



System Web Address: flgap.com

Getting Users Access:

1.1 Access Florida GAP System

In today's ever evolving technology landscape, cyber security requirements are rapidly changing. Many user organizations now require unknown system addresses and emails to be whitelisted in order for the user to be able to receive any of the BlackCat System emails. The following steps walk through how to access the system and include how to trouble shoot when a user is struggling to get in.

- 1) State sends User Access Information Email from the FLGAP/BlackCat System. The email address it will come from is: system@blackcatgrants.com

William:

Your FL GAP user access information has been created and is as follows:

Username: **Wsmith**

Click link to setup your password: [Click here.](#)

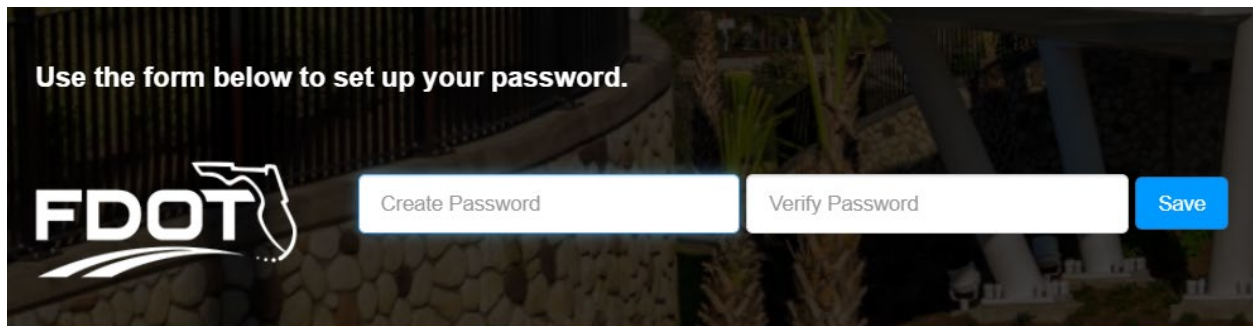
You can find the FL GAP application at <http://www.flgap.com>. Please login as soon as possible to confirm your access is working. Once logged in, you may select the "My Account" link in the upper right hand corner of the application and change any of the information listed on the screen including your username and password.

If you require immediate assistance, please call the FL GAP Support Line at 888-238-9707. If you would like to send us any ideas, concerns, or questions, please select the "Contact Support" link in the footer for email access to the Support Team.

Thank you,

BlackCat Support Team
FL-ADM-1

- a. **If the user reports not getting the system email:**
 - i. Verify that the above user email address is correct and contains no spaces
 - ii. Verify that the user has check their junk or spam email
 - iii. In some cases, the URL also has to be whitelisted in order for the user to access the site. If the user still is not getting the system access email, the user must request their IT department *whitelist* both flgap.com, system@blackcatgrants.com and flgap@blackcatsupport.com prior to resending the user access email.
 - iv. If a user continues to have an issue have them contact BlackCat Support directly 888.238.9707.
- 2) The user will locate the **Here** link to establish their password.
 - a. The password link will expire 48 hours after it is sent from the system and will have to be resent once 48 hours has passed.
- 3) The Password must be between 8-25 characters, and must include at least one lower case letter(a-z), one number (1-9), one capital letter (A-Z) and a special character (!@#%&*()).

A screenshot of a web form for setting up a password. The background is a dark image of a bridge. On the left is the FDOT logo. The text "Use the form below to set up your password." is at the top. Below it are two input fields: "Create Password" and "Verify Password". To the right of the "Verify Password" field is a blue "Save" button.

Use the form below to set up your password.

FDOT

Create Password

Verify Password

Save

- 4) Once set up, Locate the **FLGAP System** login screen at: flgap.com.
- 5) Login to the **FLGAP System**:
 - a. Enter your username
 - b. Enter your password
 - c. Select the Login button