









FAQ For Providers

Latest Update 10.5.2024

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
GAPREK Access	
What should I do if I have to reset my password every time I go to the GAPREK dashboard?	<p>There are a couple of reasons this may be happening:</p> <ul style="list-style-type: none"> • If the system requires a password reset each time, you might be trying to access the portal via the original welcome email link or reset email link. You should use the link from the email to set up your password and then bookmark the login page for future access. • If an email address is entered as a username, the system will prompt to reset the password each time. Ensure the username being entered is correct. You may refer to the welcome email or reset email for the username information.
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.
How do providers get the user guides?	The GAPREK User Guides are currently available on the GAPREK Webpage for each type of user.
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.
Can the GaPSC (Georgia Professional Standards Commission) merge with the new system to keep track of teacher credentials?	At this time, the system verifies teacher credential information via GaPDS, the Georgia Professional Development System. PSC and GaPDS authenticate teacher credentials for GAPREK.
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 Guides .
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
Who gets the system notifications, and how do we know who takes care of it?	<p>The Site Director, Data Manager, Project Director all get notifications. Within your organization, you need to communicate who handles what tasks and how others will be informed.</p> <p>We recommend logging into GAPREK every day. Notifications come through GAPREK, and it is important to check updates, banners, and notifications daily, just like you check your email.</p>
Who can create the users?	The Primary Authorized User (PAU) can create additional user roles and grant user access to the system. Refer to the Manage Users section of GAPREK for additional information.
Will site directors have access to the site report? Who can see the information?	Project Directors and Site Directors can both acknowledge and view visit reports in the system under the Visits section. They can print and download the reports to share with additional staff.
Who should the Primary Authorized User (PAU) be? Could it be the Project Director (PD)?	The Primary Authorized User has the same functionality as the Project Director with the ability to create additional users in the portal. The Primary Authorized User and Project Director can also be the same person.
GAPREK Features	
	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

What is the new Class Reporting Manager, and when will it be operational?	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.
How do I access and print out my calendar?	You can print an approved calendar from the system by navigating to the Calendars section of the GAPREK portal. In the table view, you will see a print button available under Actions.
How do I access and print out a roster report for teachers so they can add children to WSO?	You will have access to print a roster report once the first roster has been generated for the school year. This functionality will be available under the Manage Rosters section of the GAPREK portal.
Is it possible for WSO to communicate with GAPREK?	Work Sampling Online and GAPREK are not linked.
Does GAPREK recognize weekdays, or do we have to enter weekend days like in PANDA?	GAPREK recognizes a workweek as Monday through Friday. The system also recognizes holidays.
Is there a print feature for filtering student information?	No, this is PII (Personally Identifiable Information) and cannot be printed. This feature is not available due to security risks.
Is there a transfer option for a child to move to a different school in GAPREK?	Yes, there is a transfer option in GAPREK. You can transfer a child to a different school by using the "Move A Child" feature in the system. Refer to the GAPREK User Guides for additional information.
Will the submit button show on rosters? How do we know that our students have all been added?	On the roster count date, the rosters will be prepopulated under the Manage Rosters section in GAPREK. Only those students that are eligible for the current roster cycle will be included in the list. You can verify that all students are listed, and their information is complete before submitting. If any updates need to be made, the student and teacher data can be edited in the Class Reporting Manager. Only Project Directors are able to submit the rosters.
Has the Bulk Upload feature been opened yet?	The bulk upload feature is available. For additional information on the process, refer to the GAPREK User Guides .
Can we submit screenshot documents?	Yes. To upload these types of documents, ensure the screen shot is converted to a pdf or doc file prior to upload.
During a waiver or request, does it save in progress, or do	All information and uploads must be submitted at the same time the form is completed.

you have to upload all information and documentation at once?	
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 2024-2025. 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.
Will the PANDA ID # under the Compliance/PreK Information tabs in PowerSchool be changed to GAPREK Id #, or will it remain as is?	The Class ID could remain as PANDA ID since providers enter this information with the child.
When submitting rosters will there be a notification from the Site Director to the PAU or Project Director about when the information is all in the system?	Programs will need to establish a communication procedure. There is no notification bell in the system. They will need to inform you when their data is entered and complete. Then, the Project Director can decide whether to submit the roster by class, by site, or all at once.
What is contained in the bulk upload, the whole program or by site?	The GAPREK bulk upload CSV format is per site.
When doing bulk uploads do, we choose all the Category 1 information, or do I just select "yes" once?	You will want to record as much data as possible. For instance, if a child is Category 1 for free and reduced lunch, this will be marked as SNAP.
On the request option, is there a way to move a child to another center before a Modified Day Request is completed?	That decision is up to the family. You would need to end date and start date the child at a different site. Alternatively, you can move the child from location to location within your organization using the "Move A Child" option.
On the Modified Day request, how do we enter IEP information?	IEP modifications take precedence over other considerations. This is not considered a Modified Day, as the child's IEP is followed.
Do I need to add my current teachers before removing old teachers?	No, you should end date current staff before adding the replacement staff to ensure the system has accurate staffing information.
How can we share class reporting information with teachers for WSO data entry?	You can share class reporting information with teachers by exporting the necessary data from the system and providing it to them for WSO data entry.
What do we do if parents submit a waiver and then actually provide a card? Can we still report the SSN in the system?	Yes, if parents initially submit a waiver and later provide the SSN card, you can still report the SSN in the system. Go to the Class Reporting Manager to update or edit student information in real time.
Do we need to change the contract for October since salaries may change?	Yes, if there are salary changes, you will need to update the contract for October to reflect those changes accurately.

How do we request a modified day?	The modified day request should be submitted in GAPREK under the request tab.
What if the student's IEP states a modified day?	Providers would be expected to accommodate a child's IEP. They should talk with their Pre-K specialist if they have questions.
If the IEP states a child needs to leave "2 days a week," is that acceptable?	Yes, providers would be expected to accommodate a child's IEP. They should talk with their Pre-K specialist if they have questions.
When entering student data, what if parents don't have an email address?	We are currently working to make the parent email requirement optional; however, it is recommended to work with families to get a valid email address.
How do you request supplemental curriculum?	Submit a letter requesting to use a supplemental curriculum to your Pre-K specialist.
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.
Will Pre-K payments come from Maximus?	Yes, it takes less than a week to receive payments from Maximus. The payments will come from Child Care Max, Inc.
After my first payment I received another check the following week. What is that?	The first payment in August is your regular payment. The second payment is a retroactive payment for the days worked in July.
Can the financial manager see how to manage transportation per site?	Yes, the financial manager can access this page. Transportation is paid to all providers whether students are transported or not and is reflected in the operating costs.
Will you continue paying off the grant based on 20 children per class?	Yes, payments will continue based on the assumption of 20 children per class, as outlined in the grant agreement.
Will the CYE retro pay be issued as one lump sum?	Yes, the CYE retro pay will be issued as a single lump sum payment.
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.
Reconciliation funds came through PANDA. How will I	These funds will transfer to your GAPREK account, and you will reconcile in GAPREK for the 2024-2025 school year. You can also access the last five years of your account through the PANDA portal.

reconcile this in GAPREK next year?	
Specialists Support	
If a roster was submitted showing a child is not being transported, but later it changes to 'yes,' how do we ensure the specialist is aware of this update?	If a roster is submitted with 'no' for transportation and it changes to 'yes' after submission, you should update the information in the Class Reporting Manager and it will be updated on the next roster cycle.
If a roster was submitted showing changes in category one and category two, how do we ensure the specialist is aware of this update?	When changes are made in the Class Reporting Manager, the history will show when it was changed, and adjustments will be made accordingly during the next roster cycle.
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.
Is there a recommended browser that I should use to access the new system (e.g. Chrome or Edge)?	Chrome is the recommended browser to use for accessing the new system. You can also use Microsoft Edge.
What is the expected response time for support tickets?	Help tickets will be acknowledged based on priority level and needs. Providers will be updated on help ticket statuses throughout the process.
We have updated GaPDS with a teacher's information, but we are still not getting the	GaPDS requires about a week to verify the credentials, certifications, and degrees entered. If there are no changes after a week, the

credentials correctly in GAPREK. When will that be fixed?	teacher should contact GaPDS directly to correct their account. Once corrected, accurate information will migrate to GAPREK.