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 troubleshoot 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.figap.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 (!@#$%^&*()).**

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