roles' section with four checkboxes: Primary Point Of Contact, Secondary Point Of Contact, Business Office Contact, and Reporting Official. A red rectangular box highlights the 'Roles' section in the sidebar and the corresponding checkboxes in the main content area.

User Role Responsibilities

PPC Role



Primary Point of Contact (PPC)

Secondary Point of Contact (SPC)

Reporting Official (RO)

Business Office Contact (BOC)

Institutional Aid Administrator (IAA)

- ✓ Is granted access by THECB
- ✓ Grant/Remove access to users
- ✓ Can submit the yearly intent to participate
- ✓ Can submit and approve the following:
 - Payment Request
 - Transfer Requests
 - Return of Funds
 - Student Count
- ✓ Submit/View help desk tickets

SPC Role

Primary Point of Contact (PPC)



Secondary Point of Contact (SPC)

Reporting Official (RO)

Business Office Contact (BOC)

Institutional Aid Administrator (IAA)

- ✓ Can only be granted access by PPC
- ✓ Grant/Remove access to users
- ✓ Can submit the yearly intent to participate
- ✓ Can submit and approve the following:
 - Payment Requests
 - Transfer Requests
 - Return of Funds
 - Student Count
- ✓ Submit/View help desk tickets

RO Role

Primary Point of Contact (PPC)

Secondary Point of Contact (SPC)



Reporting Official (RO)

Business Office Contact (BOC)

Institutional Aid Administrator (IAA)

- ✓ Access is granted by PPC/SPC
- ✓ Can submit the following:
 - Payment Request
 - Transfer Requests
 - Return of Funds
 - Student Count
- ✓ Can view the Institutional Profile, Allocations, and Request tiles in the portal.
- ✓ Submit/View help desk tickets

Note: Each program can only have one RO assigned; however, a RO can be assigned to multiple programs.

BOC Role

Primary Point of Contact (PPC)

Secondary Point of Contact (SPC)

Reporting Official (RO)



Business Office Contact (BOC)

Institutional Aid Administrator (IAA)

- ✓ Access is granted by PPC/SPC
- ✓ Can view the Institutional Profile and Allocations tiles in the portal
- ✓ Submit/View help desk tickets

Note: This is an assigned role with limited access. The THECB will communicate with the BOC regarding financial transactions.

IAA Role

Primary Point of Contact (PPC)

Secondary Point of Contact (SPC)

Reporting Official (RO)

Business Office Contact (BOC)



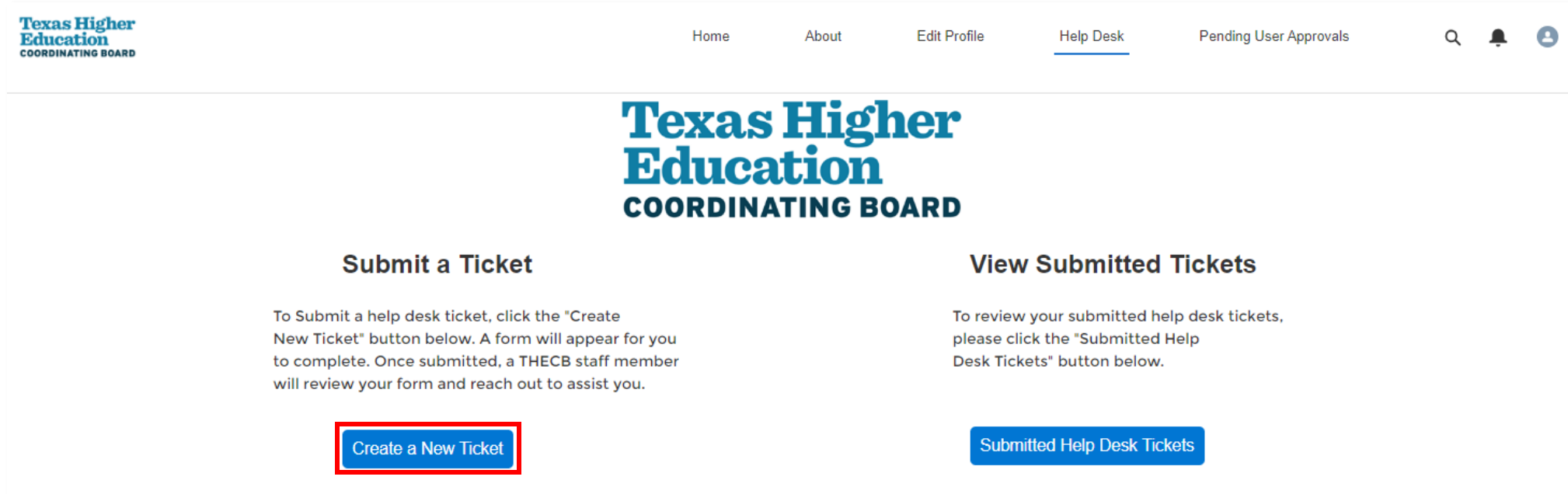
Institutional Aid Administrator (IAA)

- ✓ Access is granted by PPC/SPC
- ✓ Can view the Institutional Profile and Allocations tiles in portal
- ✓ Submit/View help desk tickets

Note: This is a general role with limited access. Additional access must be assigned by the PPC or SPC.

Submit a Help Desk Ticket

Create a New Ticket



1. Select "Help Desk" from the top menu bar.
2. Select "Create a New Ticket."

Create a New Ticket

Enter the following information:

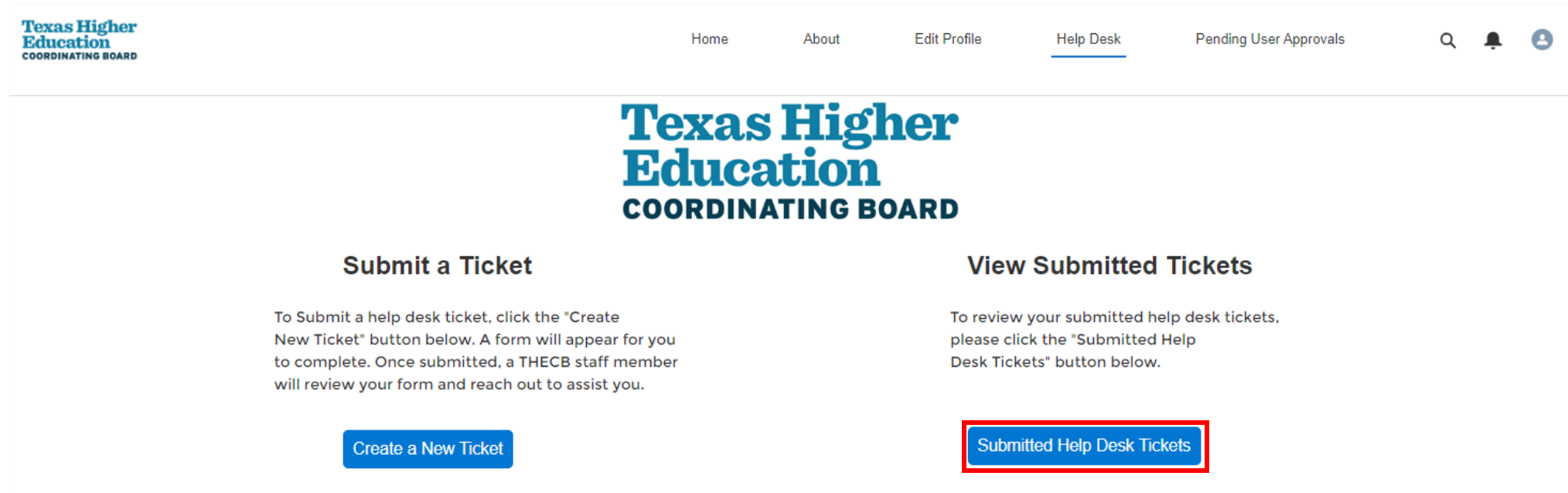
1. Enter a Subject.
2. Select the Request Type from the dropdown menu.
3. Select the Program Type from the dropdown menu.
4. Enter a description of the issue.
5. If needed, upload a document.
6. Select Save as Draft or Submit.

The screenshot shows the 'Create a Ticket' form in the THECB system. The form is titled 'Create a Ticket' and is located under the 'Texas Higher Education COORDINATING BOARD' header. The form includes the following fields and options:

- Subject:** A text input field with a blue arrow pointing to it.
- Request Type:** A dropdown menu with 'Select an Option' as the placeholder, with a blue arrow pointing to it.
- Program Type:** A dropdown menu with 'Select an Option' as the placeholder, with a blue arrow pointing to it.
- Initial Description of Issue:** A text area with a rich text editor toolbar (including bold, italic, underline, link, unlink, and list options) and a blue arrow pointing to it.
- Upload:** A section with an 'Upload Files' button and 'Or drop files' text.
- Created By:** A text field with the name 'Giovanni'.
- Buttons:** At the bottom right, there are three buttons: 'Cancel', 'Save as Draft', and 'Submit'. These buttons are highlighted with a red box, and a blue arrow points to the 'Submit' button.

Note: The THECB will respond within 1 business day for general inquiries and up to 5 business days for inquiries that require research.


View Submitted Tickets






1. Select "Help Desk" from the top menu bar.
2. Select Submitted Help Desk Tickets.


View Submitted Tickets


Use the dropdown to select "**ALL**" to view all submitted tickets.



HomeAboutEdit ProfileHelp DeskPending User Approvals











 Tickets

Recently Viewed ▾ 

2 items • Updated a few seconds ago

Search this list...



	Ticket Number	
1	TKT-000115	
2	TKT-000107	

Contact Student Financial Aid Programs

For questions, contact Financial Aid Services at

FAS Institutional Phone Line: (844) 792-2640

Phone Line

Hours of Operation:

Mon-Fri

8 a.m. to 5 p.m.

(Closed daily from 12 to 1 p.m.)

