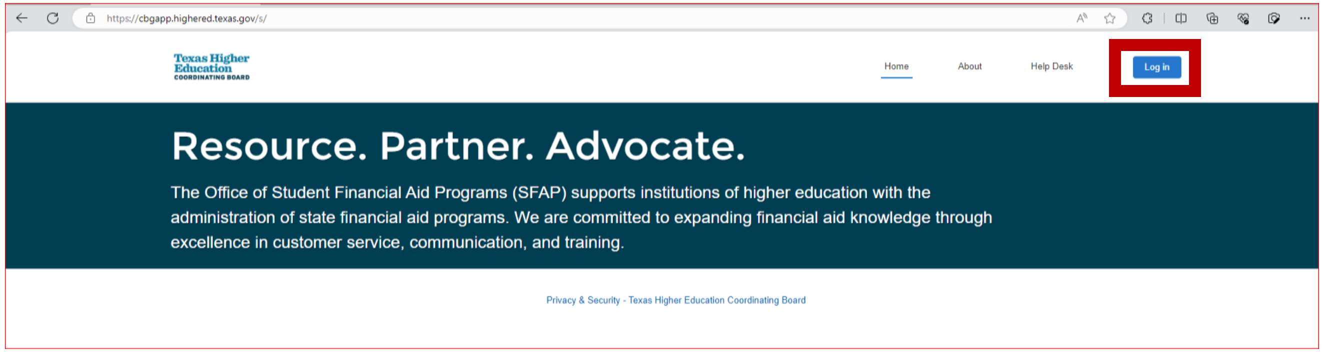
Grant and Aid Processing Platform (GAPP) Account Creation Instructions

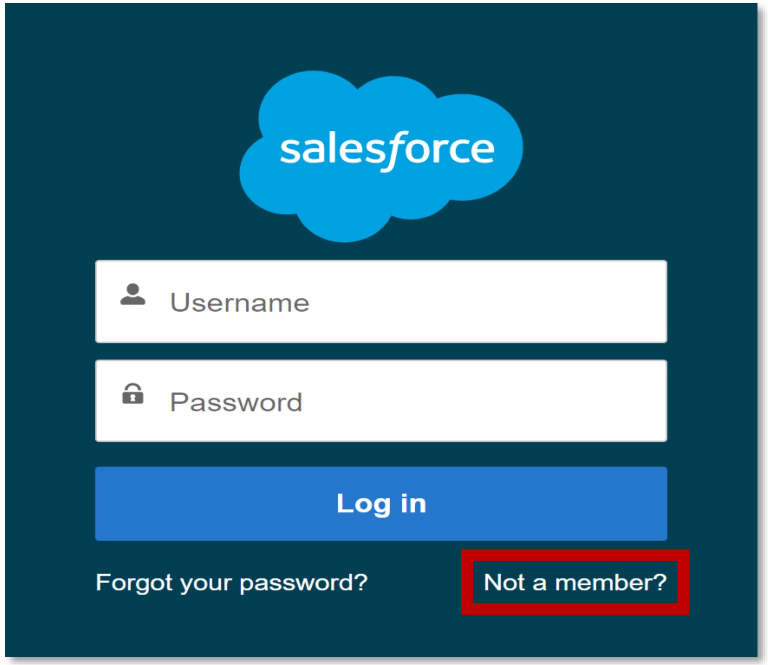
Account Creation Process

Account Creation Process



Institutional staff will:

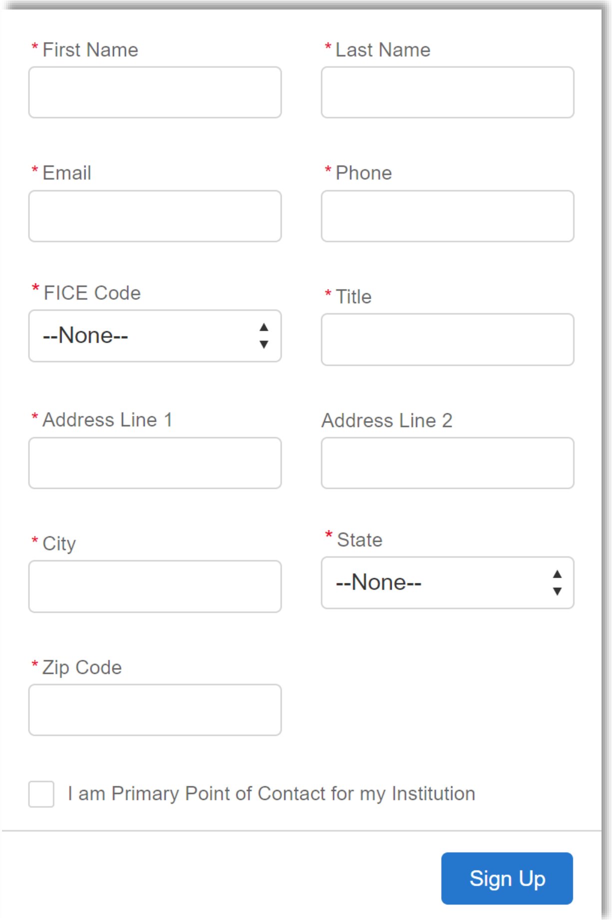
1. Click here: [GAPP Landing Page]
2. Select "Login" at the top right corner of the page
3. Select "Not a member?"



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.

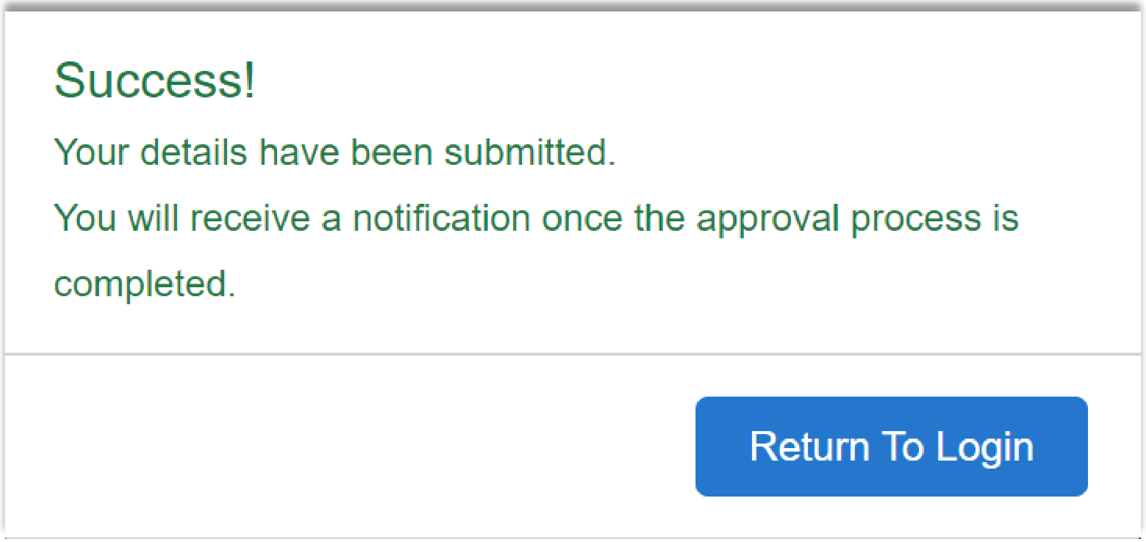
Note: To obtain access as the Primary Point of Contact (PPC) for the institution, Directors or higher must check the box indicating that *I am Primary Point of Contact*.



Account Creation Process

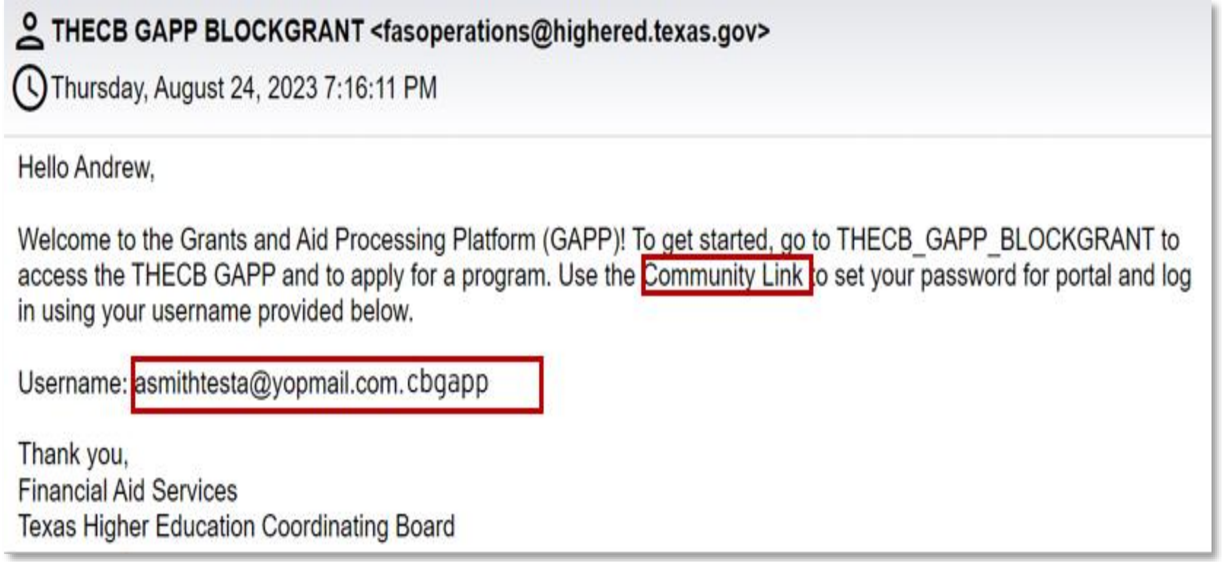
1. Institutional staff will receive this message upon submitting the request for access.

2. After the institutional staff member submits a request for access, **their request will automatically route to the PPC for approval.**



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.



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

Thursday, August 24, 2023 7:16:11 PM

Hello Andrew,

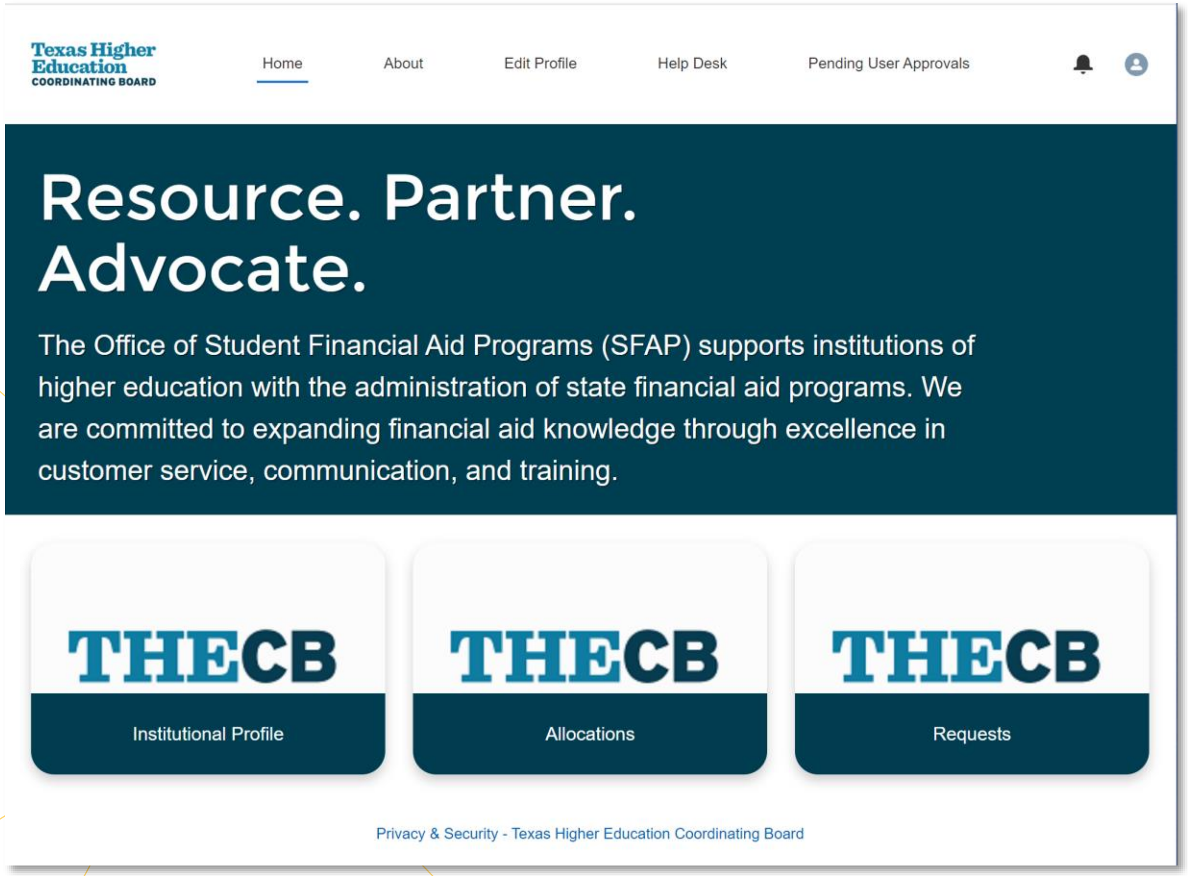
Welcome to the Grants and Aid Processing Platform (GAPP)! To get started, go to THECB_GAPP_BLOCKGRANT to access the THECB GAPP and to apply for a program. Use the Community Link to set your password for portal and log in using your username provided below.

Username: asmithtesta@yopmail.com.cbgapp

Thank you,
Financial Aid Services
Texas Higher Education Coordinating Board

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

Access to GAPP

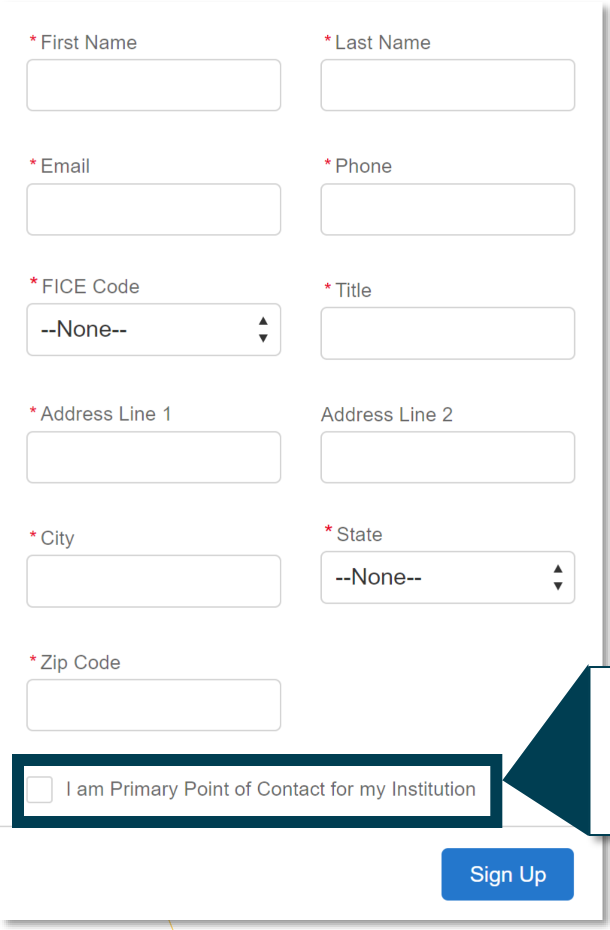


- After creating a secure password, institutional staff will be directed to the GAPP landing page.
- Under Institutional Profile tile, view institution information under the Details Tab.
- Under Allocations tile, view allocation amounts.
- Under Requests tile, view Payment Requests, Return of Funds,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

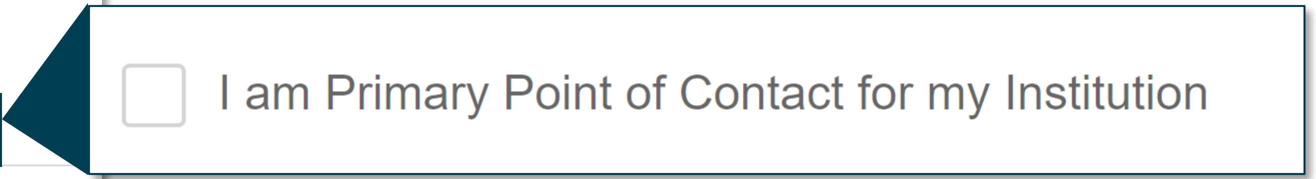
Note: You can always select "Home" at the top to access this landing page.

Primary Point of Contact (PPC) Role

Account Creation for PPC

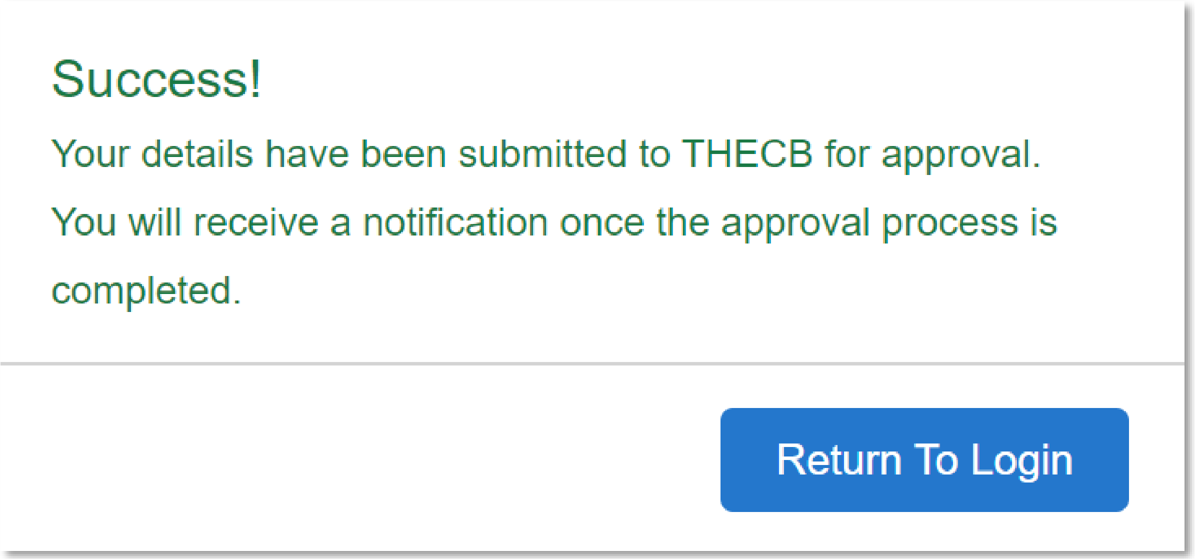


The Director will be prompted to fill out an account creation form and select “I am the Primary Point of Contact".



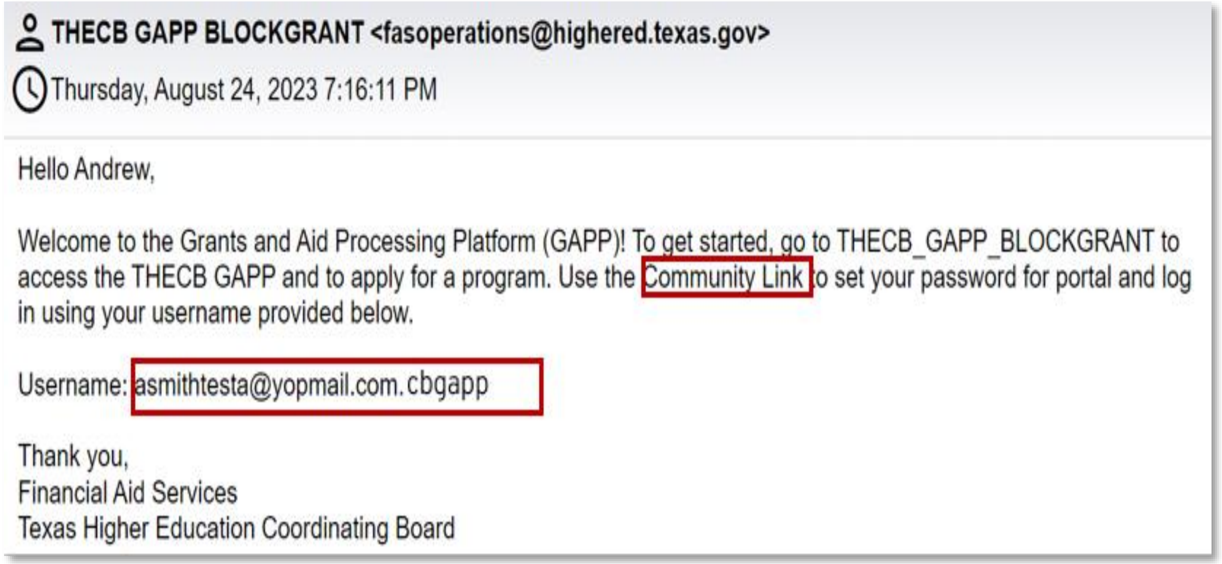
Account Creation for PPC

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



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.


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

Thursday, August 24, 2023 7:16:11 PM

Hello Andrew,

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: asmithtesta@yopmail.com.cbgapp

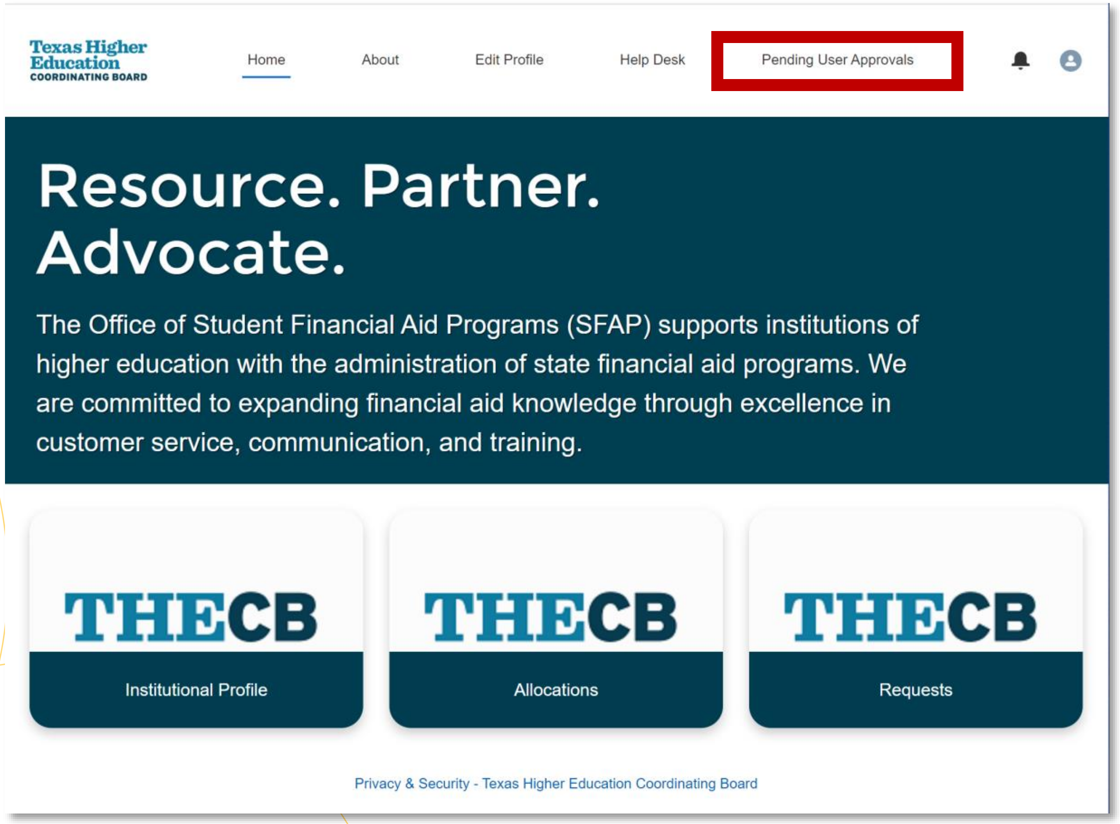
Thank you,
Financial Aid Services
Texas Higher Education Coordinating Board

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

Approving Institutional Requests as a PPC

THECB Texas Higher Education COORDINATING BOARD

Approval Process

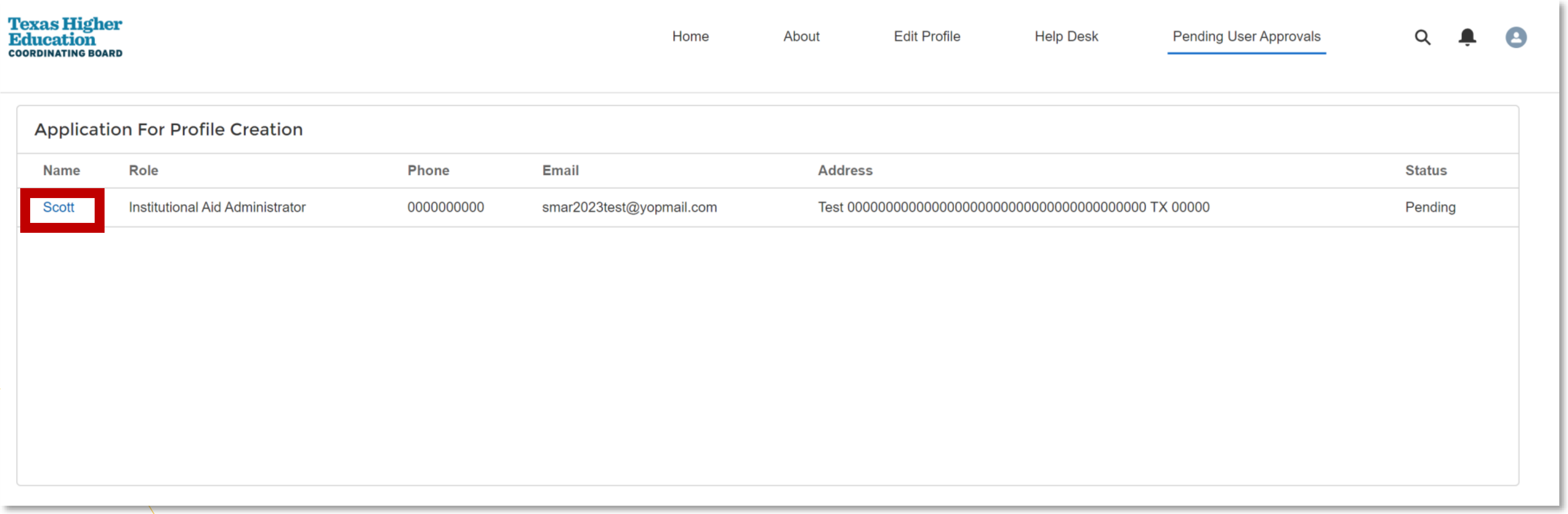


1. The PPC will need to log into GAPP.

2. Click on the "**Pending User Approvals**" at the top of the landing page.

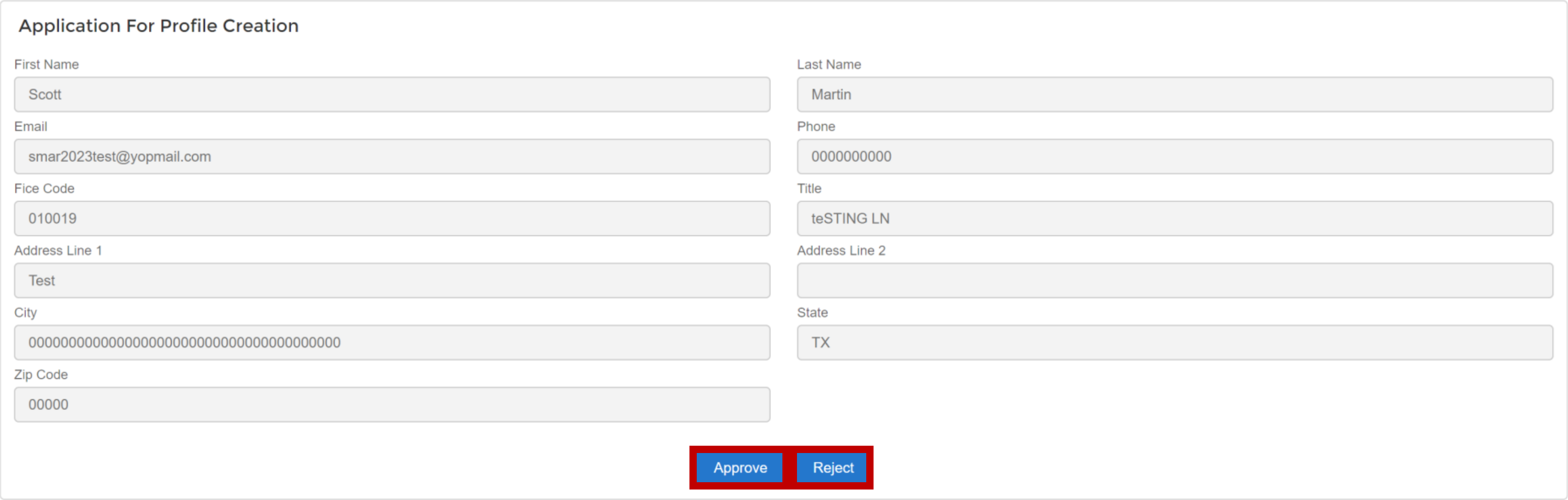
Approval Process

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



Approval Process

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



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

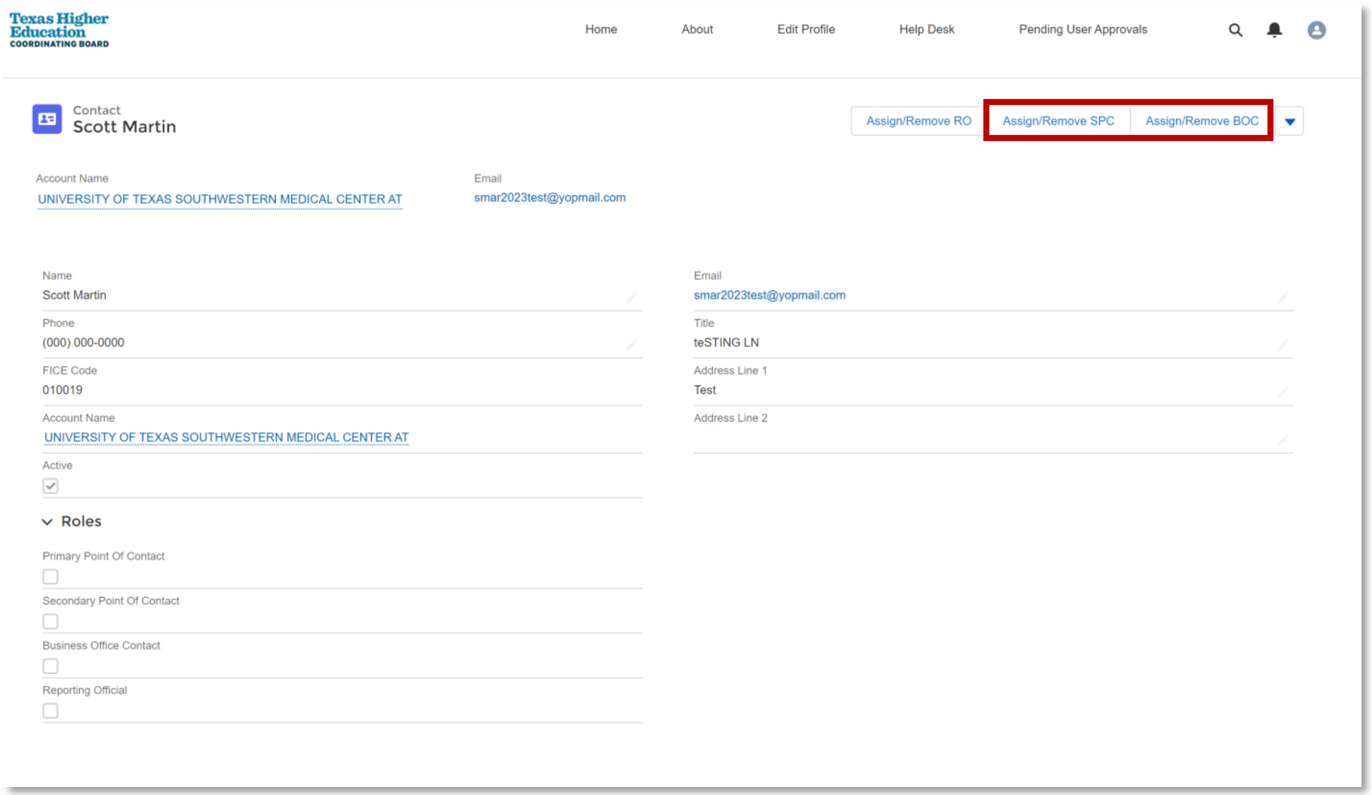
Thank you,
Financial Aid Services
Texas Higher Education Coordinating Board

Assigning Institutional Roles as a PPC

Assigning SPC or BOC

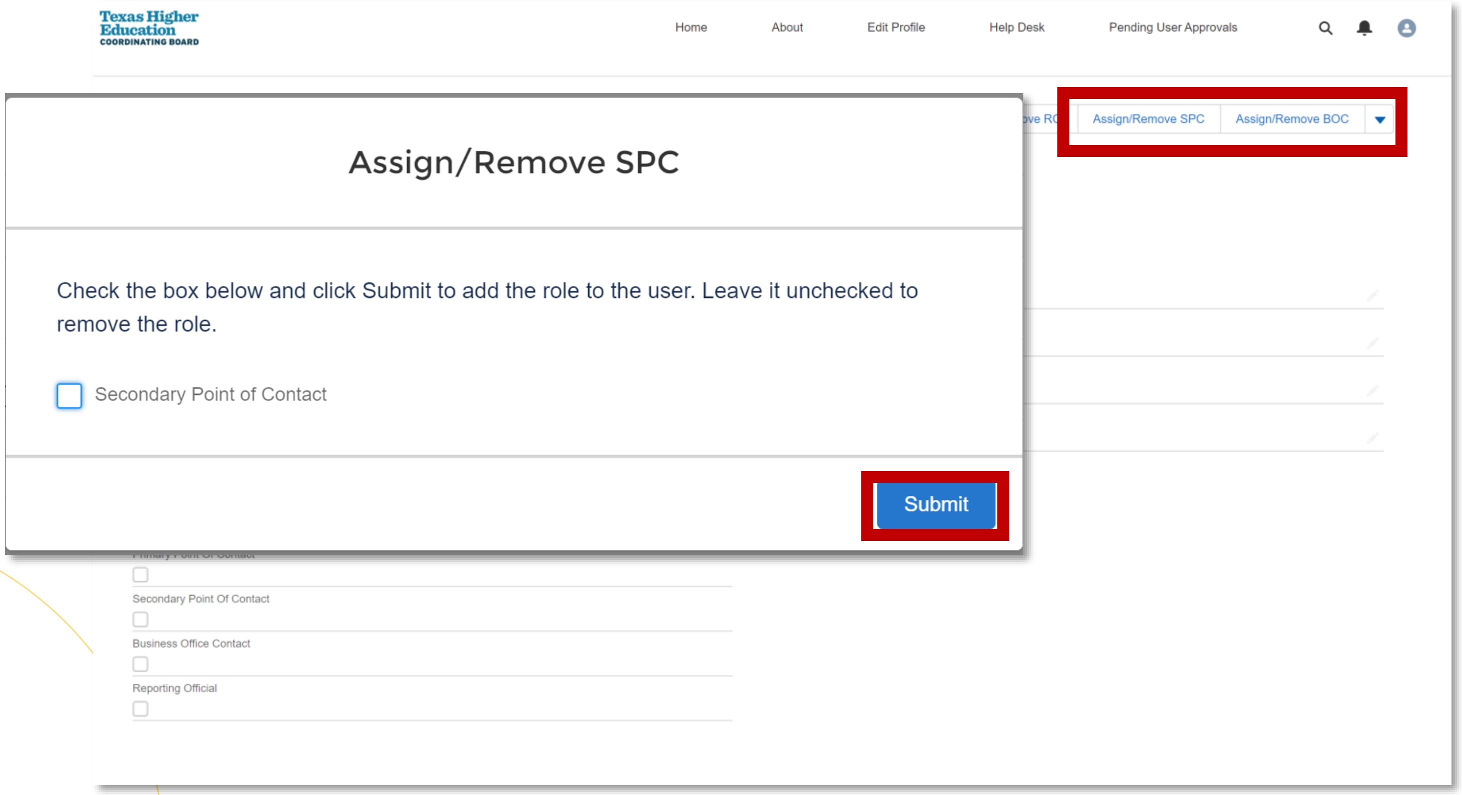
The PPC will assign a **Secondary Point of Contact (SPC)** or **Business Office Contact (BOC)** by:

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



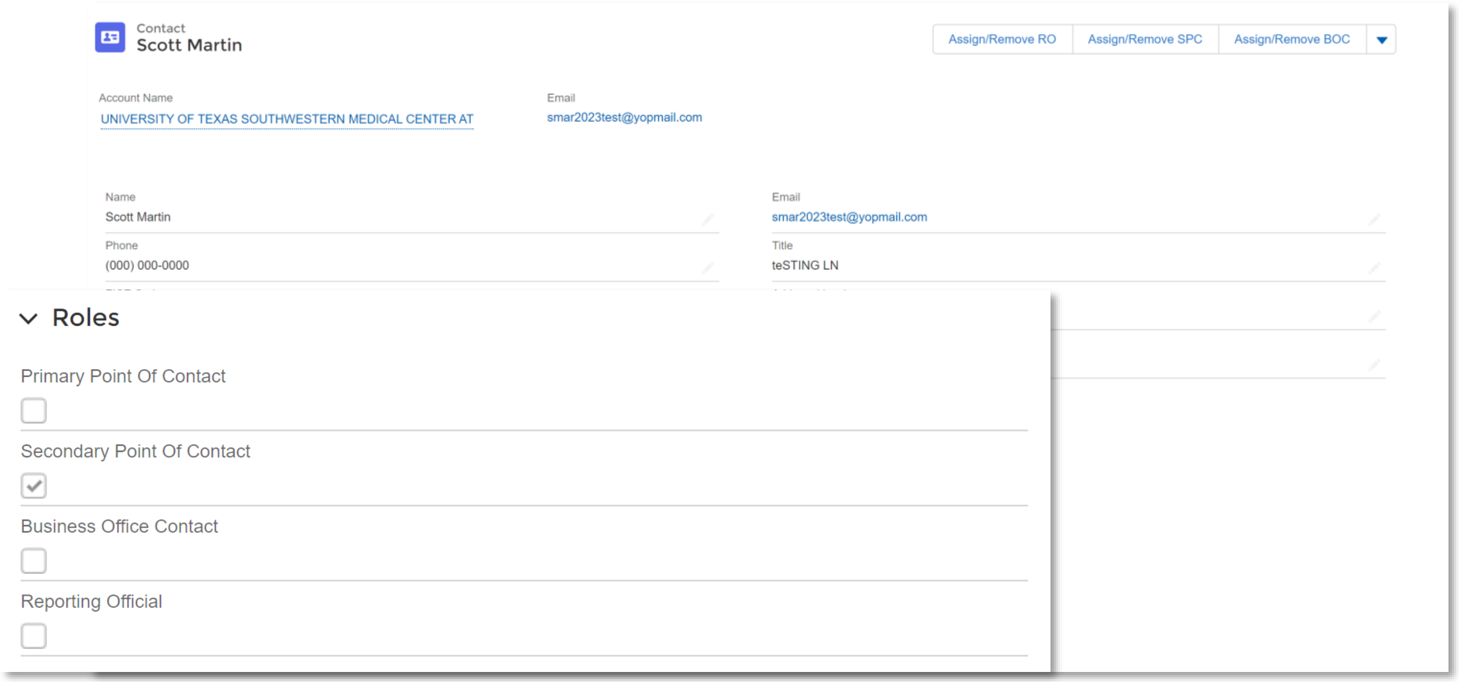
Assigning SPC or BOC

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.



Assigning SPC or BOC

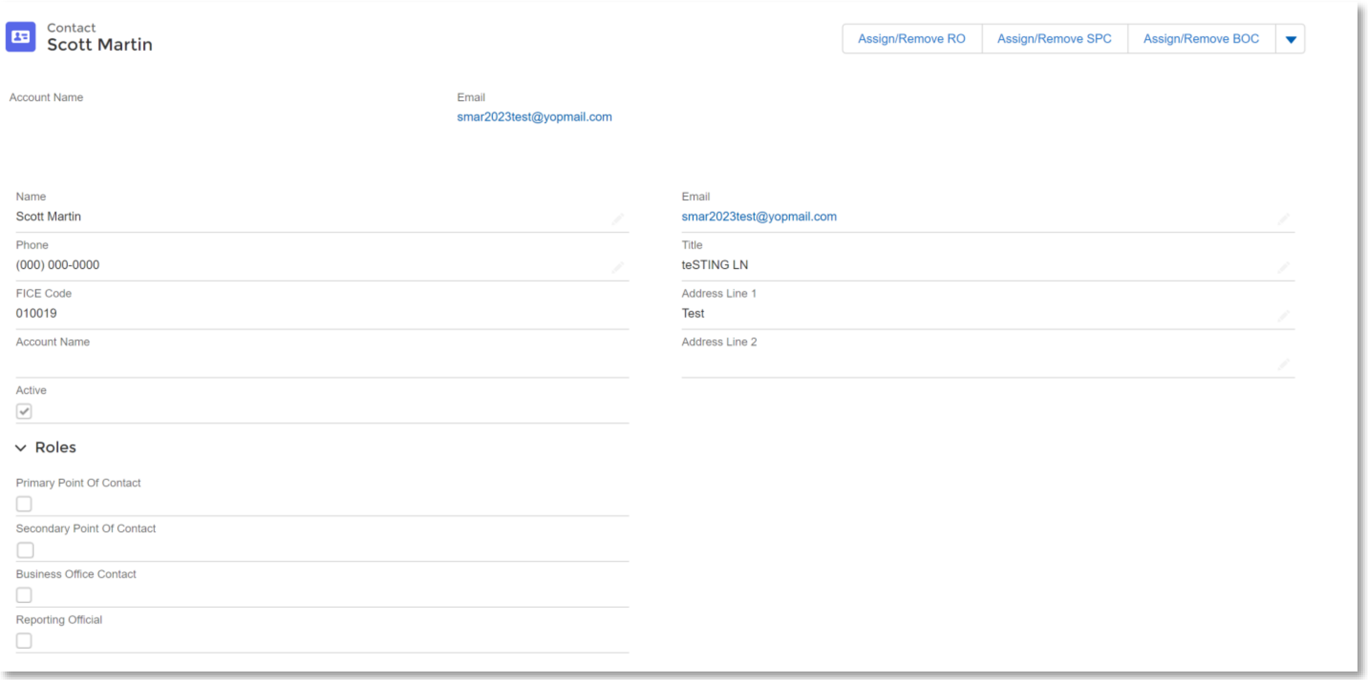
After the PPC assigns a SPC or BOC role, the Institutional Aid Administrator (IAA) will be granted the permissions for the corresponding role.



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:

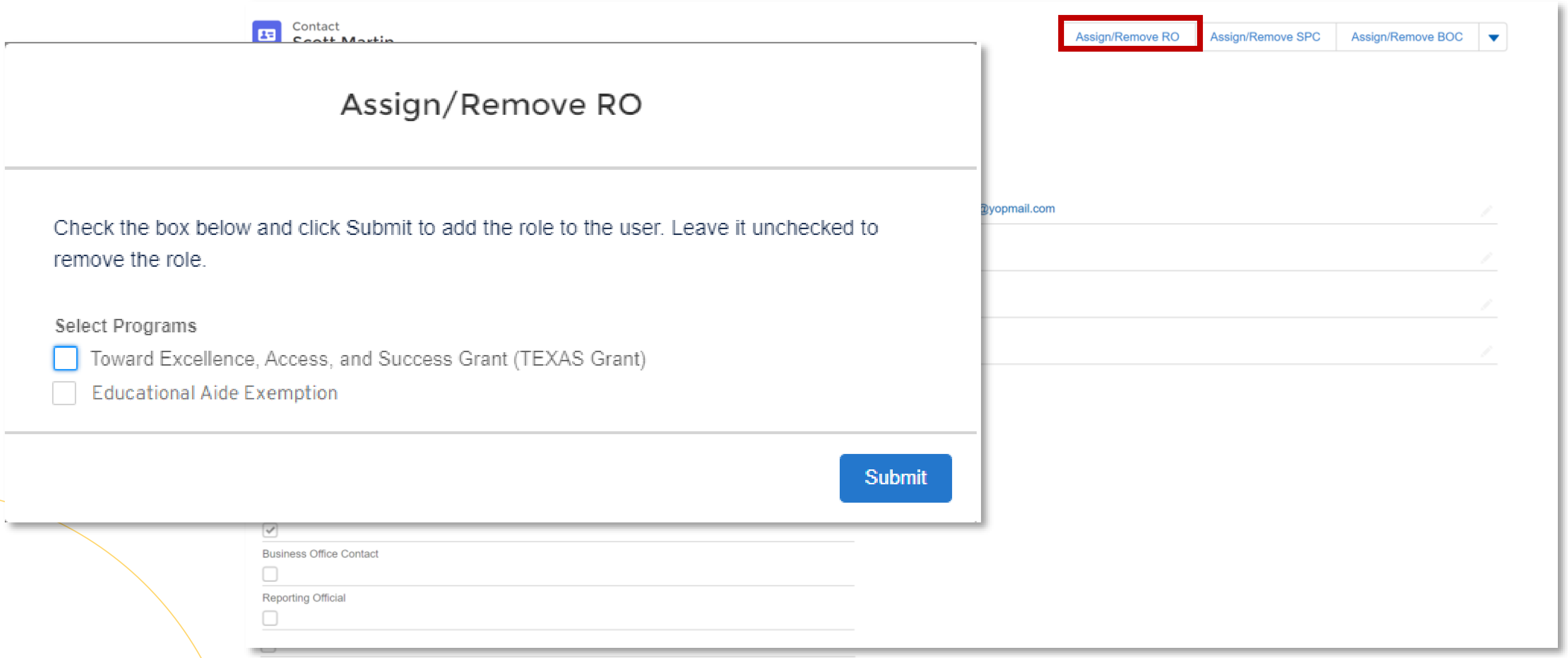
1. Select the Assign/Remove RO button.



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

Assigning RO

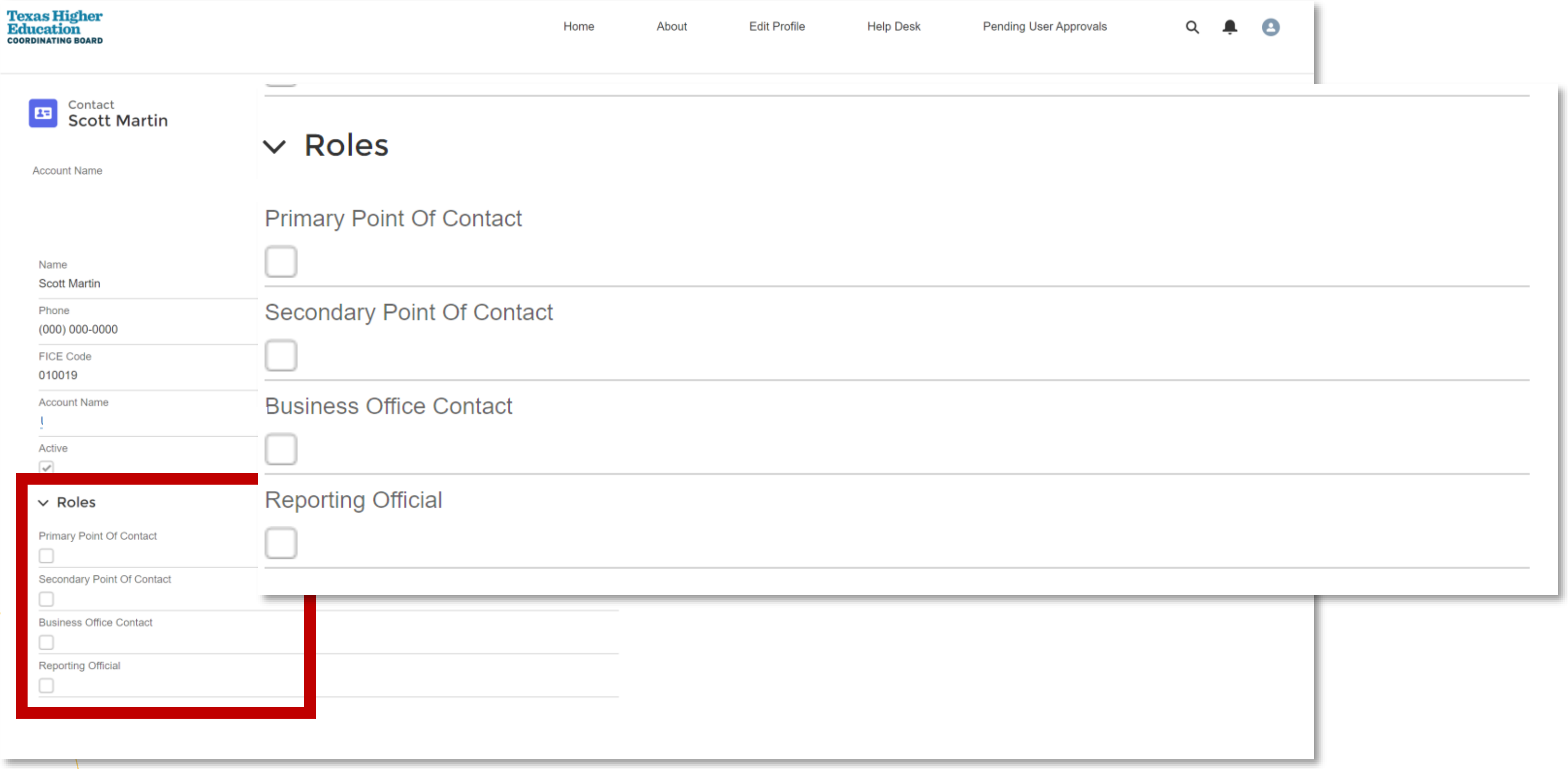
After clicking on the **Assign/Remove RO** button, the PPC will then be prompted to select which program(s) the IAA will be assigned as a Reporting Official.



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.



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

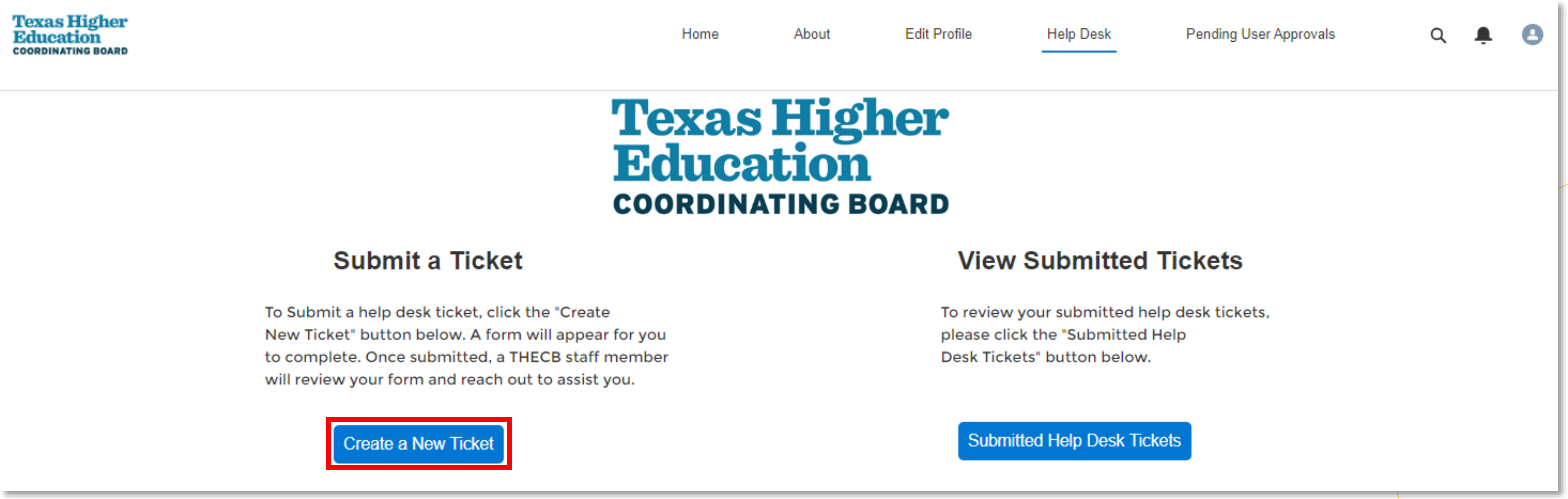
✓ Can view the Institutional Profile and Allocations tiles in portal

✓ 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

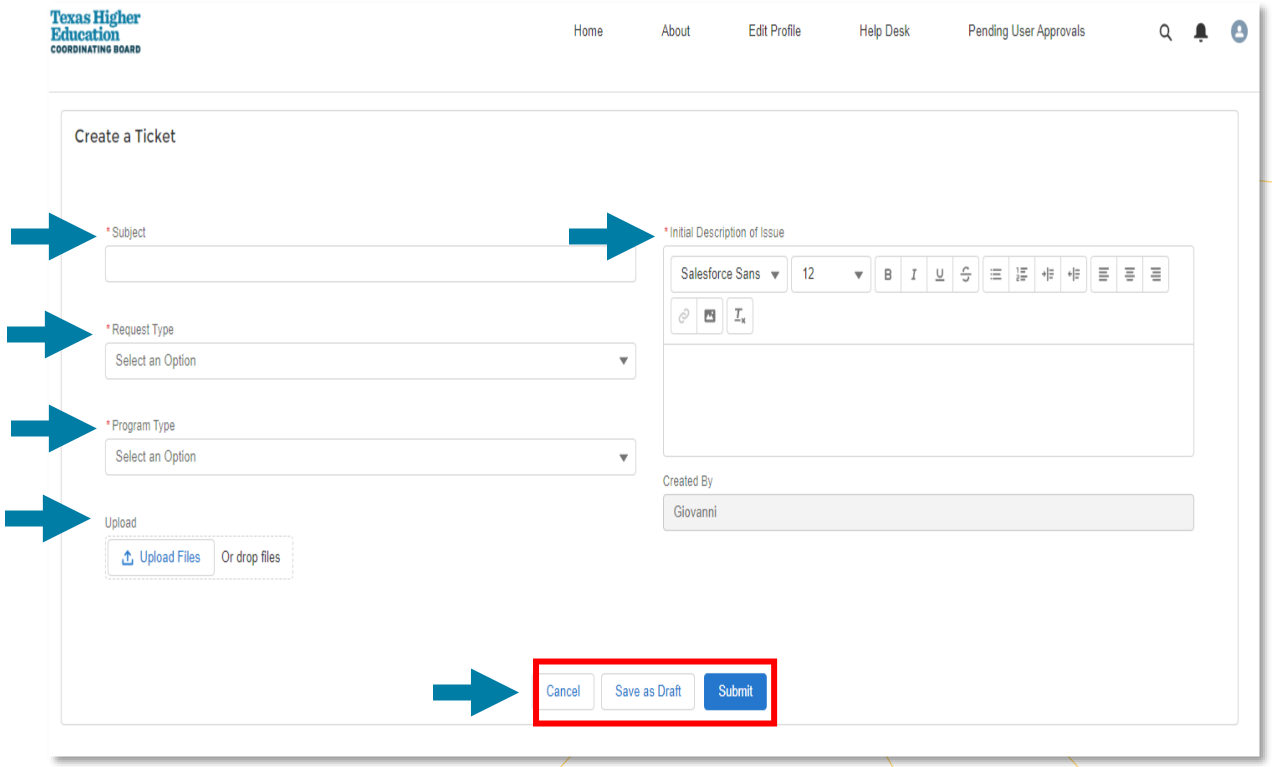


1. Select "Help Desk" from the top menu bar.
2. Select "Create a New Ticket."

Create a New Ticket

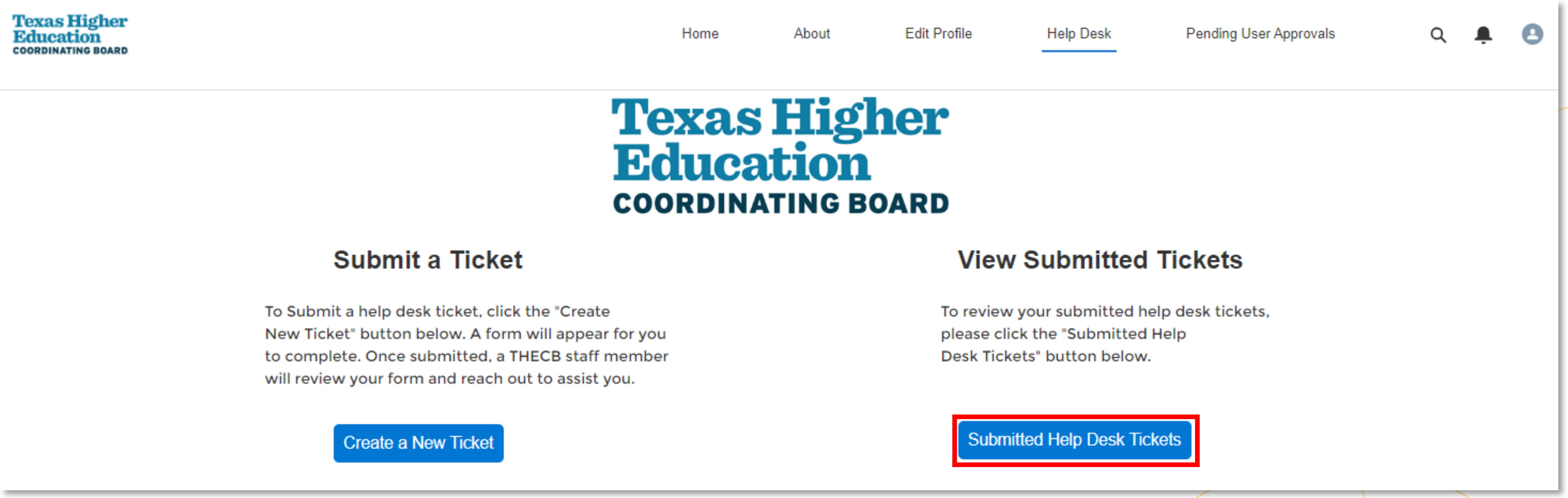
Enter the following information:

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.



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

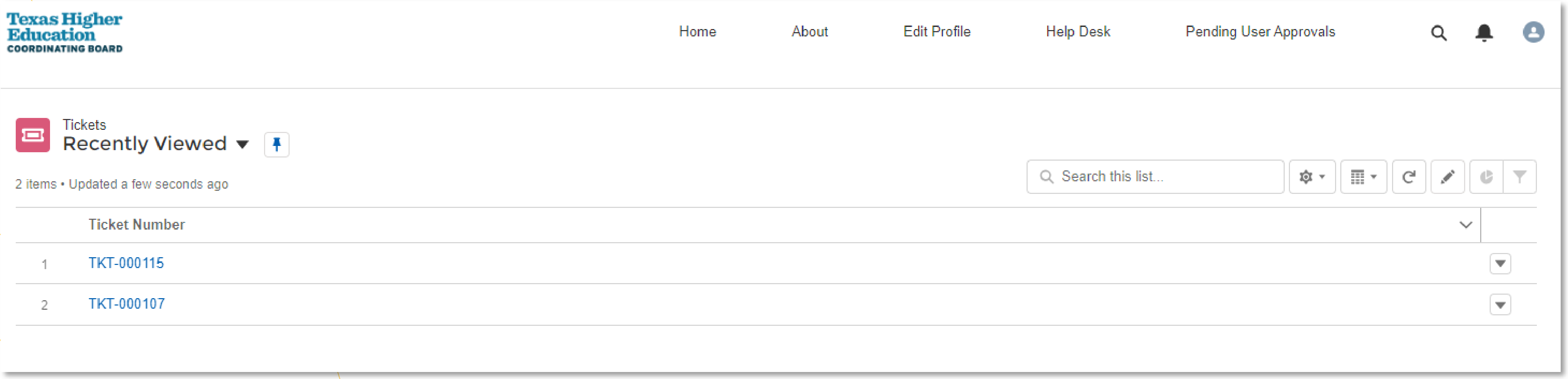
View Submitted Tickets



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.



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.)