



FAQ For Providers

Latest Update 6.25.2024

Question

Answer

Why Are We Changing?	
What is the vision for the GAPREK Platform?	Create a modern system that can be easily accessed and managed by both internal and external customers to support the delivery of quality Georgia's Pre-K Programs statewide.
What are some of the benefits of the new system?	<ul style="list-style-type: none"> ✔ Streamlined processes for greater efficiency ✔ Real-time updates with the Class Reporting Manager ✔ Easy access to request and waivers management ✔ Centralized dashboard for important notifications and tasks ✔ User-friendly interface for seamless navigation ✔ Accurate and up-to-date provider records
Project Timeline	
When will the new GAPREK system become live?	Georgia's Program System (GAPREK) will be available July 1 st , 2024.
Provider Preparation	
Will we get instructions on how to log into the GAPREK portal?	Yes, Project Directors will receive an email that will share the process of how to access the GAPREK system, and a username and password will be provided. We will keep you updated, and you will receive the email with instructions prior to our transition to the new system.
When will the welcome email for go-live be sent, and what will it prompt users to do?	The welcome email for go-live will be sent during the week of July 1, prompting you to reset your password. Current GACAPS users will get an email prompting them to log into the GAPREK side of the portal.
What do I need to do prior to July 1 st ?	<ul style="list-style-type: none"> • Update Contact Information • Verify Project Director and Grant Signatory emails • Complete Online Access Agreement • Designate a Primary Authorized User
What do I need to do on August 1 st ?	Providers are required to begin entering student information by August 1st.
How will providers be reminded about post-launch activities?	Pre-K will send out incremental reminders related to post-launch activities throughout July.
Data Migration & System Integration	
What information will migrate from PANDA to the new system and for how many years?	Project Director & Grant Signatory will be migrated from PANDA to GAPREK. Six years' worth of data will also be migrated.
Will we be able to deactivate a user or make changes?	Primary Authorized Users and Project Directors will be able to update and delete all other user roles by clicking on the "Manage Users" tab on the navigation panel in the GAPREK provider portal.
Will there be system integration with the Georgia Professional Development System (GaPDS)?	Yes, that will be a part of the future phase rollout for GAPREK.
Will the Pre-K project director & grant signatory information be migrated from PANDA to GAPREK?	Yes; however, all other user roles will need to be added manually in the new system.
Will all of my site/program information be included in the new system?	The only information that will not be included in the new system is provider user roles. Project Director and Grant Signatory user roles will roll over to the new system; however, providers will need to update all

	other user roles including site directors, financial users, and data management users.
System Roles/Users	
What is a Primary Authorized User?	This is a new user role for the GAPREK system. The Primary Authorized User will have all the same functionalities in the system as the Project Director; however, will also be able to update Project Director roles when directors change. The Primary Authorized User can create additional authorized users and provide each with a unique ID and password.
How is a Project Director role defined in GAPREK?	Each Georgia's Pre-K program must designate an administrator to serve as Project Director. This user should be responsible for the administration of the Pre-K grant and all aspects of operating and reporting data for Georgia's Pre-K in GA PREK. The Project Director and Primary Authorized User could be the same user and thus, share the same permissions.
How is a Site Director role defined in GAPREK?	Each separate site housing Georgia's Pre-K classes must have an individual designated to serve as Site Director. The Site Director should be located on site during the 6.5-hour instructional day. The designated Site Director is responsible for maintaining site level data, and associated class data, in GA Pre-K.
How is a Financial Manager role defined in GAPREK?	Users assigned the Financial User role can view and print payment advices, as well as complete and submit reconciliation reports.
How is a Data Management User role defined in GAPREK?	Users assigned the Data Management User role can enter class level data, waiting list information, and specific documentation.
Can Project Director & Primary Authorized User be the same person?	Yes, the Project Director has access to everything except for creating user roles. PAU has access to everything and can create user roles.
Where can instructions for creating user roles be found?	Instructions for creating user roles will be included in the Provider User Manuals.
In the new GAPREK system why is it important for users to not share email or log-in credentials?	In the new GAPREK system, the project director and the primary authorized user can assign access to each individual user. Users should not have a shared email address or log-in credentials. The system will track who accessed or made changes in the system using the log-in credential. If people are sharing a log-in credential, the system cannot track who has accessed it.
Does everyone need their own login?	Yes
GAPREK Features	
What is the new Class Reporting Manager, and when will it be operational?	The class reporting manager is designed for providers to enter teacher and student data at the beginning of the school year with the ability to maintain it in real time. The system will streamline the roster creation and submission process. Class Reporting Manager is new this year and will be operational on August 1st.
Will teacher waiver extensions be available in GAPREK?	Once GAPREK is live, waivers will be available in GAPREK.
When can I begin entering teachers and students?	Teacher data will be able to be entered and updated beginning in mid-July. Student data can be entered beginning on August 1 st .
How do I add teachers?	Click on the Class Reporting Manger tab from the Navigation tool bar and select "add teacher."

How do I add students?	Click on the Class Reporting Manger tab from the Navigation tool bar and select "add student".
Do I submit a teacher credential waiver through the system?	Yes, you can submit teacher specific waivers using the online waiver forms in the portal.
Do I need to submit roster correction requests anymore, or can I edit student information myself?	You will have access to student and teacher data in the Class Reporting Manager throughout the school year. You can edit this information at any time to maintain the highest level of accuracy.
How do I see important critical reporting dates?	Critical reporting dates will be displayed on your dashboard, which is the first page you see upon logging into the system.
Can I report a temporary closure in the system? (i.e. building temporarily closed due to damage to the classroom)	Yes, you can submit a temporary closure request under Manage My Sites and Classes.
Will there be a family portal?	Yes, in a future phase of the system, there will be a family portal where families can create an online account to search for and contact programs.
Policies & Procedures	
How will I complete the Grant Agreement?	Verification of Lawful Presence, Delegation of Authority, finance forms, and Vendor Management will be completed in PANDA. Grant Agreements will be processed electronically in GAPREK and sent to Project Directors via email.
How will grant agreements be executed with the new system?	Grant Agreements will be executed in the new GAPREK system. Grant Agreements will be sent after July 1 st . They will be sent to the Grant Signatory via DocuSign.
Where will I complete the reconciliation for FY24?	All reconciliations for FY24 will be completed in PANDA (Pre-K Application and Database Access).
What changes will occur with reconciliation and the budget, and when will providers receive training?	Providers will be required to reconcile in the new system starting in school year 20242025. Providers will receive training during school year 2024-2025. Providers will receive an email to register for the training.
What roles need to be clarified in the Online Access Agreement?	The Online Access Agreement will ask you to clarify three roles: Grant Signatory, Primary Authorized User & Project Director.
What documentation is required for Project Directors to upload?	You will need to upload your enrollment policy, fee policy, and attendance policy. These will be reviewed by your Pre-K Specialist through the system.
When will the new roster form, waitlist form, and registration form be posted?	They are currently available now on the Georgia's Pre-K Website .
Will we need to remember a new class ID?	No, you won't have to remember a new class ID each year. The forward-facing ID will remain the same
Will there still be time periods when you are unable to enter student and teacher data?	No, providers will be able to do everything in real-time. The requirement to submit rosters four times a year is still required, but the process and efficiency of doing so will be more streamlined.
Payments	
Will my payments be affected?	Pre-K payments should not be impacted by the transition to GAPREK. If there are any issues, payments will be made through the current payment process.

How will I see my payment advice?	There is a section in the portal called Payment Advices that will allow you to access the payment advice for monthly, start-up, and special payments throughout the school year.
PANDA Access	
When do I lose access to PANDA?	PANDA will be "read only" access after June 20, 2024 , except for Reconciliation Report access.
Are we finishing out Summer Transition Program (STP) in PANDA this year?	Yes. You will be able to complete all STP processes and reports in PANDA. STP providers will be contacted by email when the system is reopened to submit the reconciliation report.
Technical Support	
Where do I go for technical assistance?	<ul style="list-style-type: none"> • If you have additional questions, please contact your Georgia's Pre-K Specialist or email GAPREK.support@dec.al.ga.gov. • You may also click the 'Contact Pre-K' button on your GAPREK navigation bar in the GAPREK system.
What are the notification and communication channels within GAPREK?	<p>Within GAPREK, there are several channels to keep you informed and updated:</p> <ul style="list-style-type: none"> • Email Notifications: These require action and will always come from donotreply@ga.prek.gov. • Notification Bell: Check the bell icon at the top right for general notifications. • Dashboard Banners: Look out for banner notifications right on your Dashboard.
Will history of support tickets be recorded?	Yes, a history of support tickets will be kept.
Will the bell notifications go to all user roles within GAPREK or just the roles for which it is applicable?	Bell Notifications will only go to the roles for which it is applicable.