GEORGIA DEPARTMENT OF REVENUE

LOCAL GOVERNMENT SERVICES DIVISION

Georgia Certification Program Portal Procedure Manual

For Educational Purposes Only:
The material within is intended to give the course participant a solid understanding of general principles in the subject area. As such, the material may not necessarily reflect the official procedures and policies of the Georgia Department of Revenue or the Department's official interpretation of the laws of the State of Georgia. The application of applicability to specific situations of the theories, techniques, and approaches discussed herein must be determined on a case-by-case basis.

5.5.16

Activating your Account

You have to be invited to access the website. A GCP Coordinator will add you to the system and an email will be sent to you from Georgia Department of Revenue Portal.

The email will give you instructions to activate your account and will have your username and a temporary password. See example below.

Georgia Department of Revenue Dear Kim Oliver, Welcome to the Georgia Department of Revenue Portal. Your new login ID is kimoliver and your temporary password is R@xK4P22 . Please go to http://sso.dor.ga.gov/new-account to activate.
To
Kim Oliver
Aug 7
Dear Kim Oliver,

Welcome to the Georgia Department of Revenue Portal.

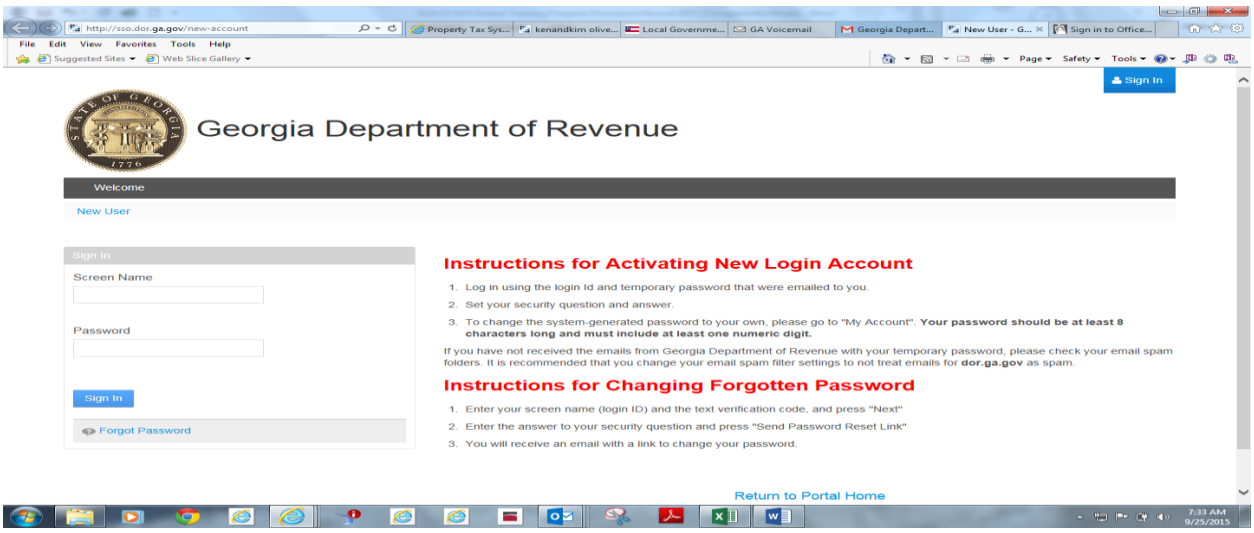
Your new login ID is **kimoliver** and your temporary password is **R@xK4P22 .**

Please go to **http://sso.dor.ga.gov/new-account** to activate your account.

Sincerely,

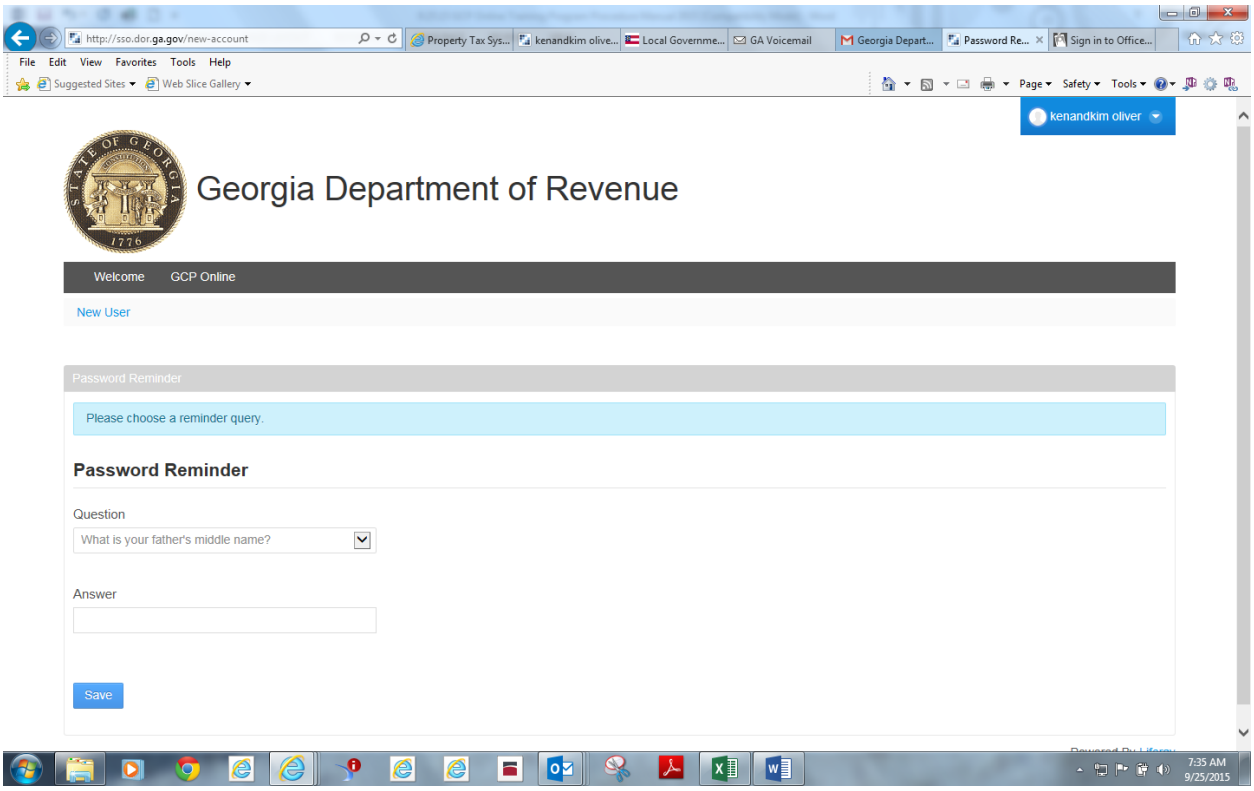
Georgia Department of Revenue
no-reply@dor.ga.gov
http://sso.dor.ga.gov

Type your username and temporary password on the screen below. Click Login.

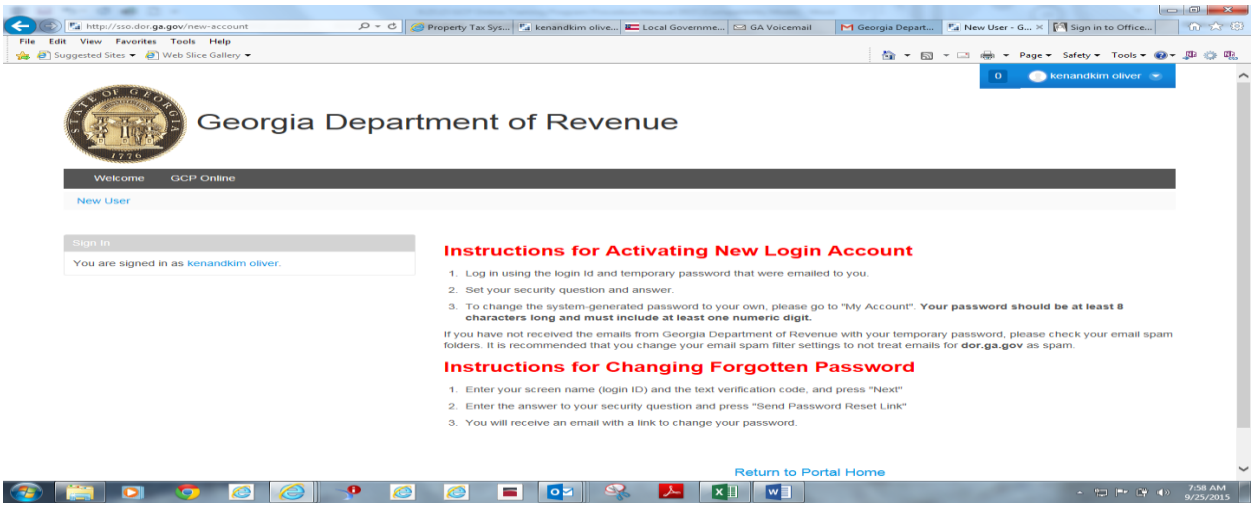


When you enter your screen name and temporary password then click login on the screen above it will take you to the screen below.

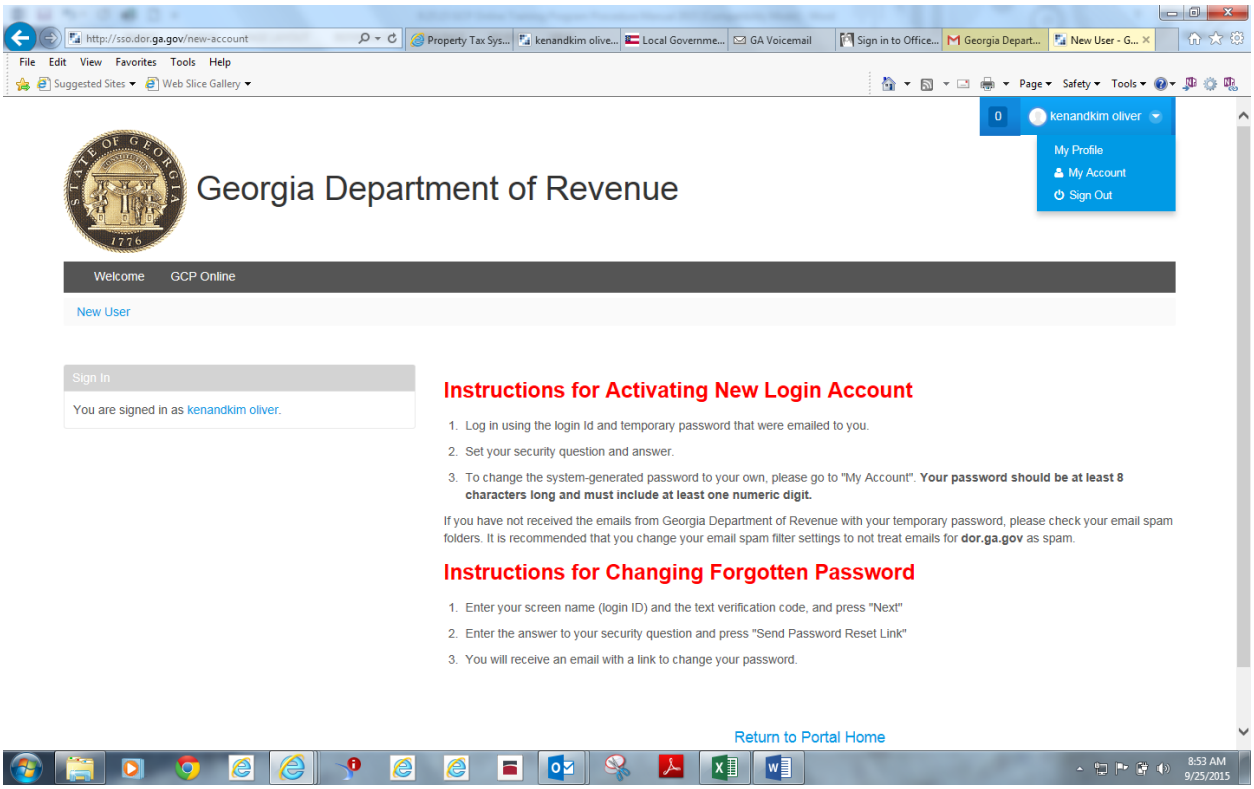
Choose your security questions from the dropdown list. Type in the answer in the space provided. Click Save.



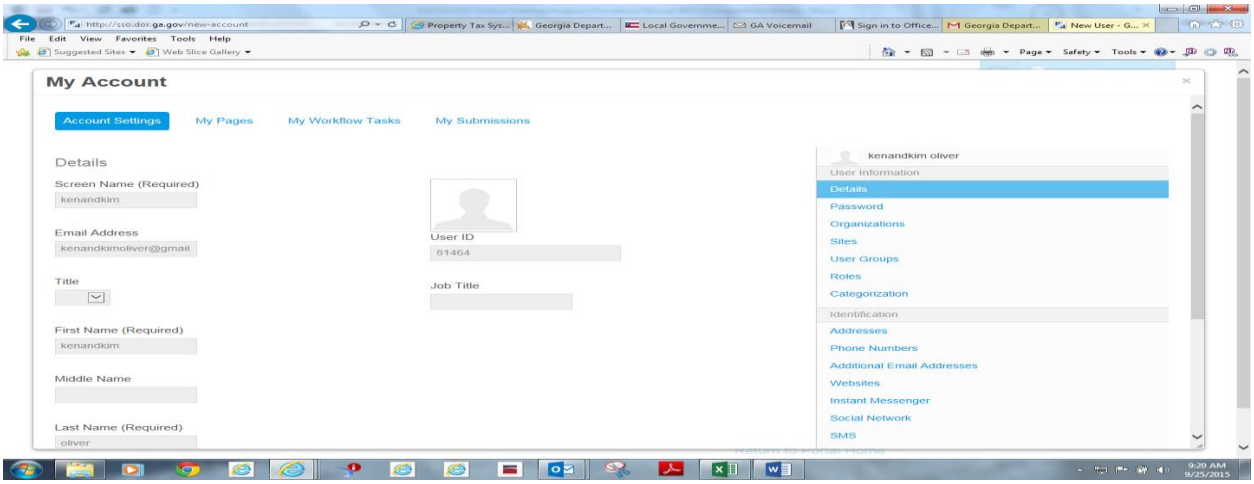
Once you complete the security question and click save, you will be taken the screen below.



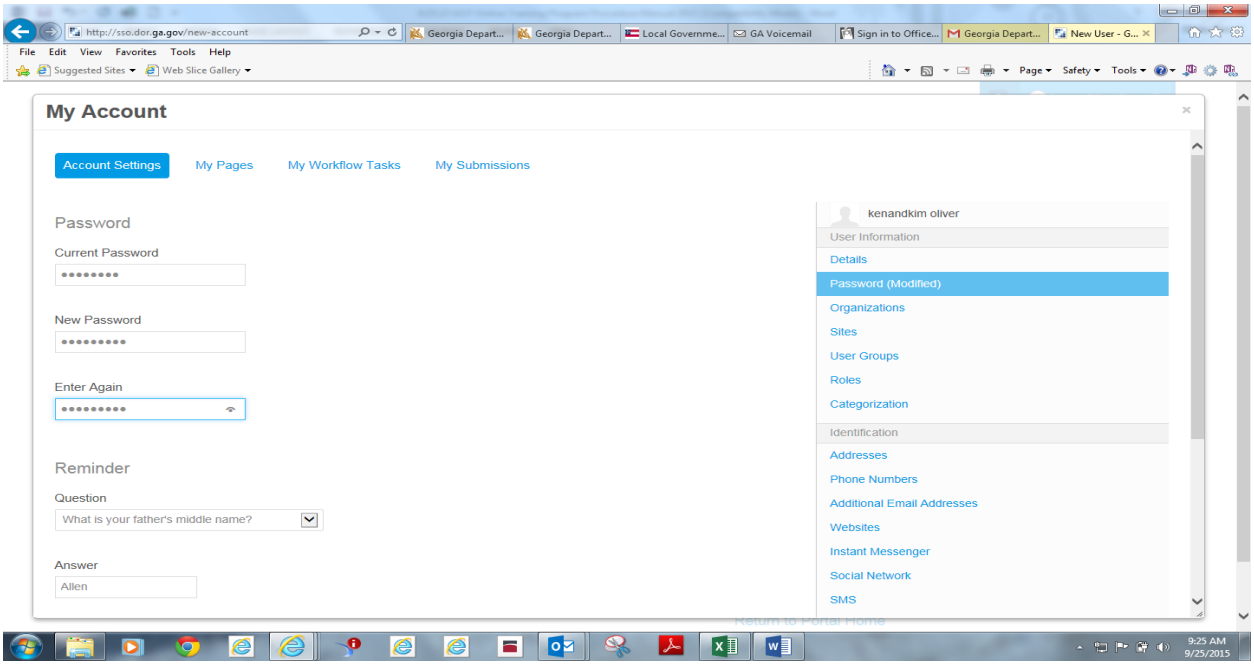
Click on your name shown in top right corner. A dropdown with options will display. Click on My Account.



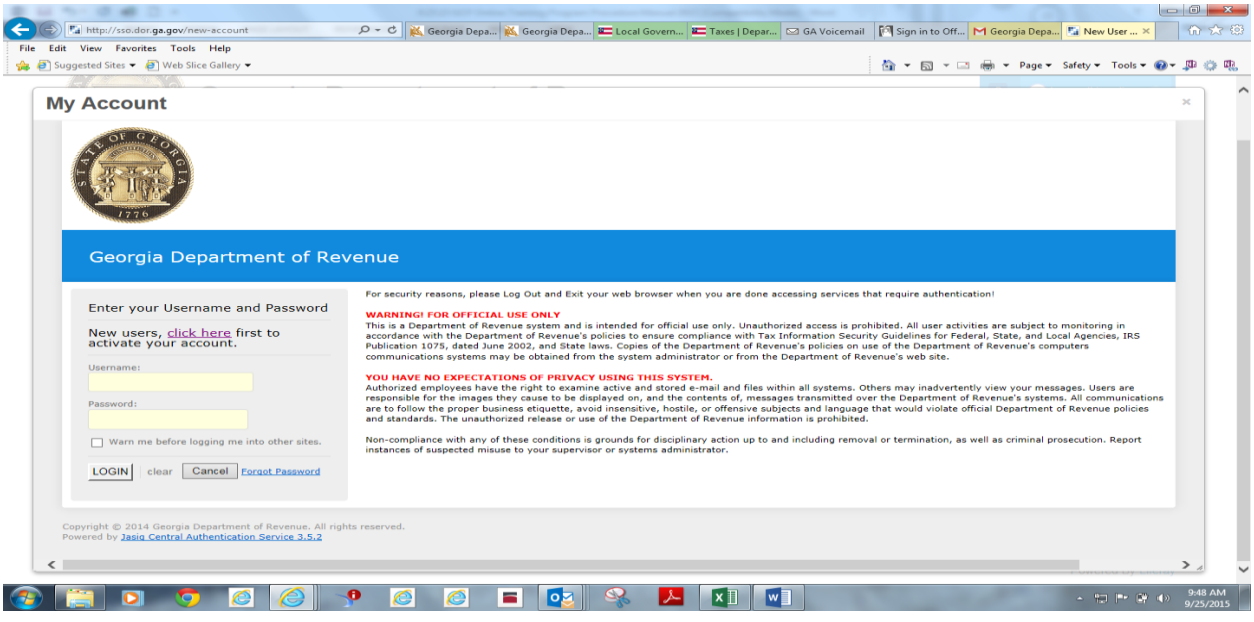
The screen below is your information as shown in the GCP Online website. If any information is incorrect, email lgs-gcp-mail@dor.ga.gov to let us know what needs to be changed. To change your password, click on password shown on the right side under User Information. You can access this page anytime to change your password.Your security question and answer are shown on the bottom left side if you ever choose to change it.



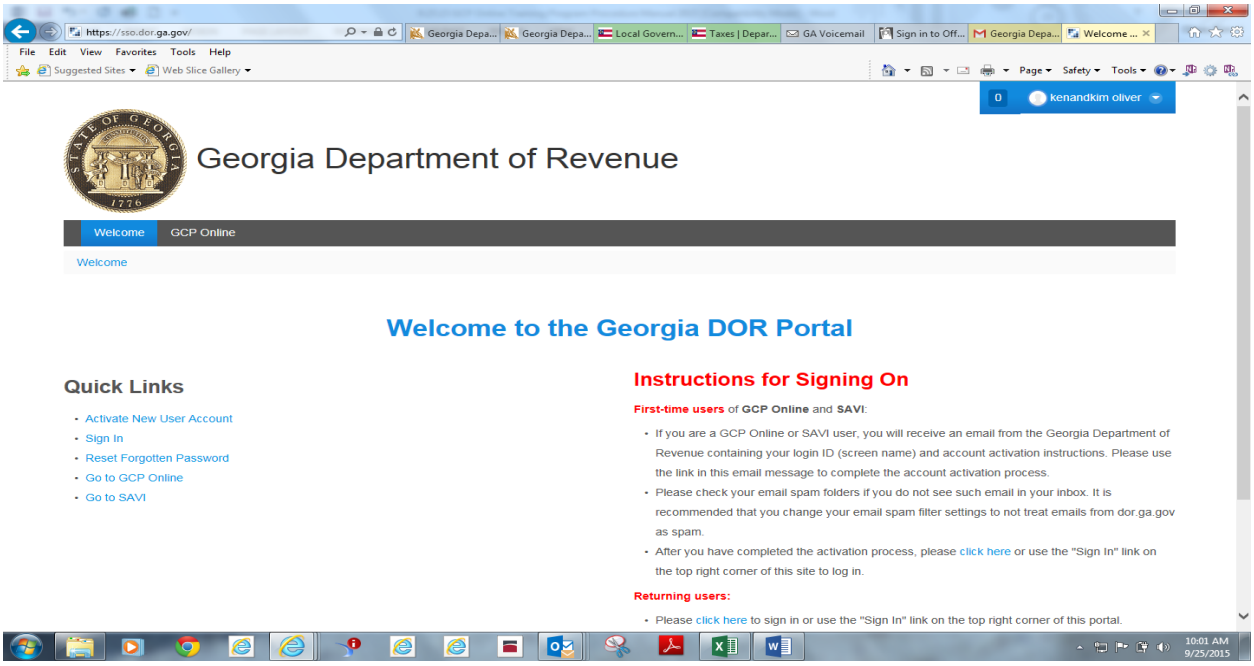
Enter your current password. This is the temporary password that was sent to you in the email from Georgia Department of Revenue Portal. Enter the password you want to use to access the website. Reenter the password you changed it to. Click Save. At the bottom right side below the User Information Options.



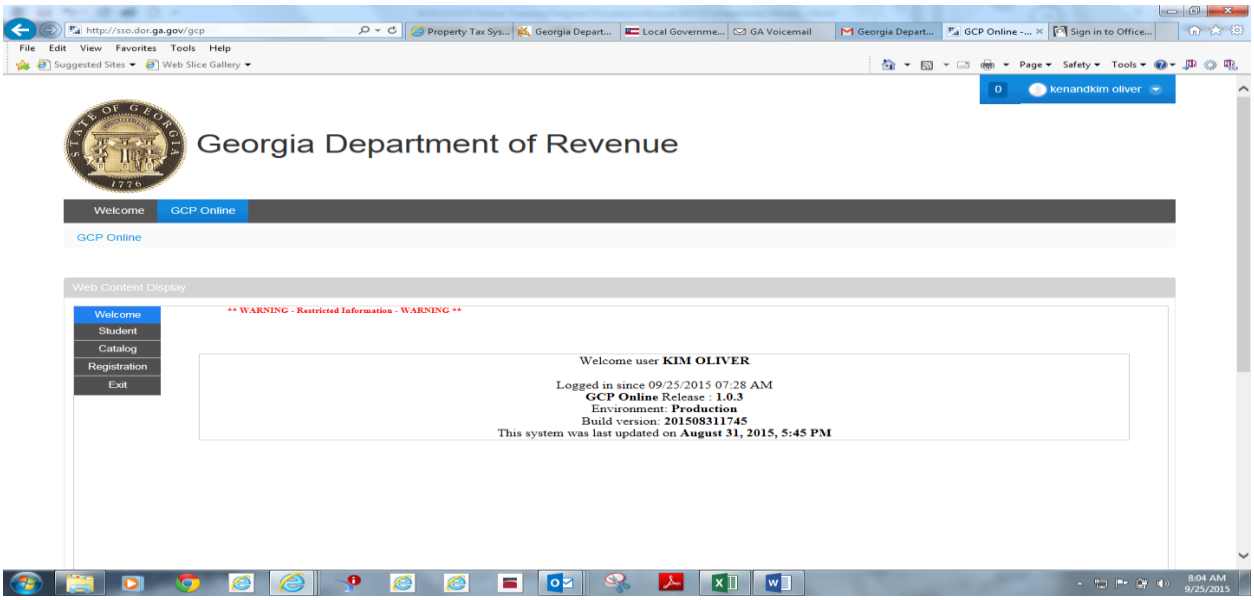
It will take you to the screen below. Sign in using the username that was sent to you in the email. This will always be your username. Type in the password you changed to from the temporary password. Click login.



This will take you to the screen below. Click on GCP Online. It is on the black bar below the state seal. Note: You can access GCP Online by clicking on GCP Online shown on the black bar under the state seal or by clicking on Go to GCP Online under Quick Links on the left side of the screen.



This is the Welcome page for GCP Online. You can save this website address in your favorites to bypass taking extra steps when you login. It will prompt you to sign in then take you straight to this page.

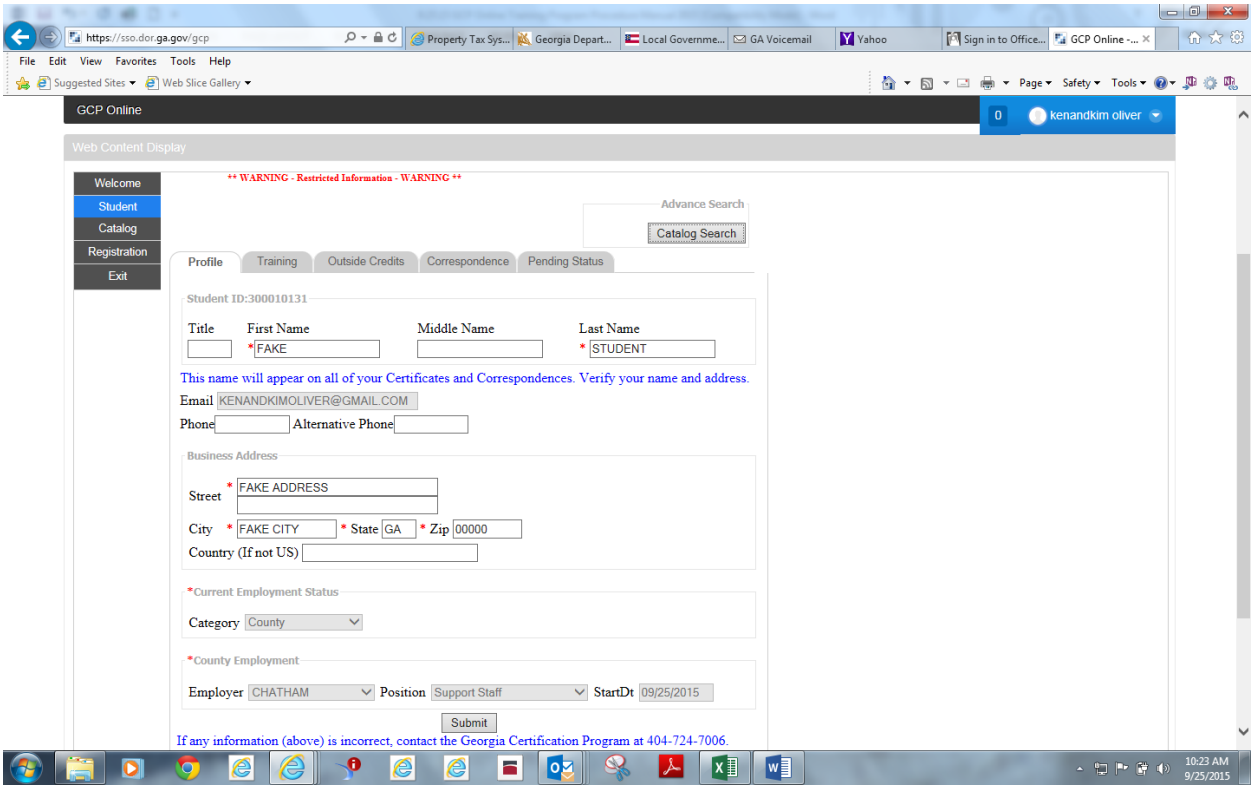


Student Profile

Click on Student (the tab is on the left side in the black box) to see your personal information as shown in our system. If any of this information is incorrect, email the information that needs to be changed.

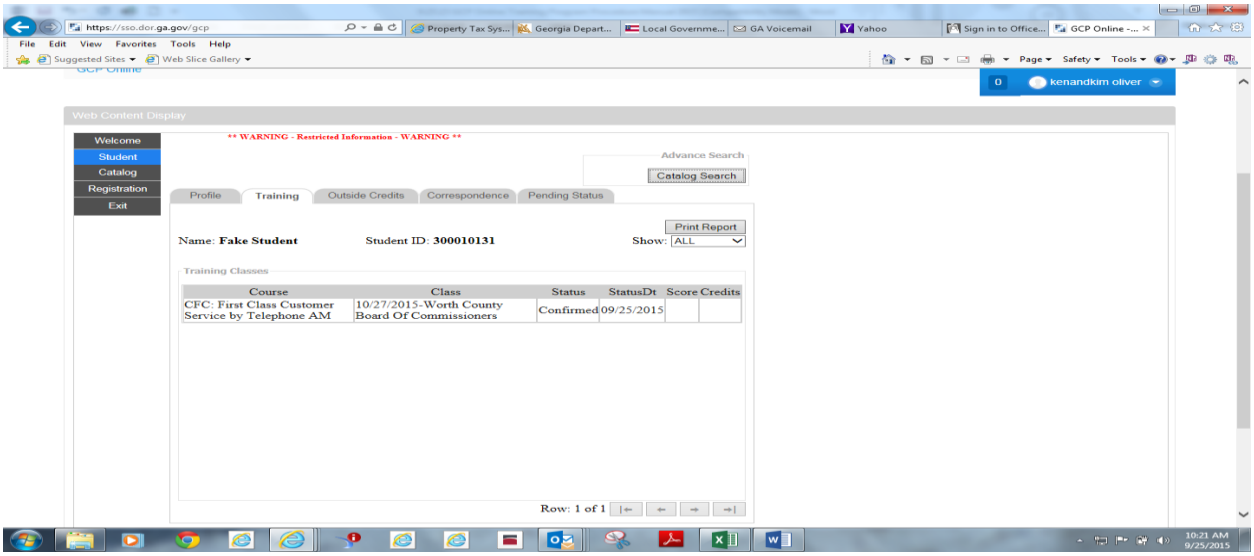
The County Employment information is only going to show your current employment.

If you have worked in other counties and/or held other positions since you began taking classes with the Georgia Certification Program, those are shown in the Department of Revenue System but do not display on the GCP website.

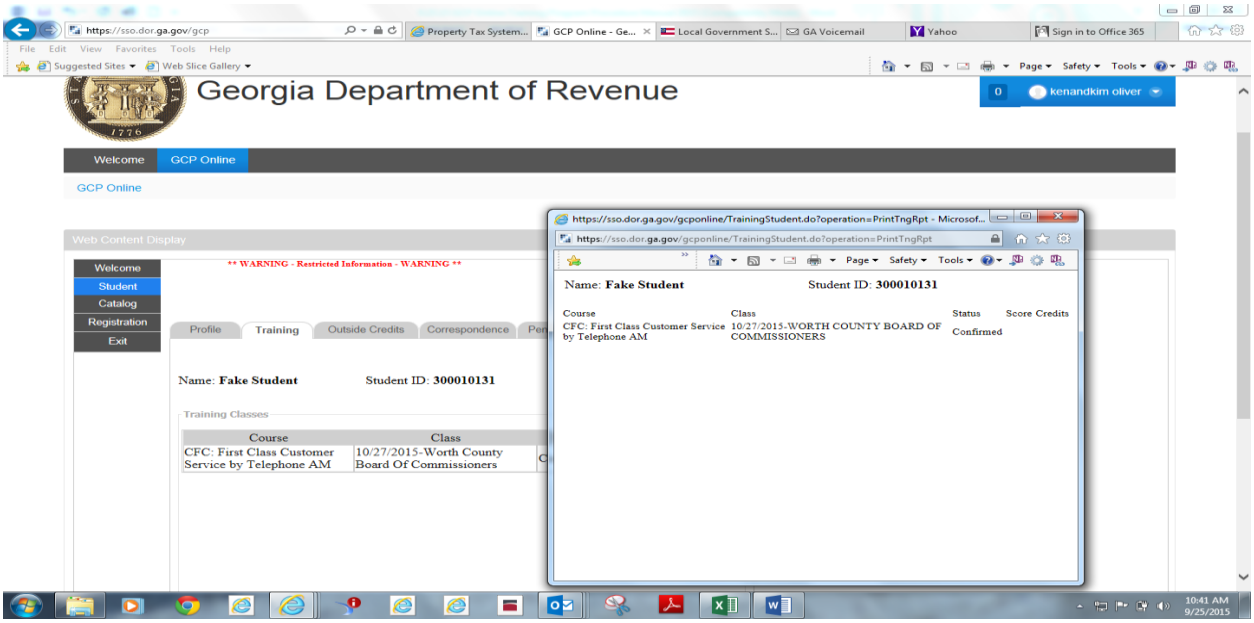


Education Records

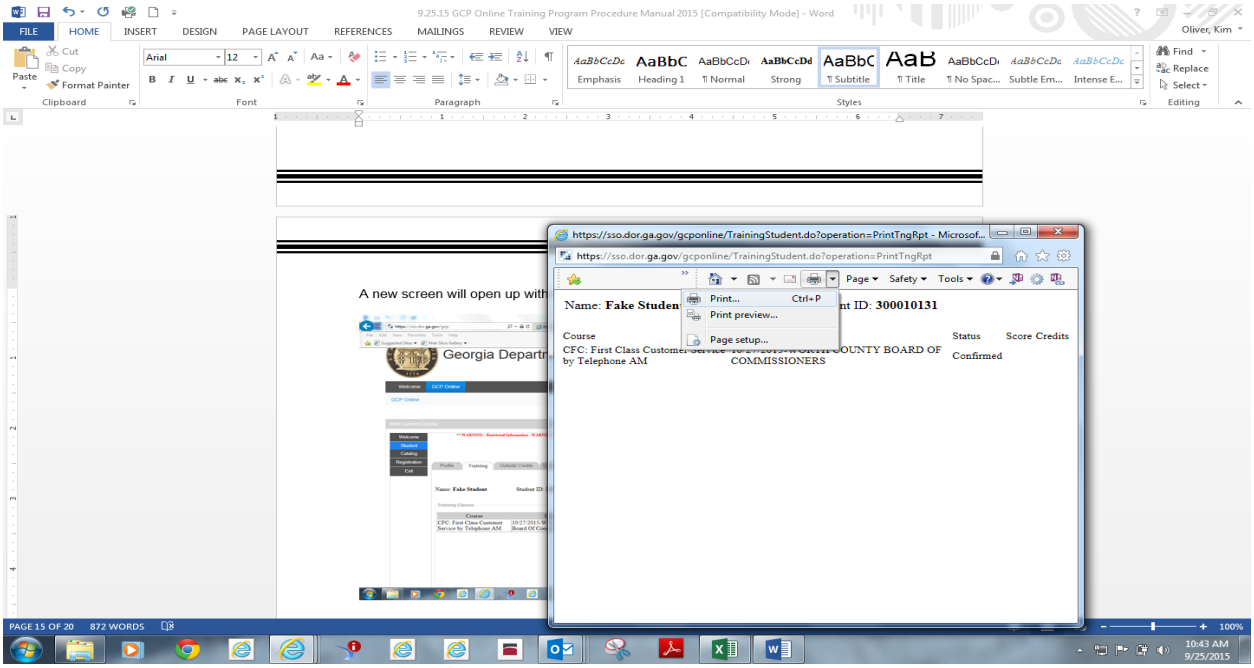
Click on the Training tab. This will give you a list of all of the classes you have taken with the Georgia Certification Program. The records display from most current to oldest showing 10 per page. Click on the arrows at the bottom right side to toggle between pages. Click on the Print Report tab to print, email or save the records to your computer.



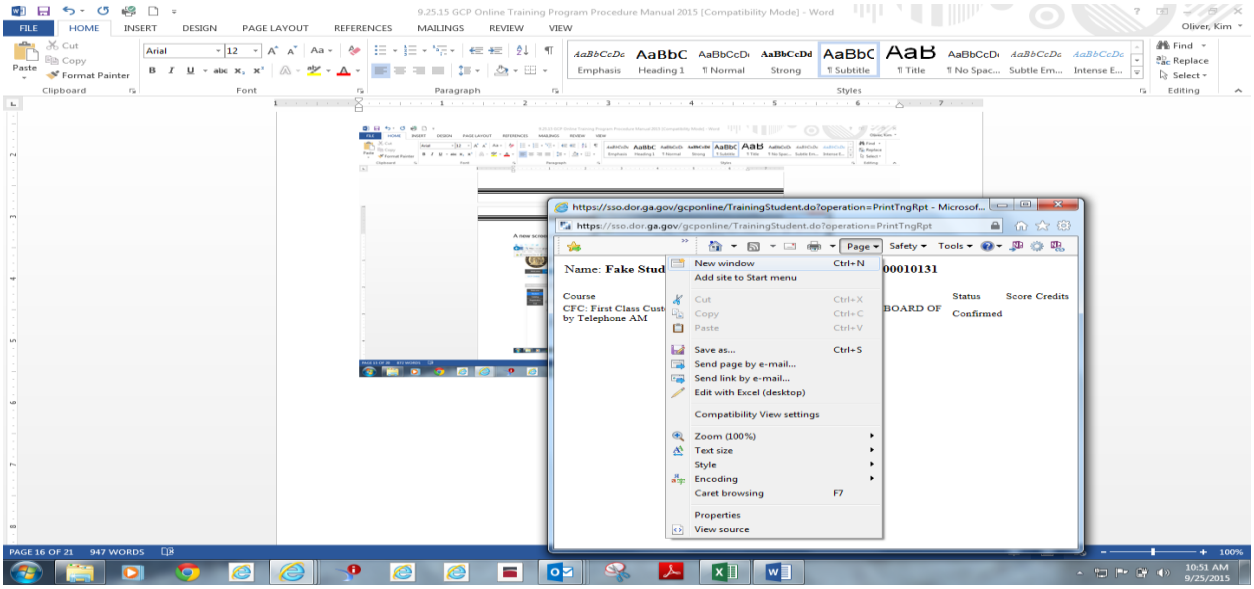
A new screen will open up with the education records shown. Note: If you do not have the tool bar with the printer options, right click in the blue area at the top of the screen then click on command bar.



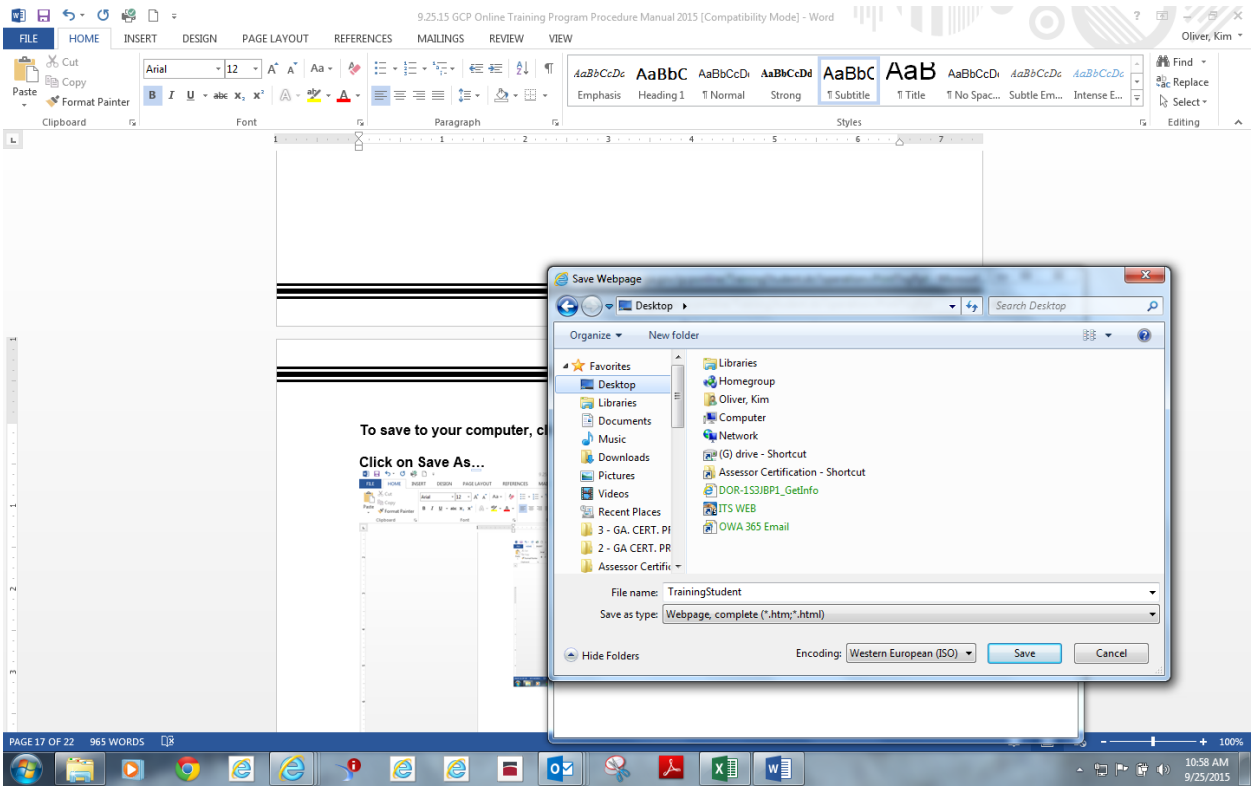
Click on the printer shown on the toolbar. The records will automatically print to the default printer for your computer. Note: If you click on the dropdown beside the printer you can choose print and pick the printer you want the document to print to.



You can save your records to your computer by one of two options. You can key Ctrl S. Hold the Ctrl key and S key down at the same time. You can click on the dropdown beside page on the toolbar then click on Save As. Either way you choose to do it, you will get to the Save Webpage screen.



Choose where you want to save the document on your computer. Rename the document if you choose. Click save. This is the same process you take when saving any other document to your computer.



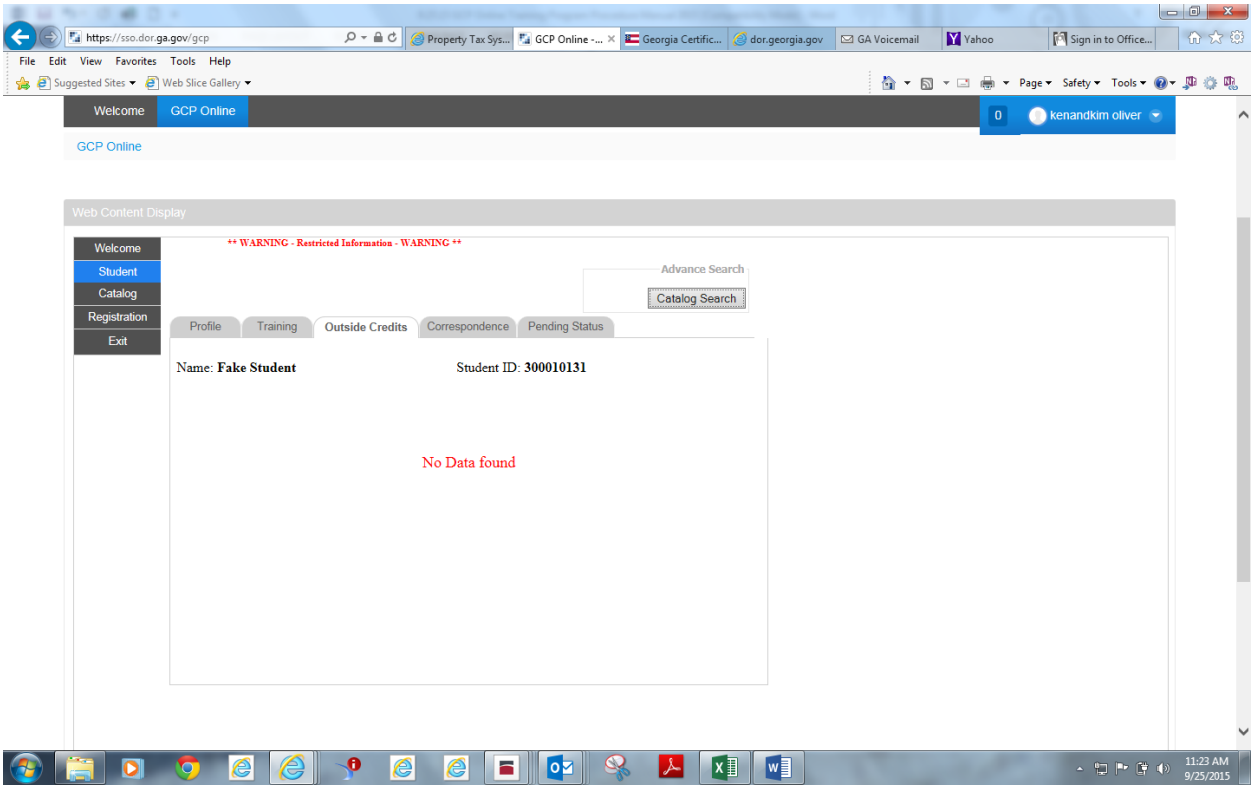
Outside Credits

Outside Credits are classes that are not offered through the Georgia Certification Program but are approved by the Georgia Department of Revenue as credit to obtain the required training hours by law.

If you have any outside credit, these classes will also show on your education records in chronological order with the other classes you have taken.

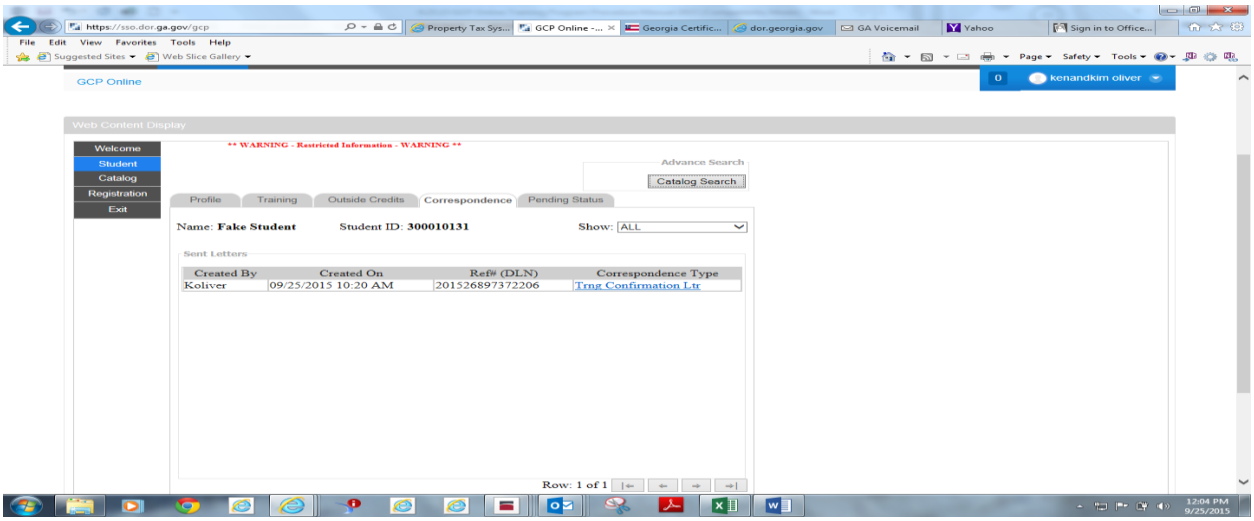
These classes include IAAO, GAAO, COAG, UGA, Appraisal Institute, and other pre-approved classes.

To view just classes you have taken as outside credit, click on the Outside Credit tab.

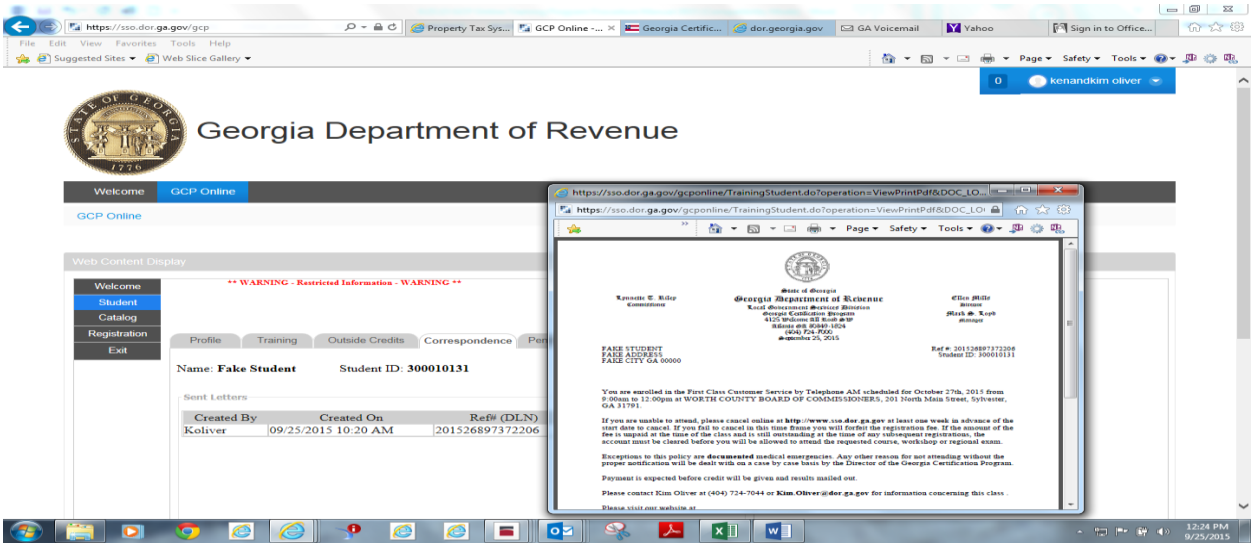


Correspondences

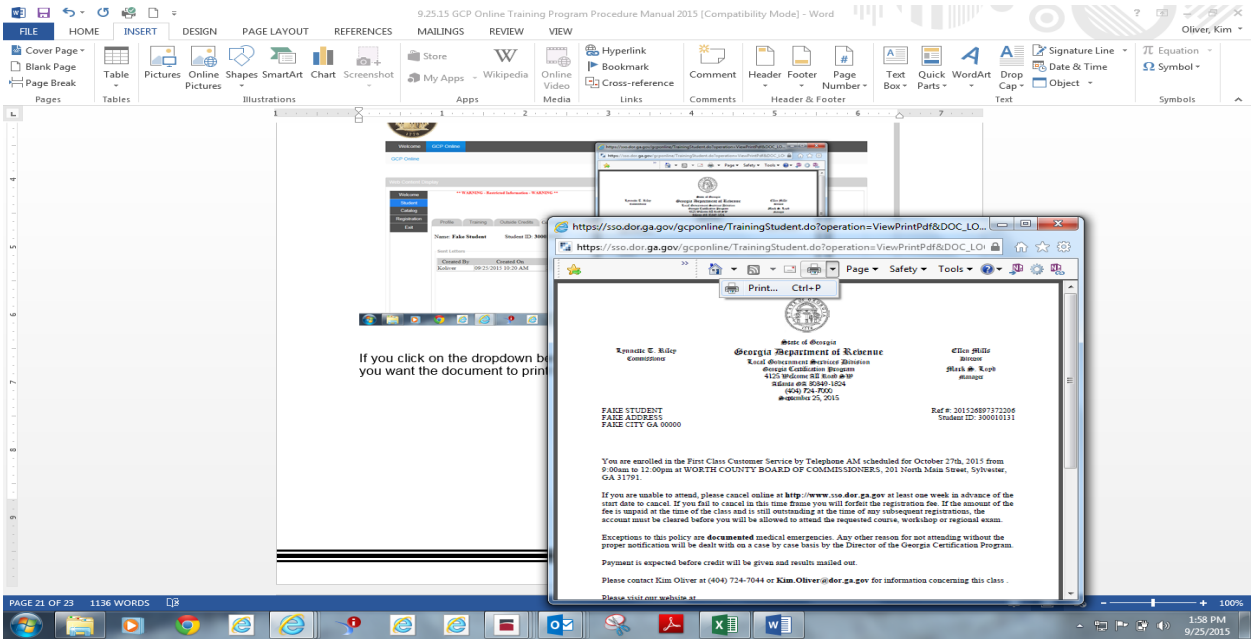
Click on the Correspondence tab. This screen lists all the correspondences that have generated for each of the classes you have been registered to take. This is where you will get your confirmations, waitlist letters, cancellation letters, result letters, and certificates. You have the option to print any correspondence letter or certificate that has generated for any of the classes you have taken. Click on the blue link to open the document.



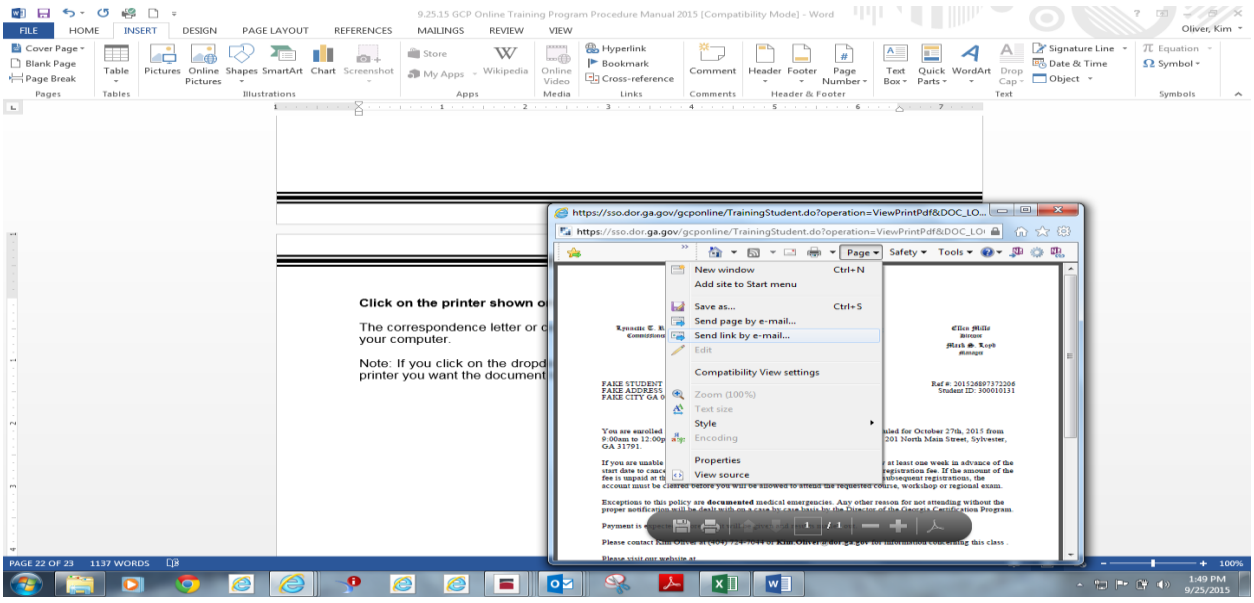
A new screen will open up with the correspondence letter or certificate shown. Note: If you do not have the tool bar with the printer options, right click in the blue area at the top of the screen then click on command bar. Click on the printer shown on the toolbar. The correspondence letter or certificate will automatically print to the default printer for your computer.



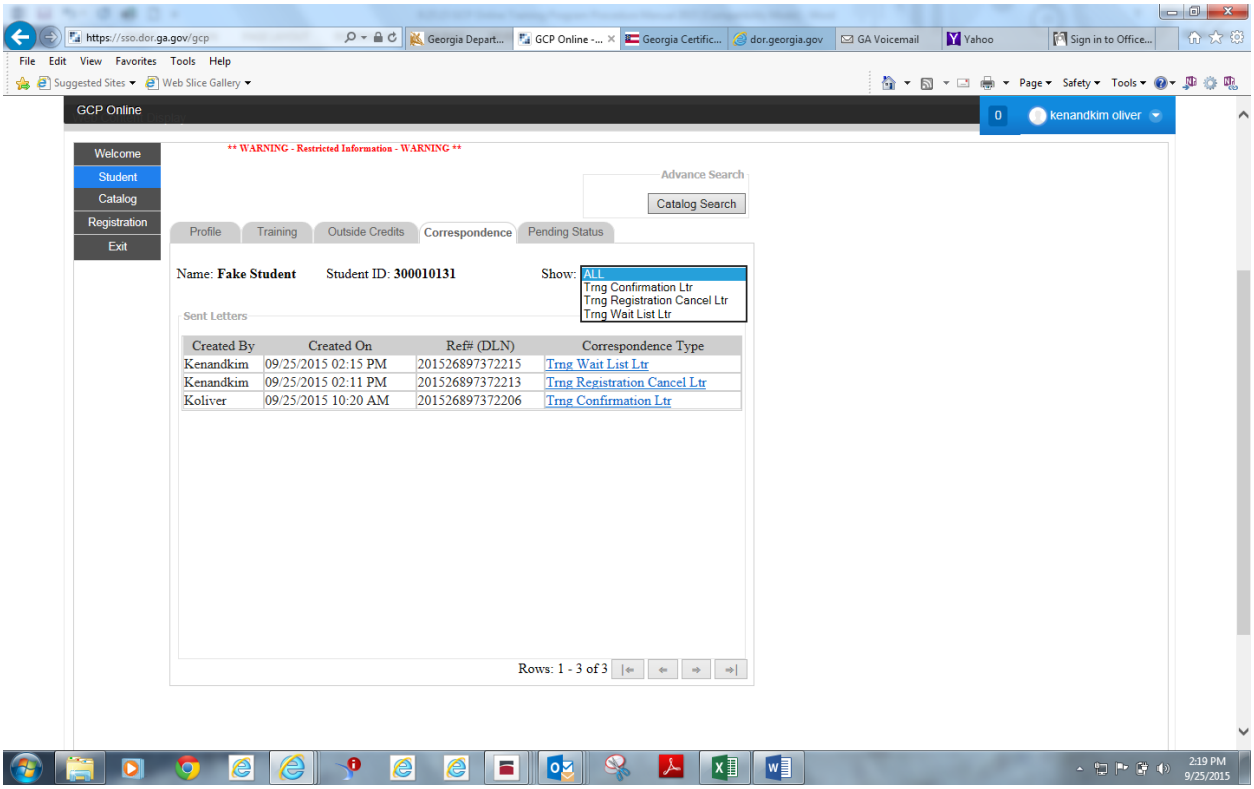
If you click on the dropdown beside the printer you can choose print and pick the printer you want the document to print to.



You can save your records to your computer by one of two options. You can key Ctrl S. Hold the Ctrl key and S key down at the same time. You can click on the dropdown beside page on the toolbar then click on Save As. Either way you choose to do it, you will get to the Save Webpage screen.

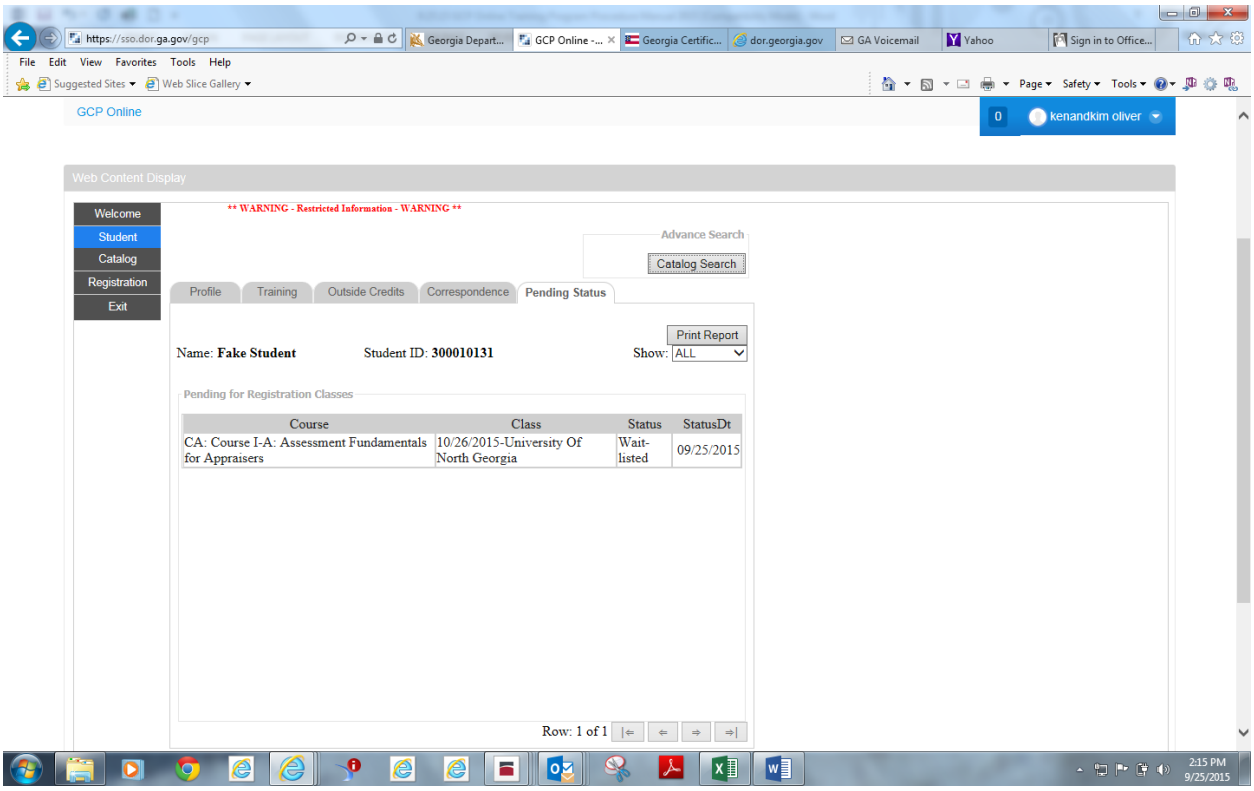


You can choose to show all or only specific letters by clicking on the dropdown.



Pending Status

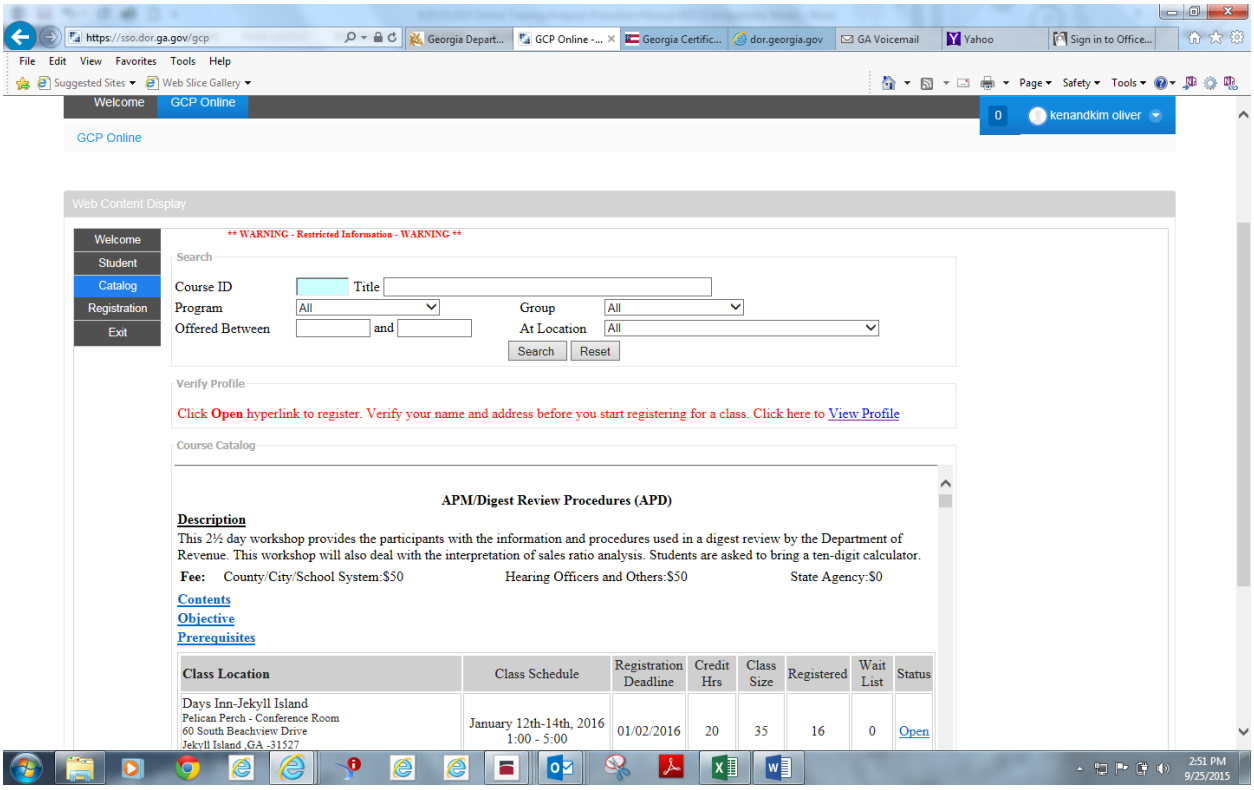
This screen will display any classes that you have registered for but were put on a waiting list. This will remain here until the class start date or you are added to the class roster. The system will automatically add the first person on the waitlist to the class upon a cancellation.



Catalog

The catalog is a list of classes offered by the Georgia Certification Program. Some classes are not offered for online registration because registration is done through other organizations. These classes include GATO, COAG, GAAO, WinGAP Conferences, and CAVEAT.

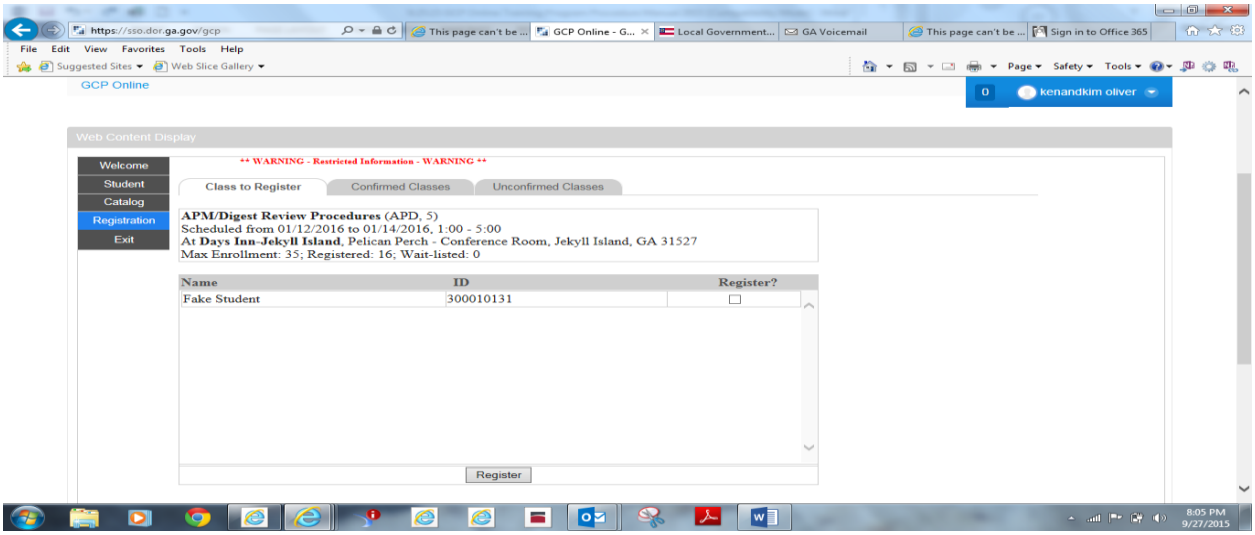
To narrow the search for a class, enter the Course ID, Course Name (Title), Dates the class is offered between or the location then click submit. Note: the course codes are shown beside each course name in the catalog. Scroll down to pick the class you want to register to attend. Each course available will show a description, course fees, prerequisites (if any are required) and sometimes additional information if available (contents, objectives). Each class available will show the class location, date and time of the class, registration deadline, credits given, the class size (number of people that can register), how many people who are registered and how many people are on the waiting list.



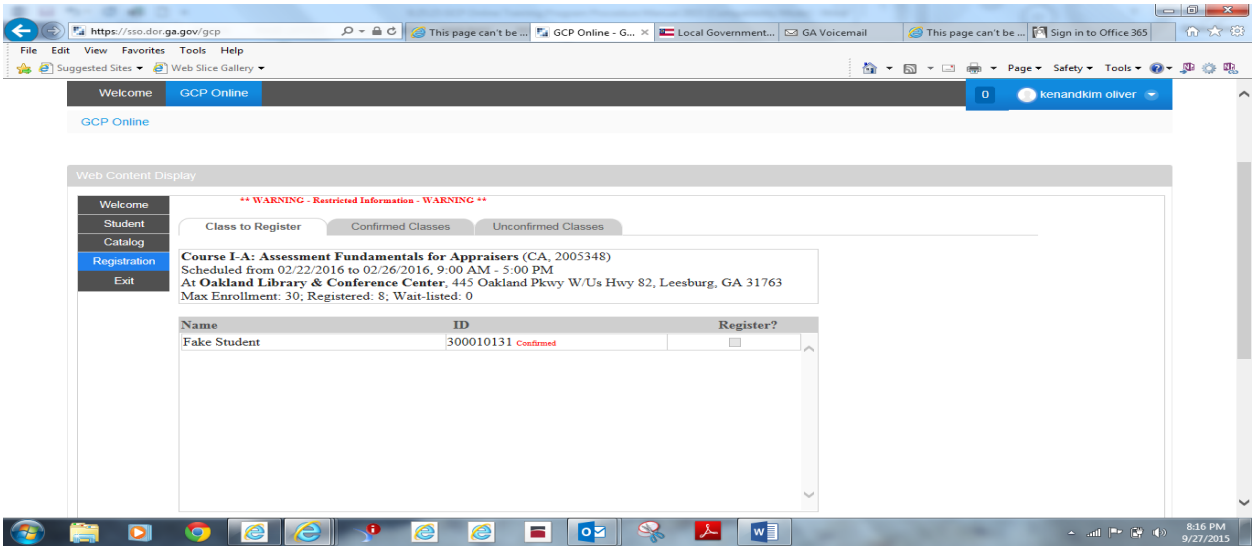
Registration

You can register through the portal for any class available up to a week before the class. To register the week before a class begins, email or call a coordinator for availability and registration.

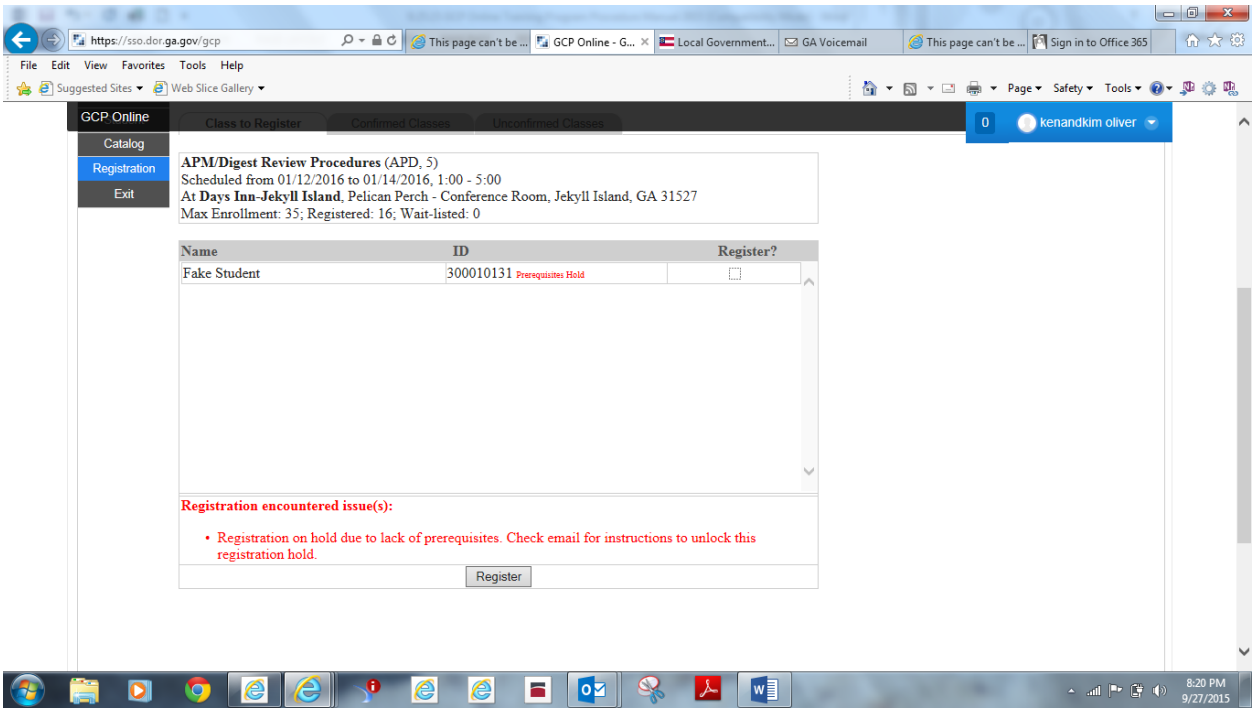
The registration process begins on the Catalog tab. See screen on previous page. Click on the Open link to register. It is on the right side of the course information shown. Once you click on the Open link it will take you to the screen below. Check the box to the far right of your name by clicking inside it. Click Register at the bottom middle of the screen.



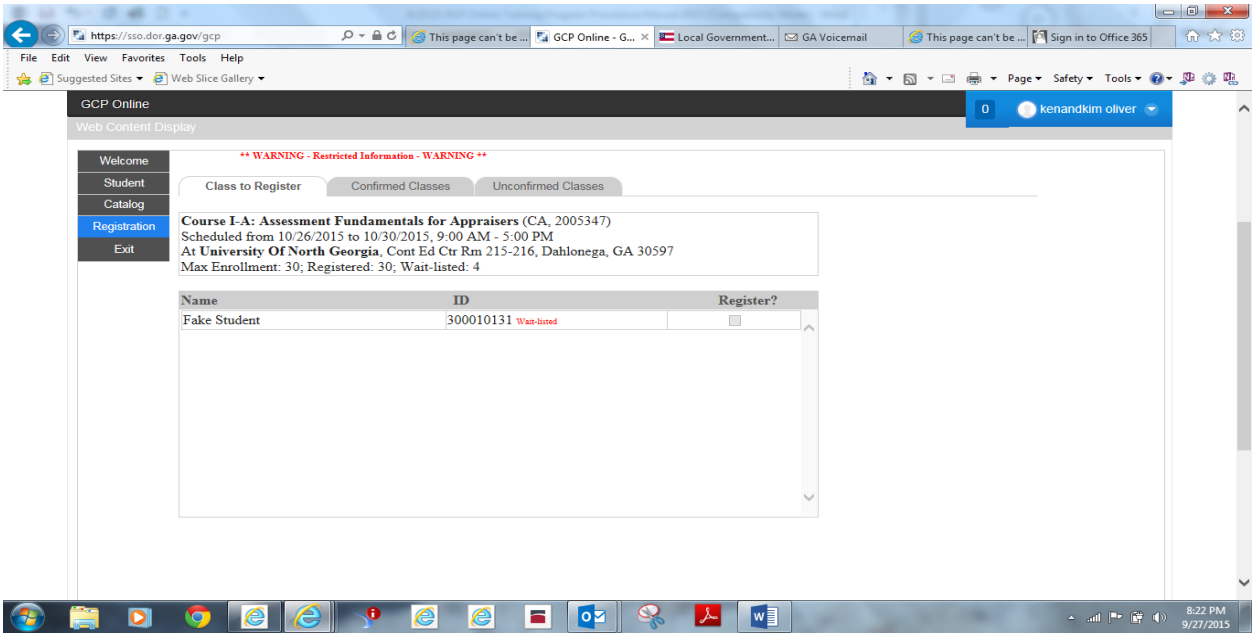
When you click on Register, the page will update with your status. As shown below, It shows confirmed beside the Student ID.



If you are unable to get into the class for any reason, the system will display a message notifying you of the problem. As you can see below, the student doesn't meet the prerequisites for this class.



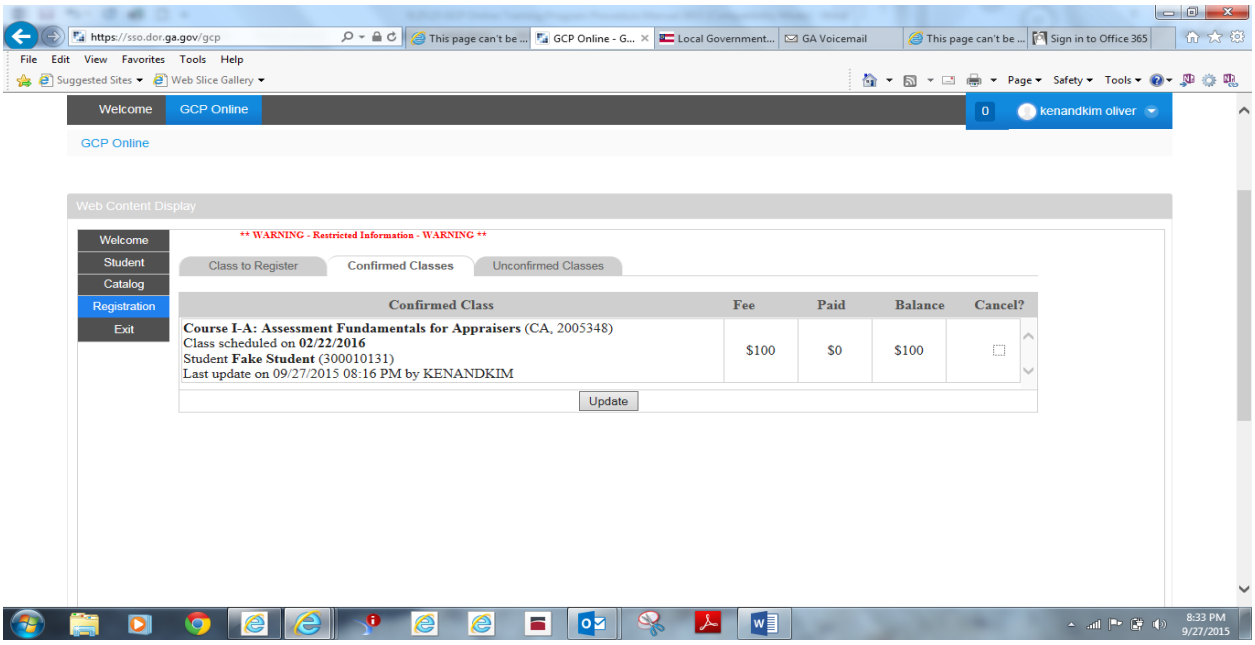
The student below has been put on the waitlist for this class. If space comes available, the student will be put in the class automatically and an email will be sent to notify them.



Confirmed Classes

Under the Confirmed Classes tab you will see all of the classes you are registered to attend.

The classes you are registered to attend will be shown on this page until the day the class begins unless you cancel your registration.

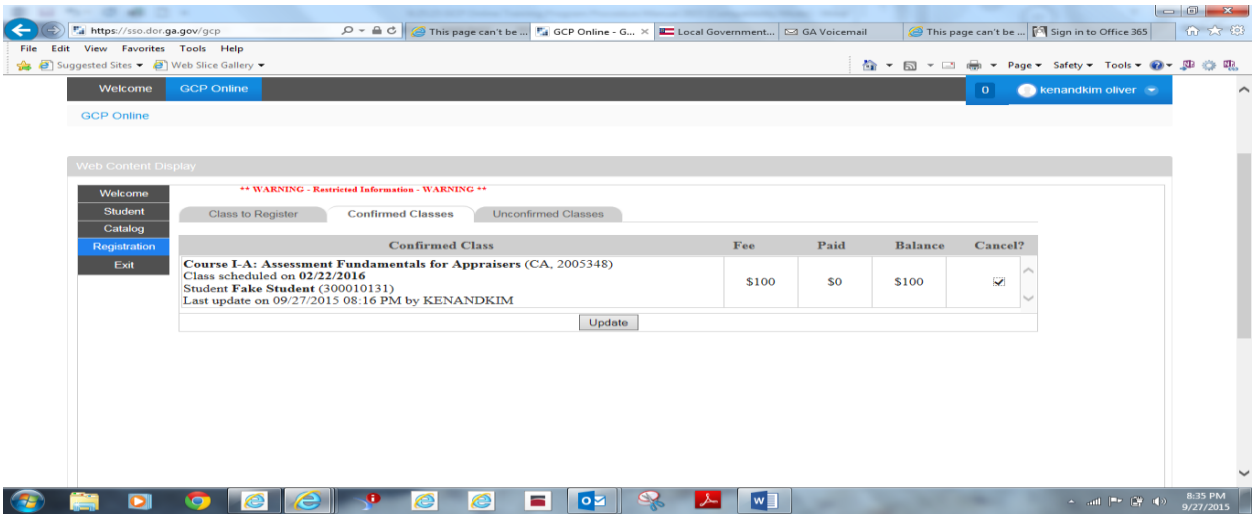


Cancellations

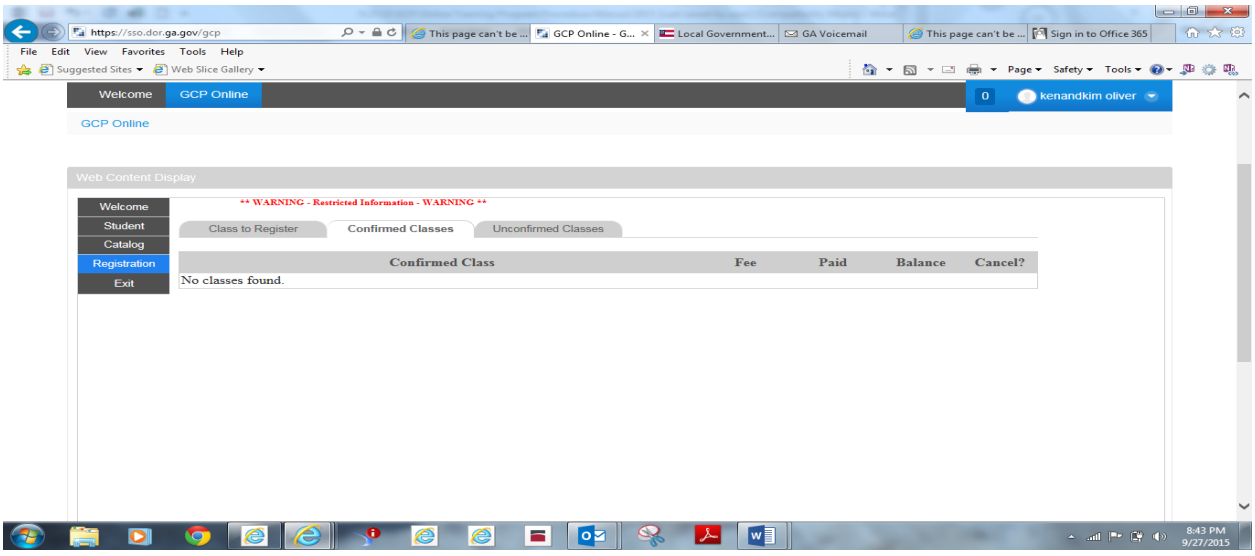
To cancel your registration:

1. Click on the Registration Tab
2. Click on the Confirmed Classes Tab
3. Check the box beside your name by clicking inside it
4. Click on Update

Cancelling a class does not mean you cannot re-register for it later, however space cannot be guaranteed when you do re-register.



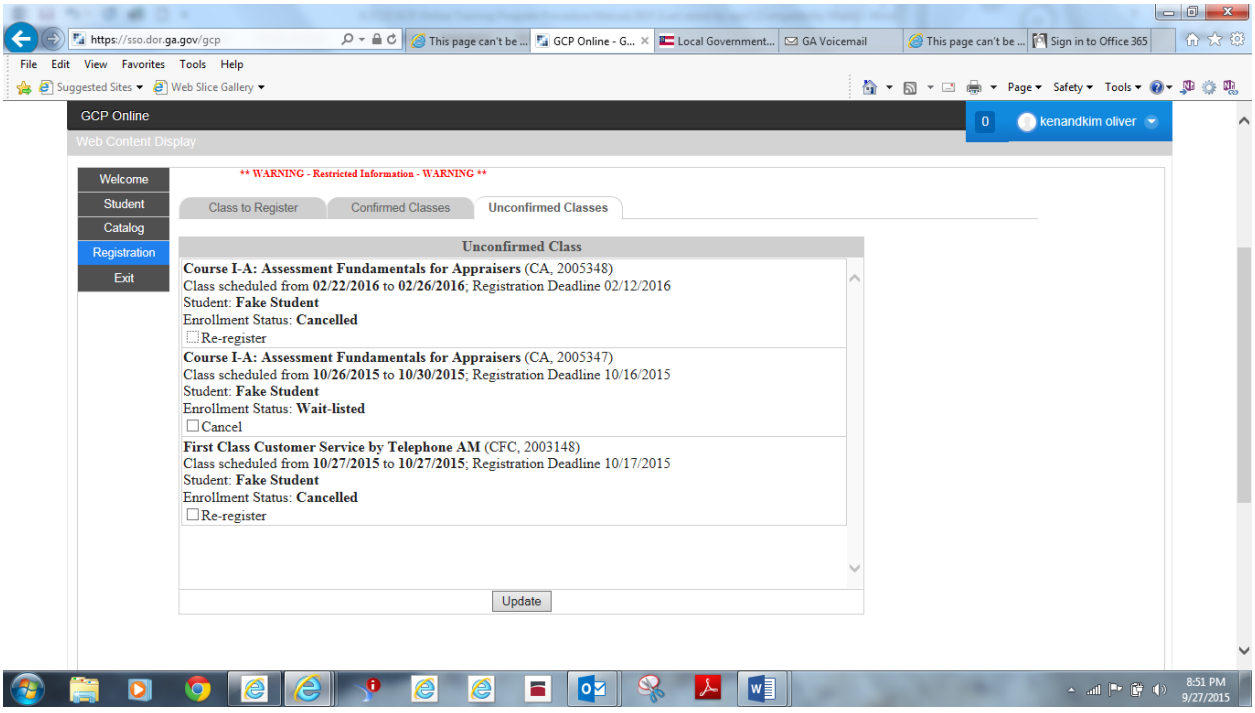
Once you cancel the screen will look like the one below. If you were registered for multiple classes, the classes you did not cancel from will still be shown.



Unconfirmed Classes

The Unconfirmed Classes are any classes you registered to attend but were put on a waitlist or you cancelled from.

These classes will be shown on this page until the start date of the class unless you get into the class.



Re-Registering for a Class

If you decide to re-register for a class you will do so from this page.

1. Click on the Register tab
2. Click on the Unconfirmed Classes tab
3. Check the box beside your name by clicking inside it
4. Click Update

If the class is full, you will be put on the waiting list or informed that the class is full. The system only allows 10 people to be on the waiting list at a time.

Coordinator Roles

Coordinators are those employees in the county office that are designated as the person who coordinates the registration for all of the employees to attend training. Not every office has a person designated to do this.

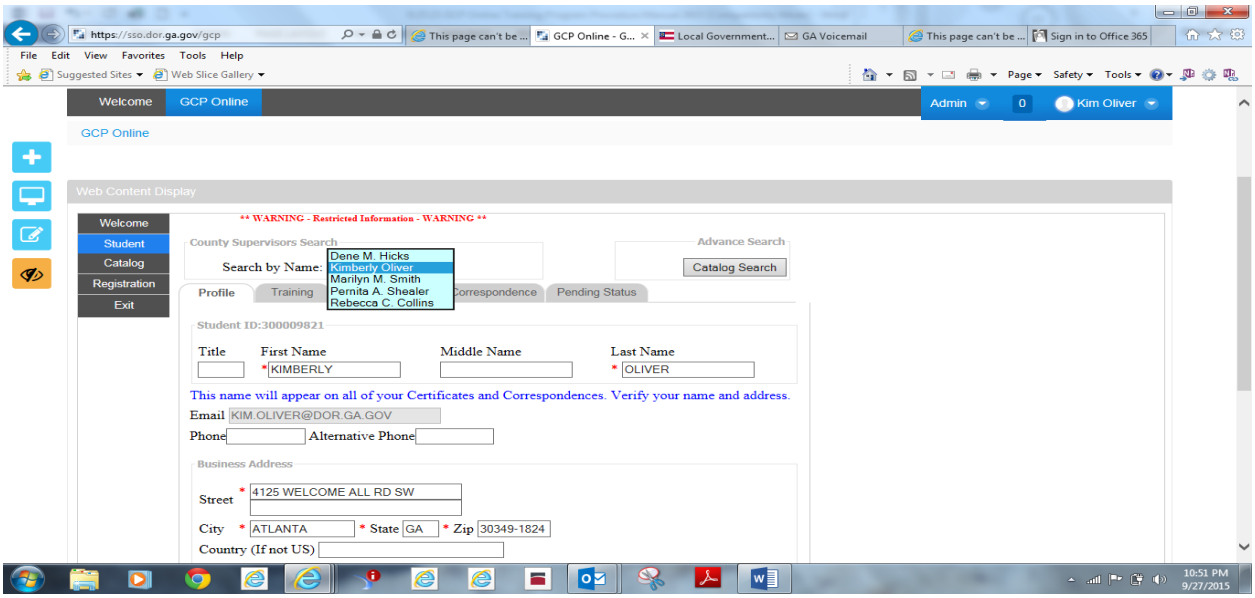
If you are the coordinator in your office, you should have “Coordinator Roles” on GCP Online. This gives you the ability to register or cancel employees in your office to attend training.

You will register and cancel them the same way you register yourself. When you click Open on the Catalog page, you will see all employees in your office as well as yourself. Click on the names of those you want to register for that class. All will be registered when you click on Register. You will see a list of everyone you register and the class they are registered to attend on the Confirmed Classes page. If the employee has been added to the GCP Portal (the online registration website) they will receive an email upon being registered.

Coordinators are not able to see the education records or any correspondences except the confirmation and cancellation letters that generate when the coordinator cancels that person.

To view the confirmations:

1. Click on Student tab
2. Click on the employees name from the dropdown list displayed at the top of the screen above the tabs.
3. Click on correspondences
4. Click on the blue link to the correspondence letter you choose



Manager Roles

Managers are Chief Appraisers, Clerks of Superior Court, and Tax Commissioners only. Only employees in these positions will be given “Manager Roles” on GCP Online. These roles are automatically given upon setting a new Clerk of Superior Court, Chief Appraiser, or Tax Commissioner up in the system. Managers can register and cancel all of their employees. They can also see all employees education records, certificates and correspondence letters.

Payment Options and Procedures

You are able to pay for training by available credit your office may have acquired, credit card, debit card, E-Check or mail a paper check. **Credit must be used if available.**

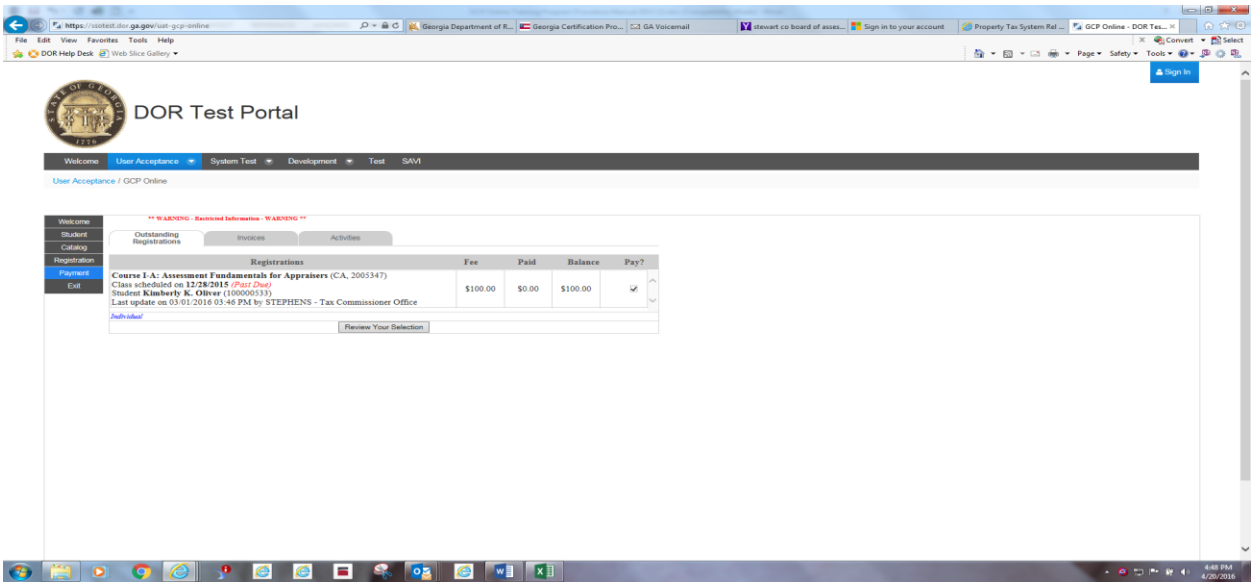
Paper checks require an invoice to be processed.

Paper checks are to be mailed to:

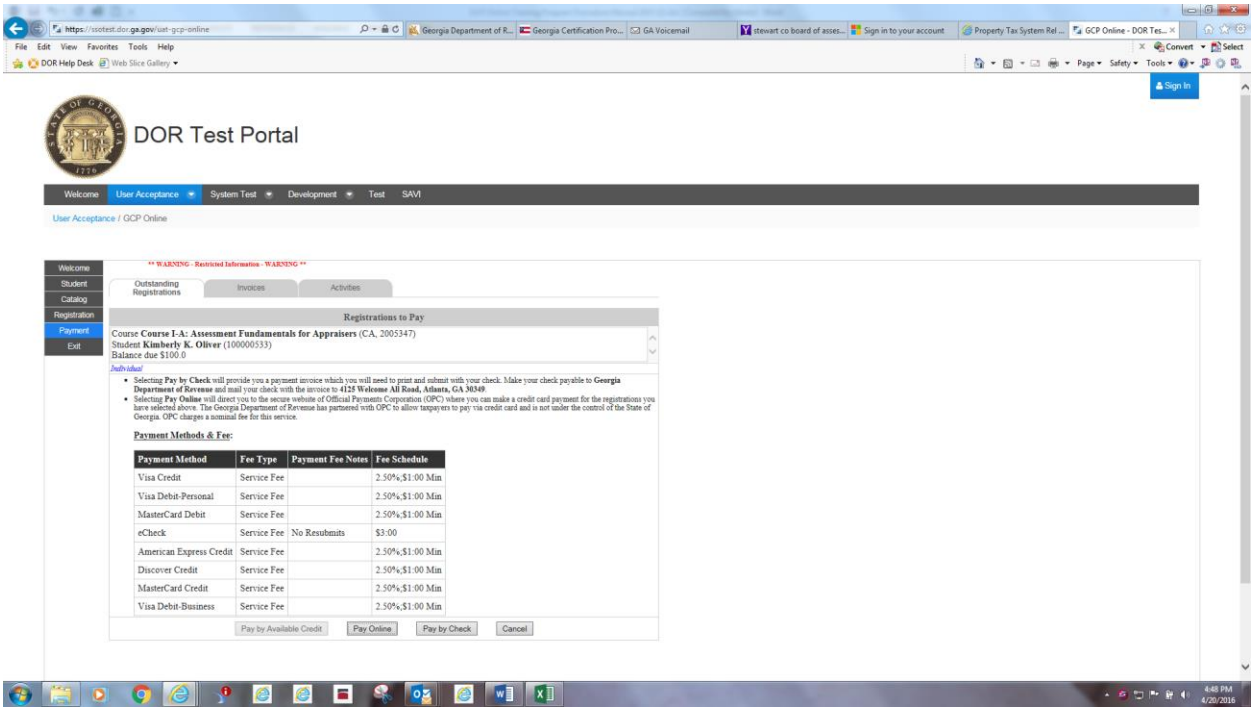
Georgia Department of Revenue
Georgia Certification Program
4125 Welcome All Road
Atlanta, GA 30349

Creating an invoice

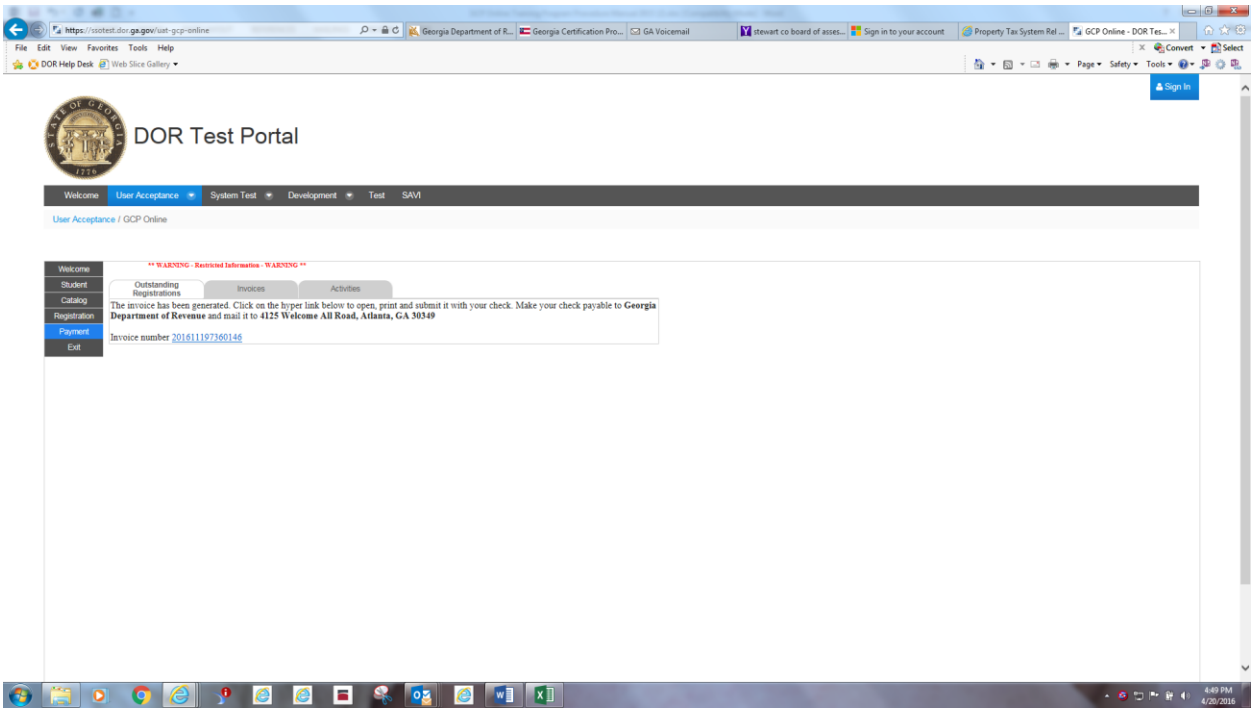
To create an invoice click on Payment tab. Check the box beside the name(s) you need to pay for. Click on the Review your Selection tab at the bottom of the screen.



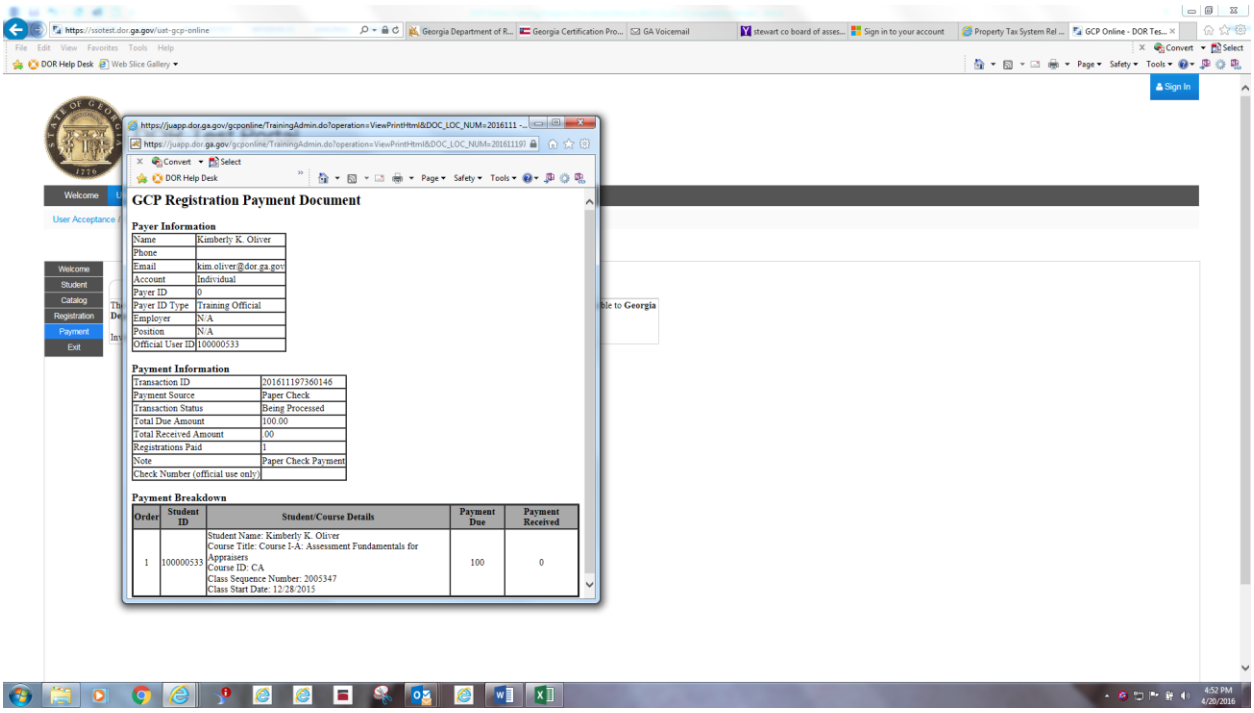
Click on the Pay by Check tab.



The invoice is now created.

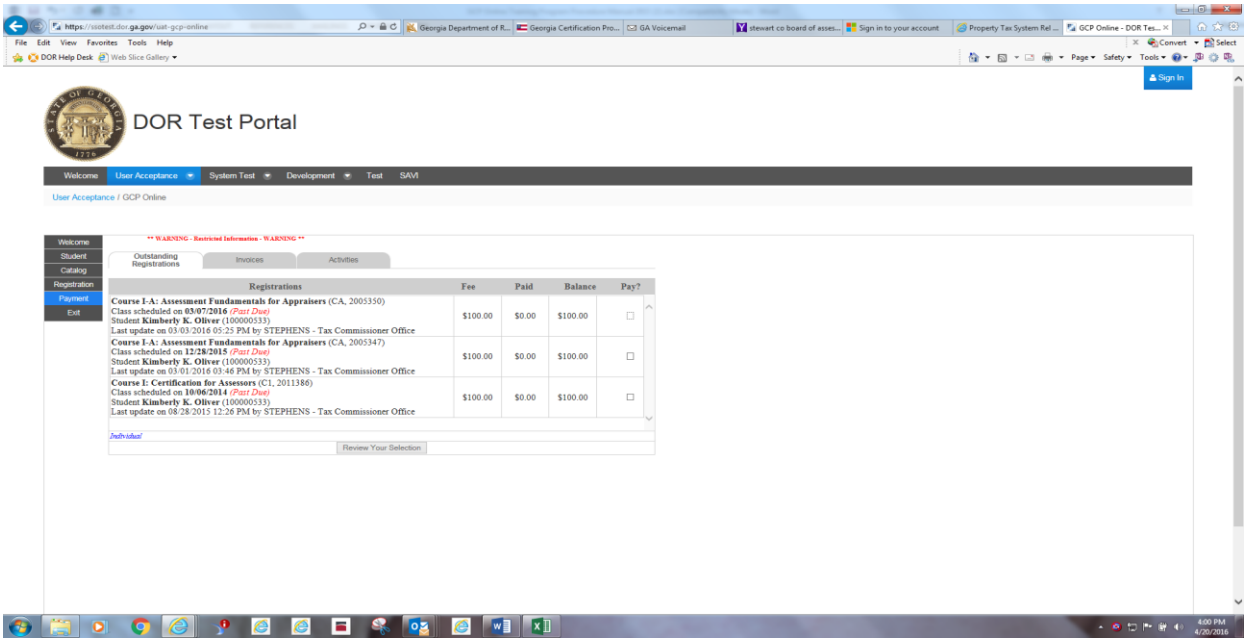


Click on the invoice number shown to open the invoice. You can save it to your computer, email or print it. **Print it to mail with the check.**

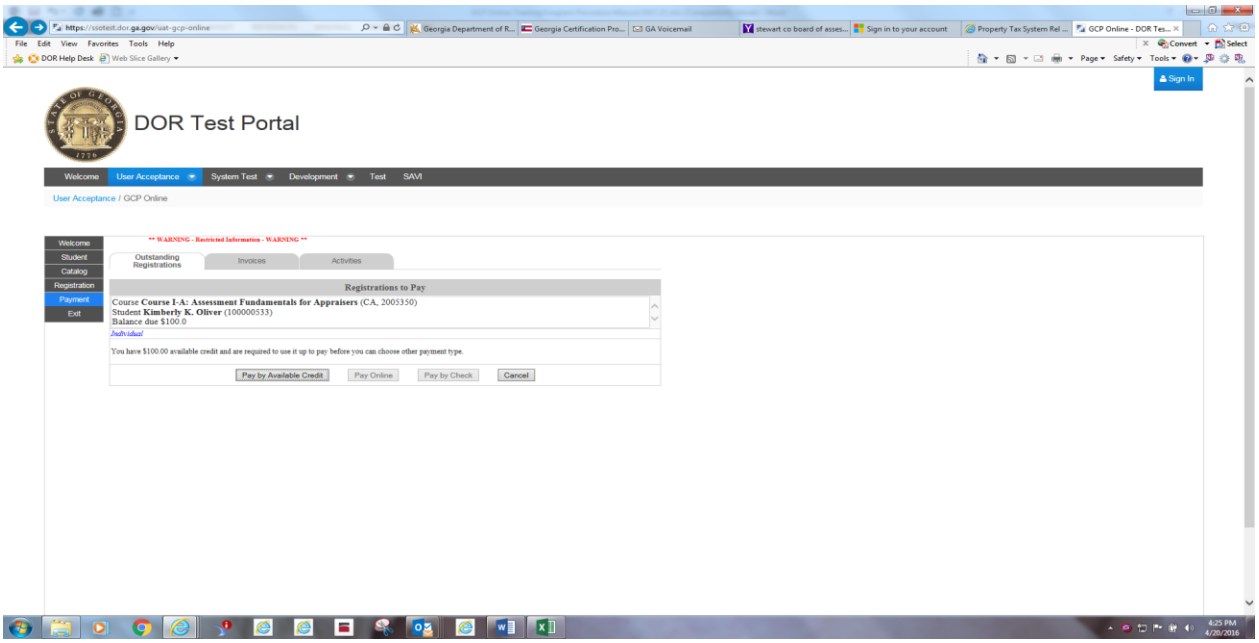


Paying by Credit

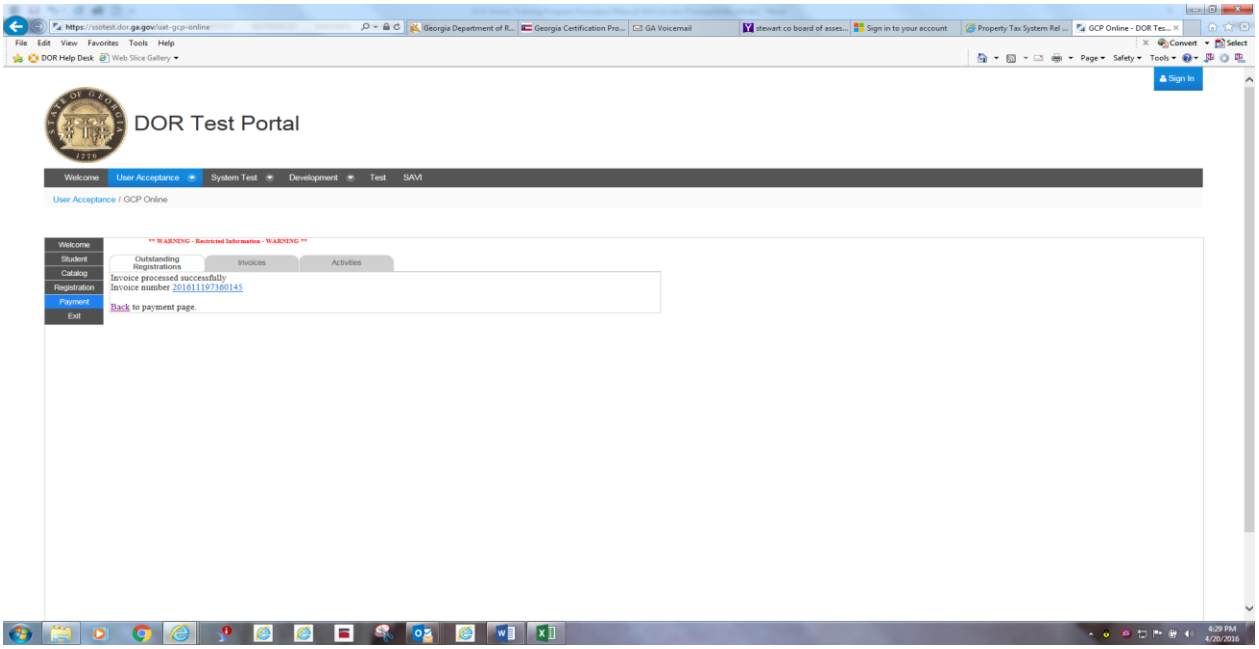
Click on the payment tab. Check the box beside the name(s) you need to pay for. Click on Review your Selection tab.



Click on the Pay by Available Credit tab.

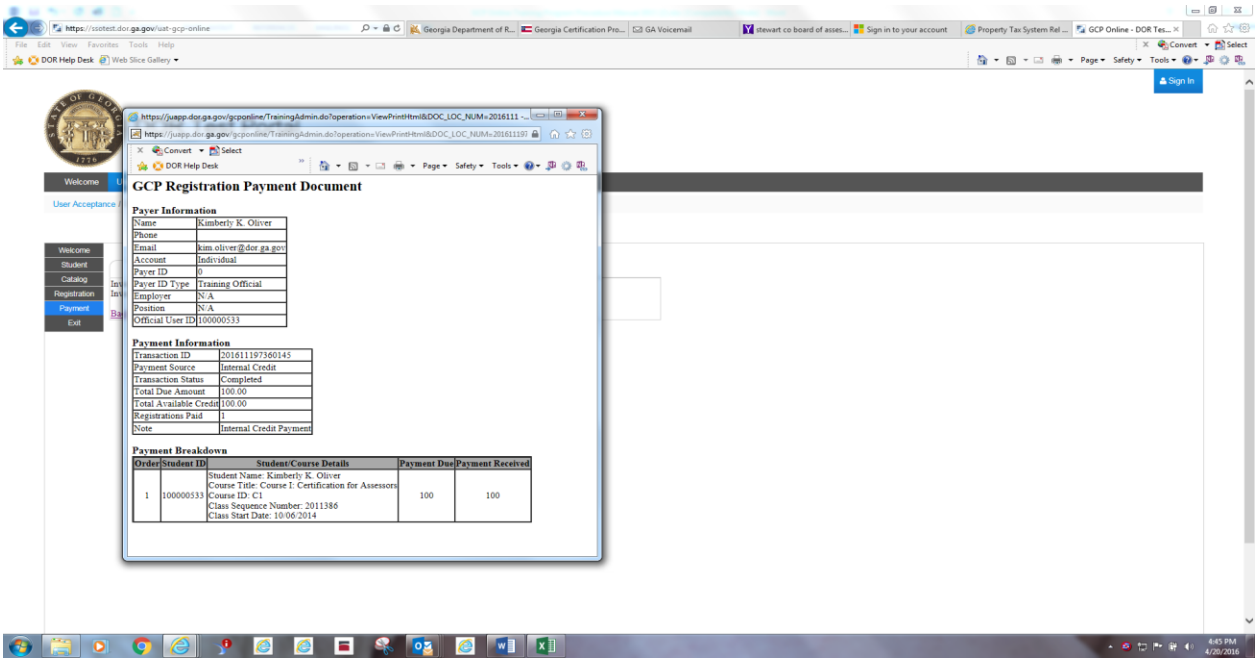


You will then see the screen below.



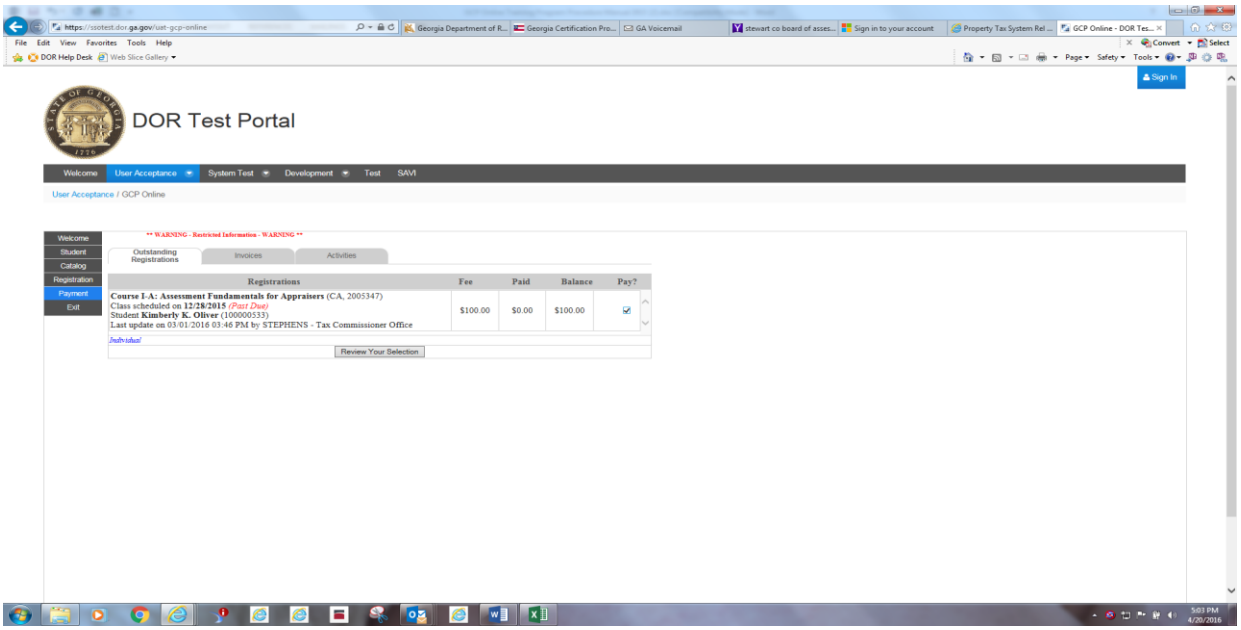
From the screen above you can click on the invoice number to see the actual invoice. It will open in a new window.

This is the invoice. You can save it to your computer, print it or email it.

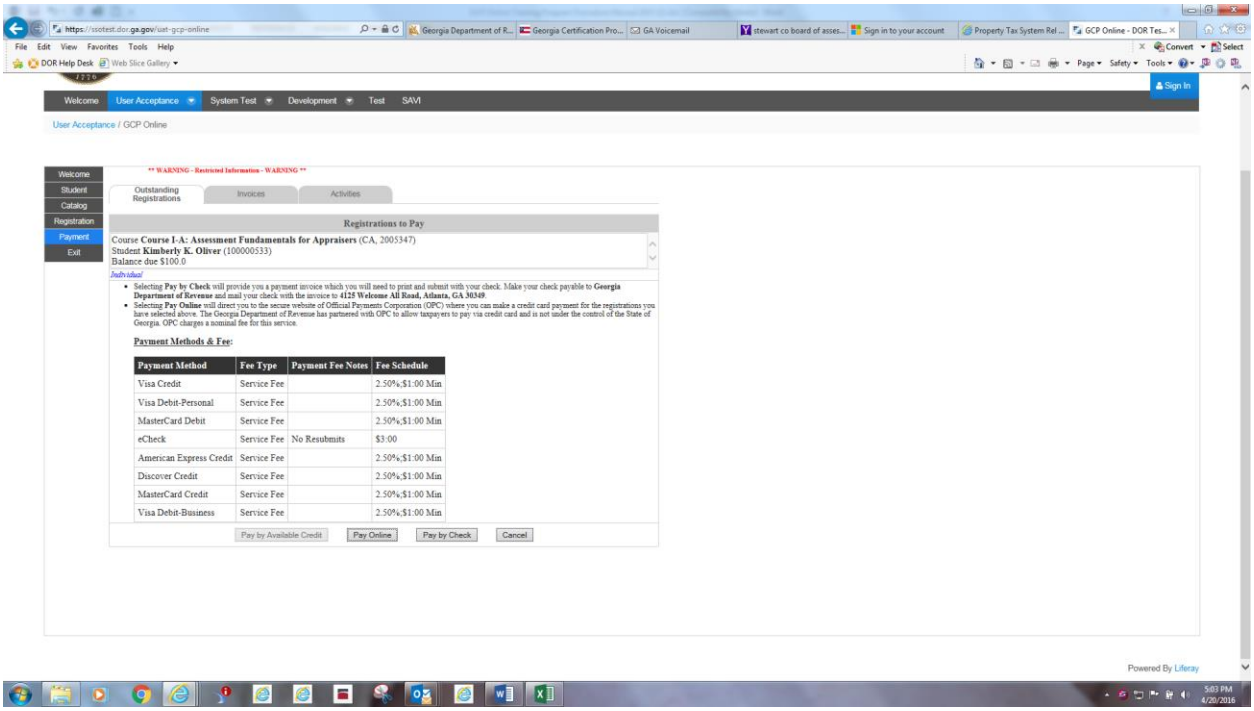


To Pay by Credit Card

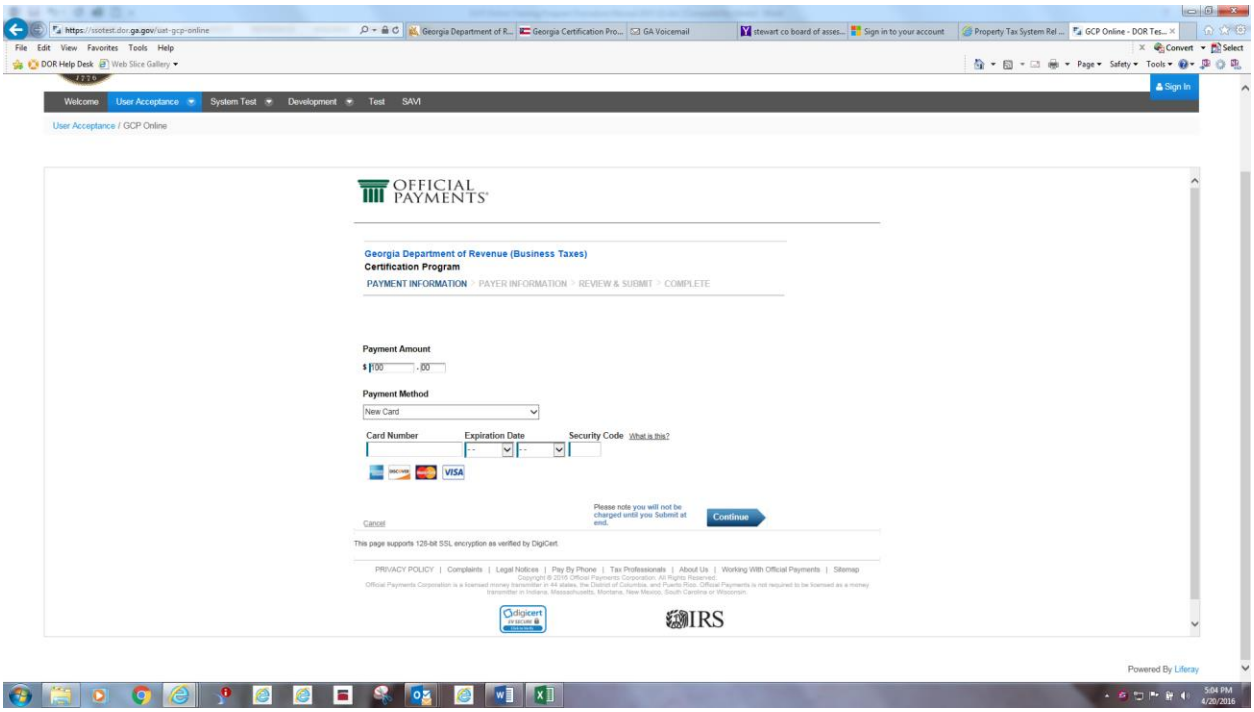
Click on the payment tab. Check the box beside the name(s) you need to pay for. Click the Review your Selection tab at the bottom.



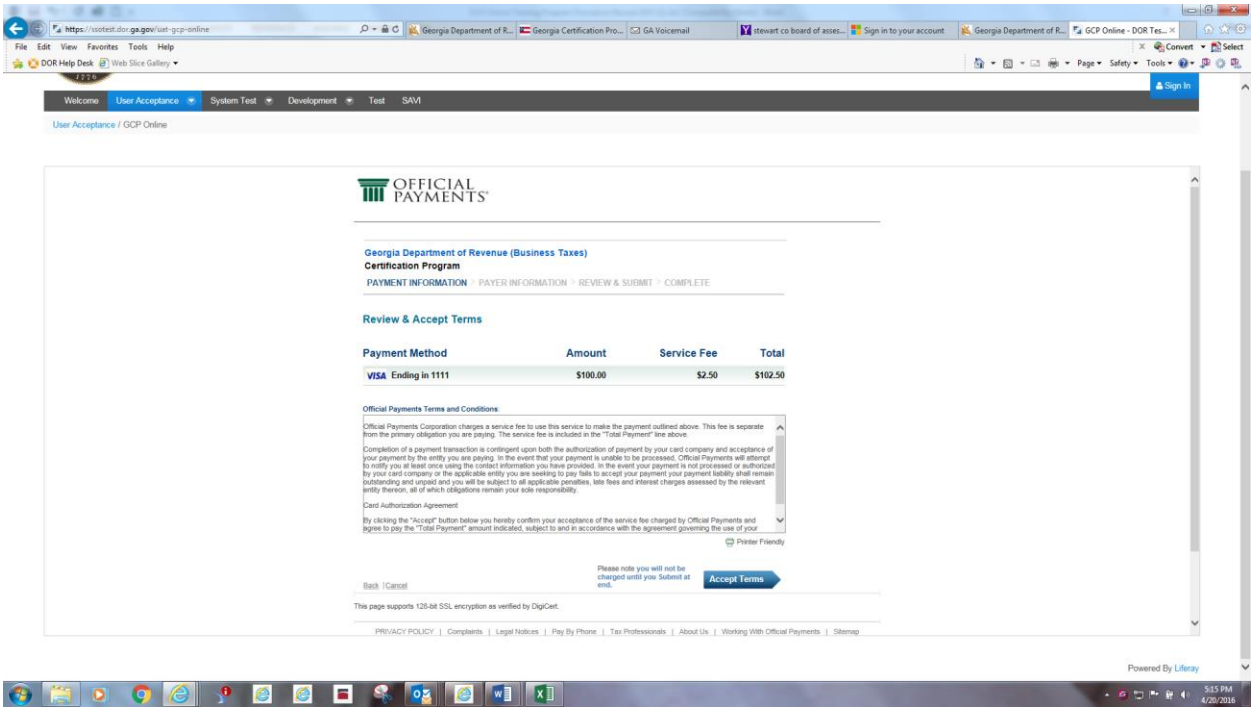
Click on the Pay Online tab.



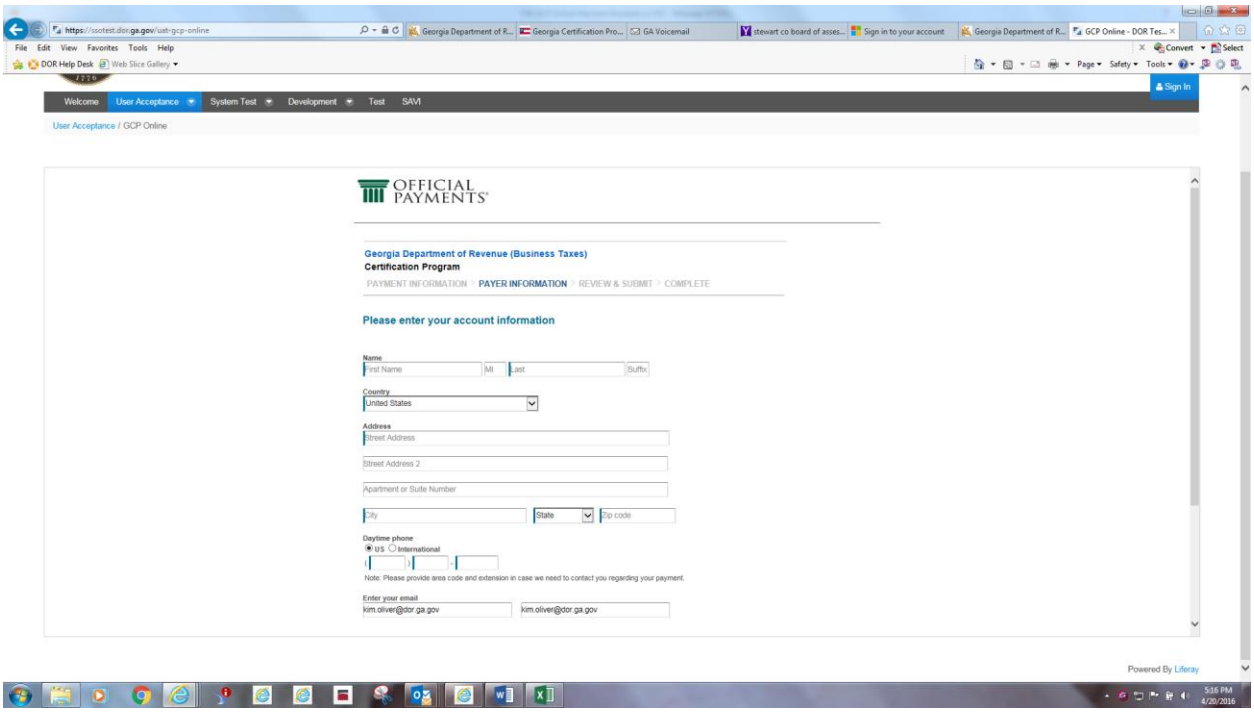
Click continue.



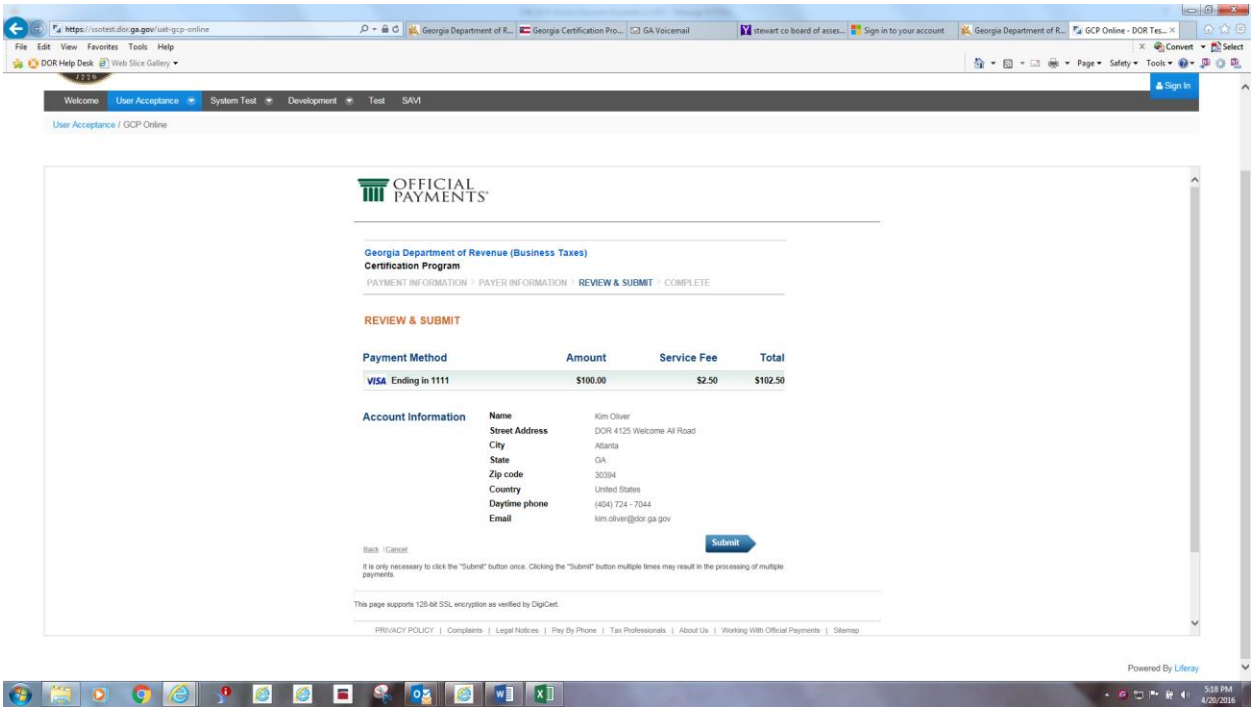
Verify the information then click Accept Terms.



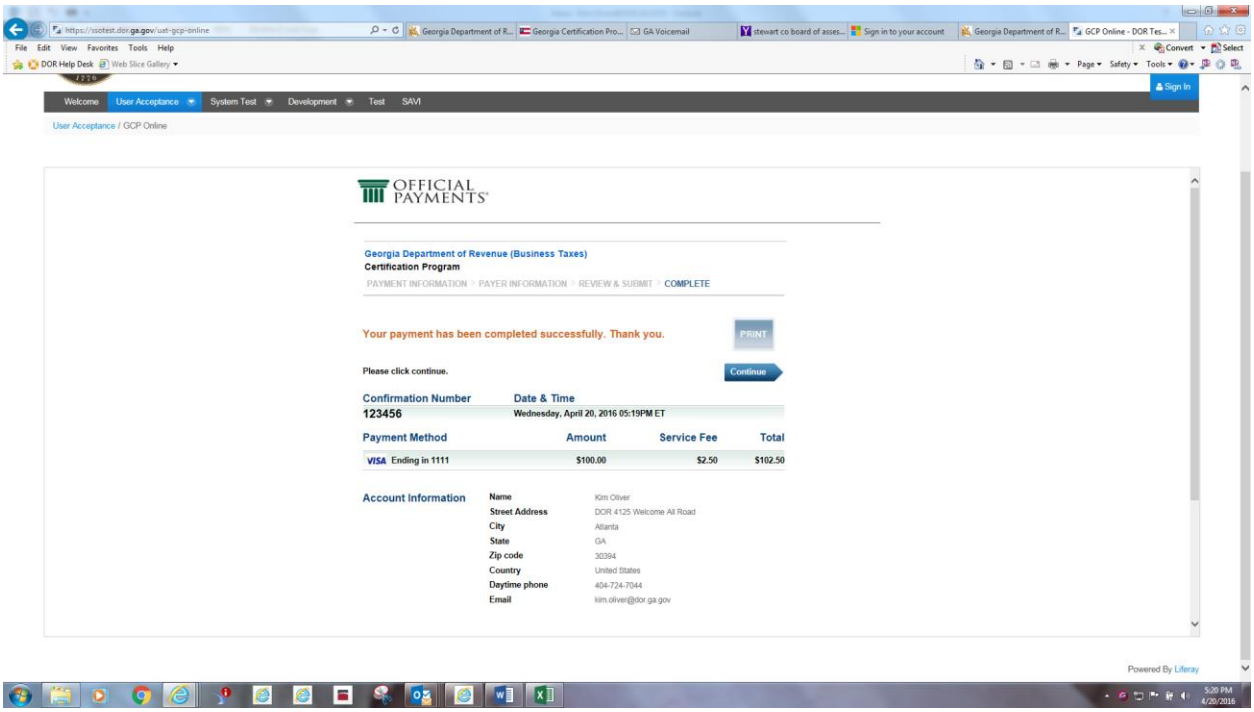
Complete the information requested then click continue.



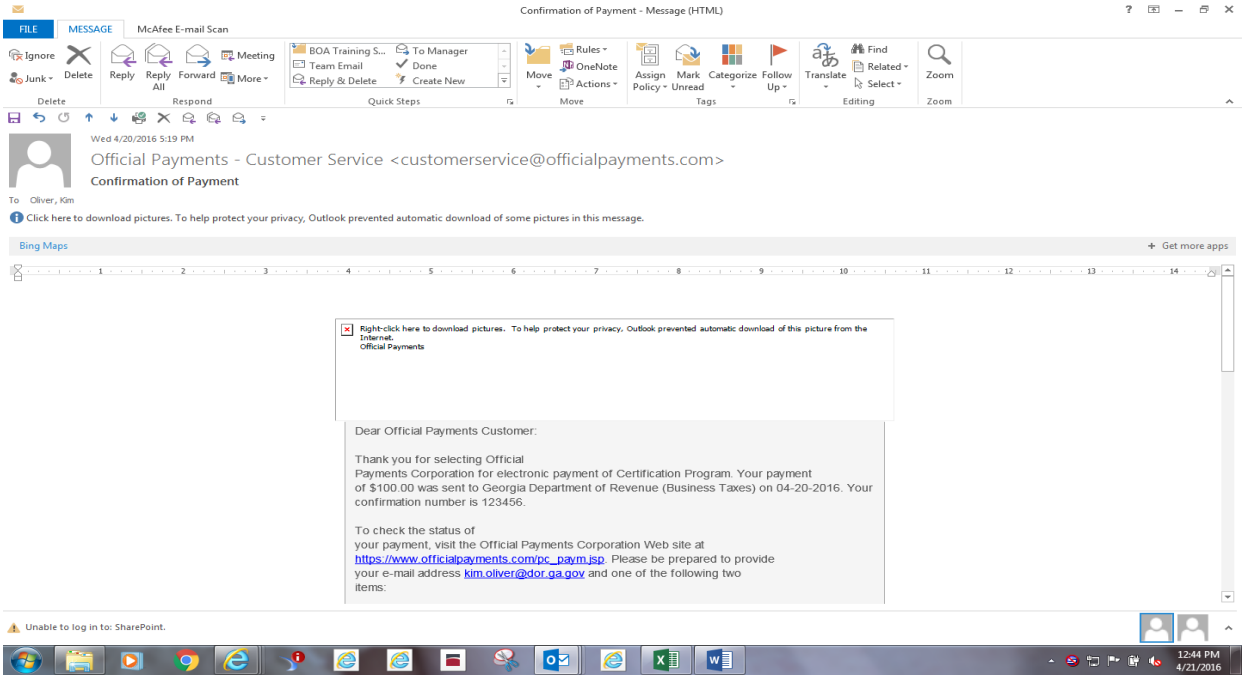
Review the information and click submit.



You will have a confirmation to print. This confirmation includes the processing fees. Once you print the page, click continue. It will take you to a white screen. This is not supposed to happen. We are working on getting this fixed. Click on Go to GCP Online.

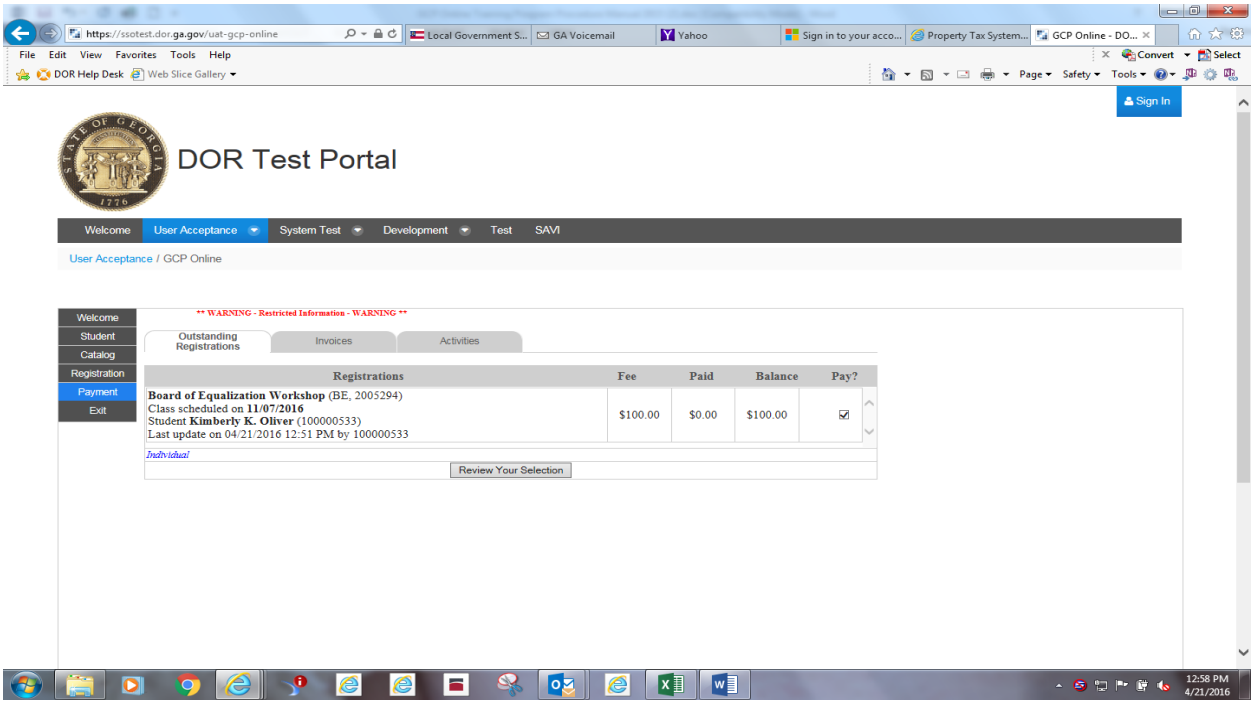


You will receive an email confirmation.

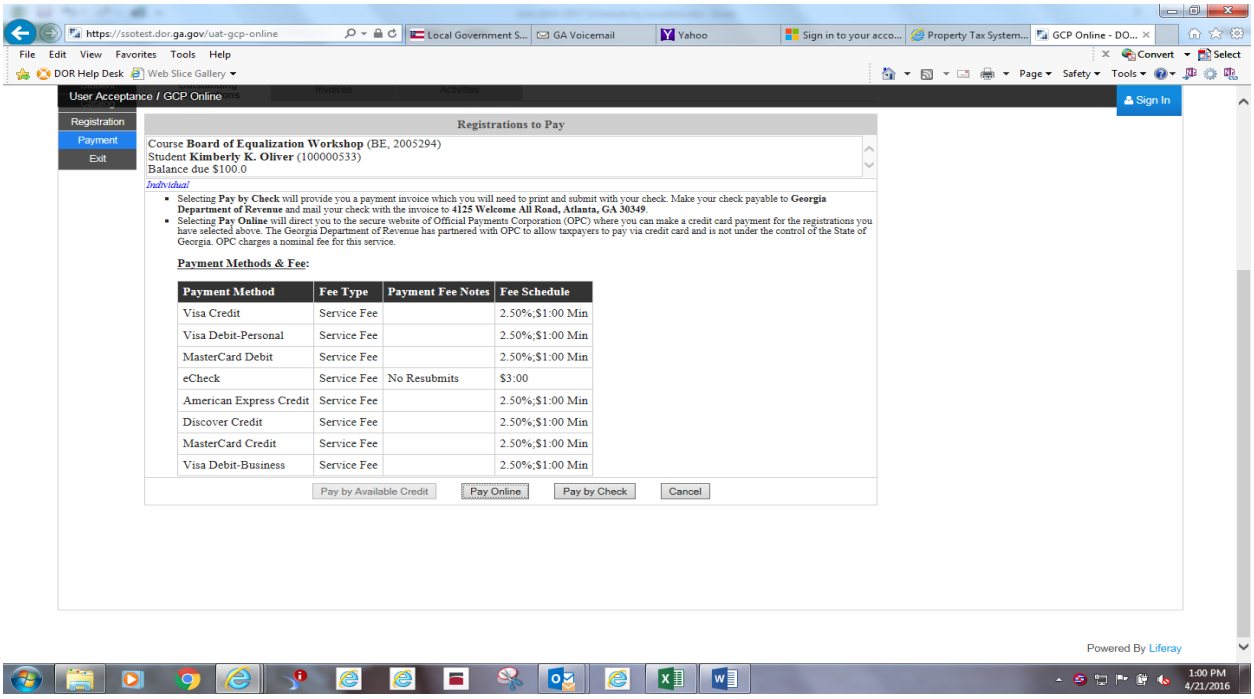


Pay by E-Check

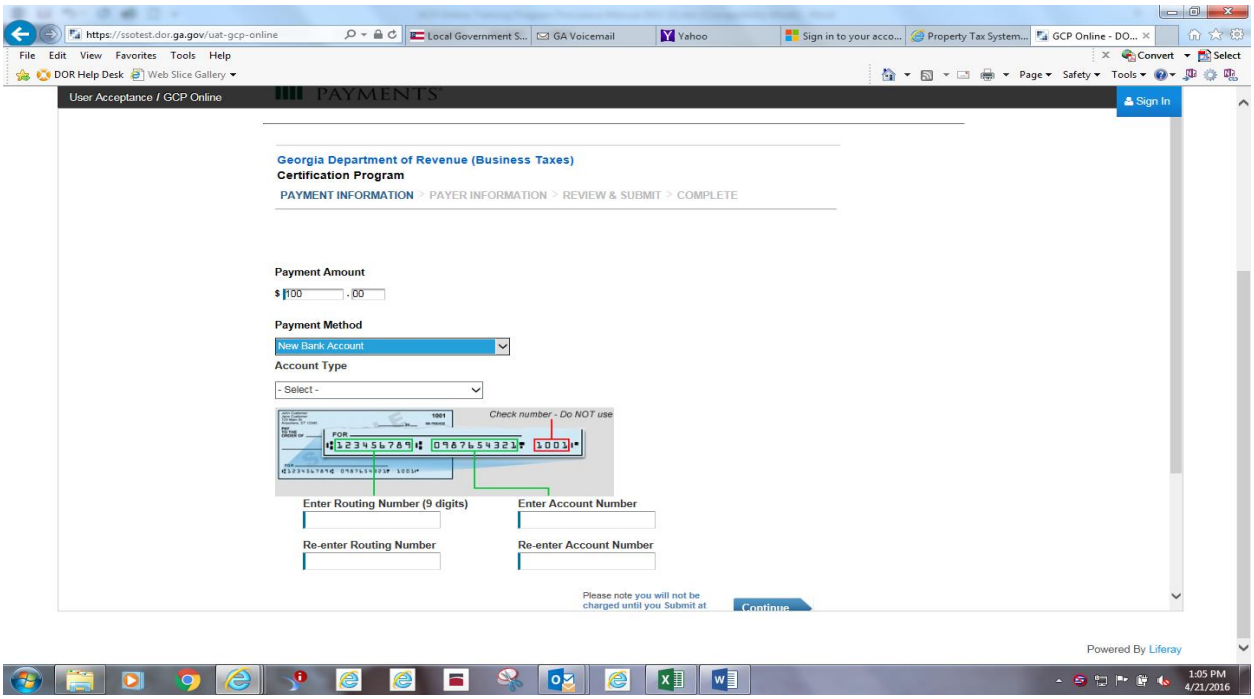
Click on Payment tab. Check the box beside the name(s) you need to pay for. Click the Review your Selection tab at the bottom of the screen.



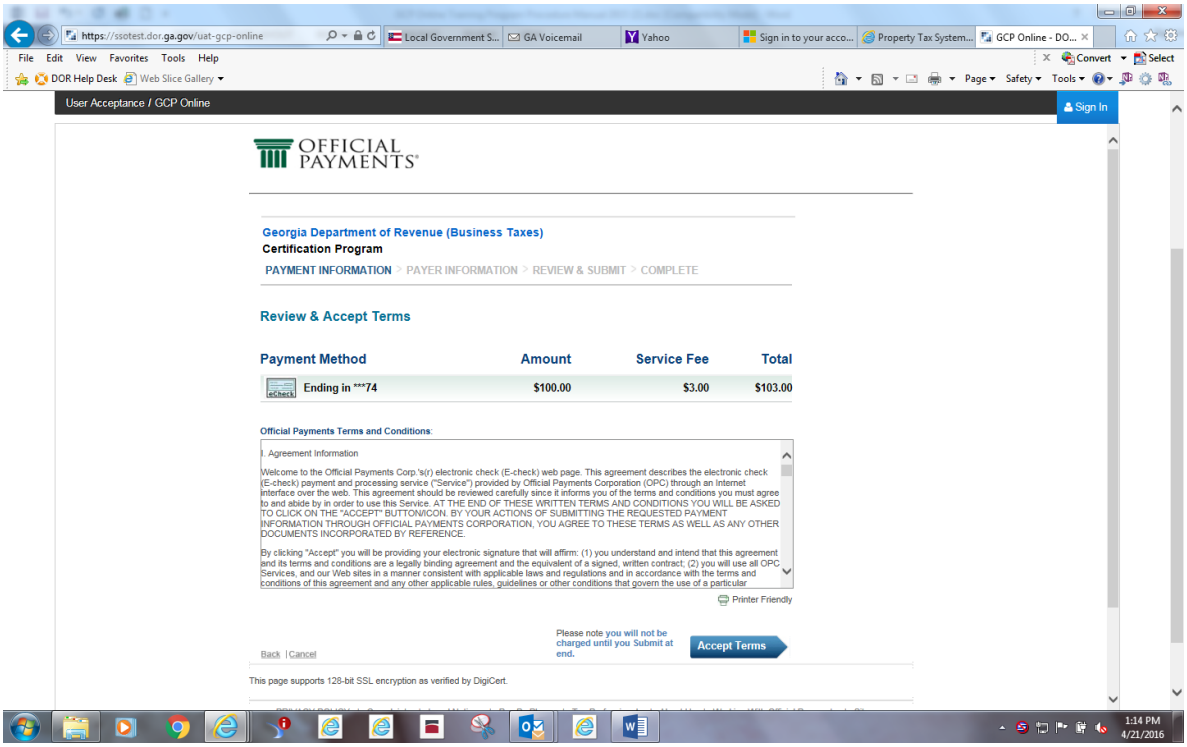
Click the Pay Online tab.



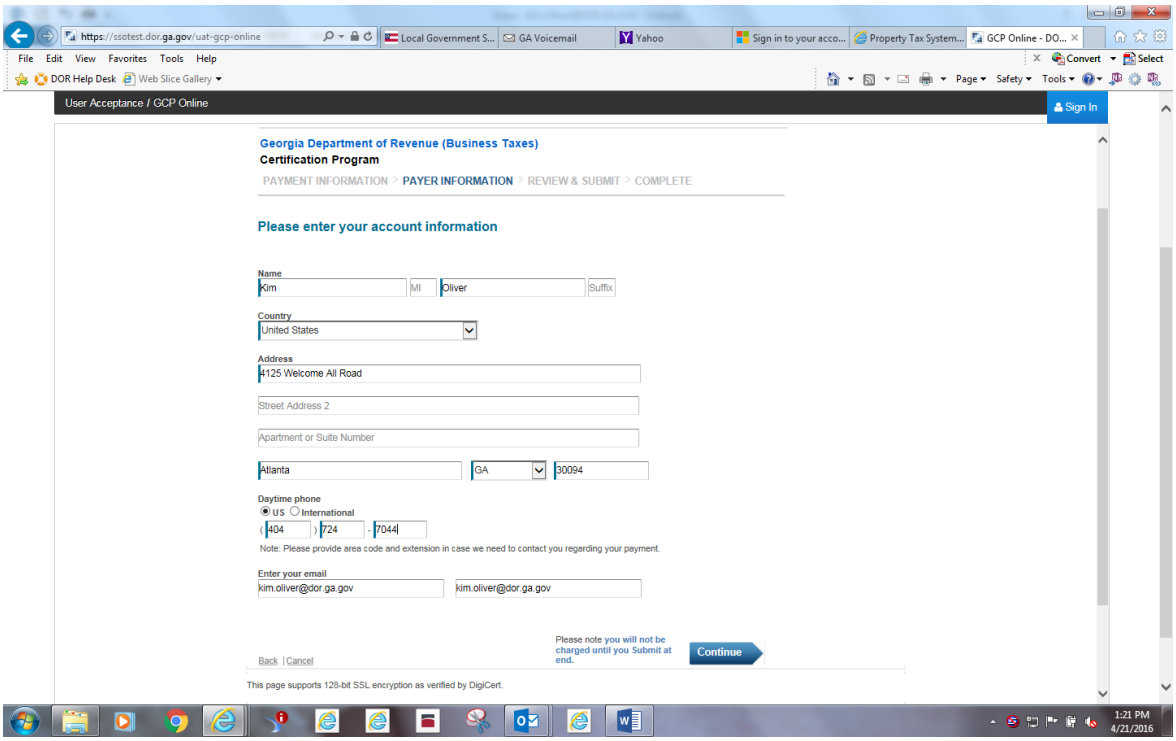
Click the New Bank Account option for Payment Method. Choose Account Type. Verify amount. Click continue.



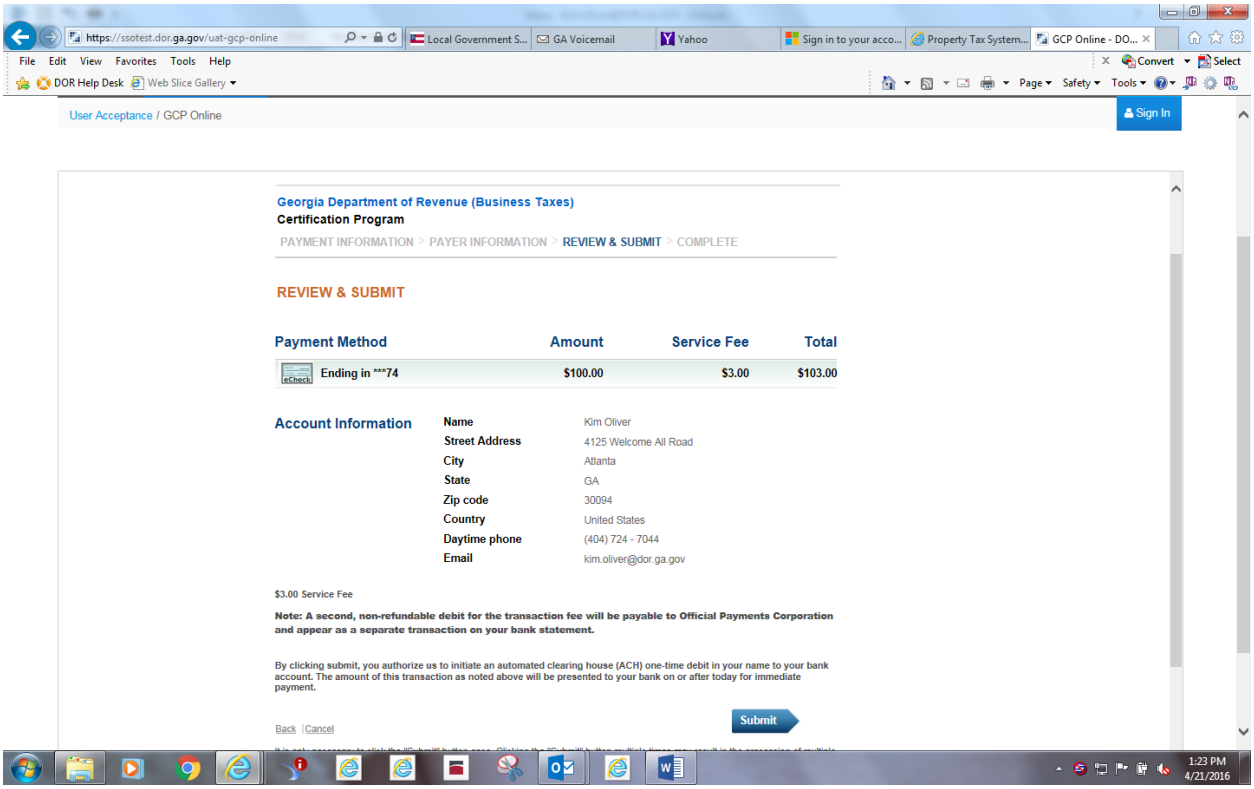
Review the information and click Accept Terms.



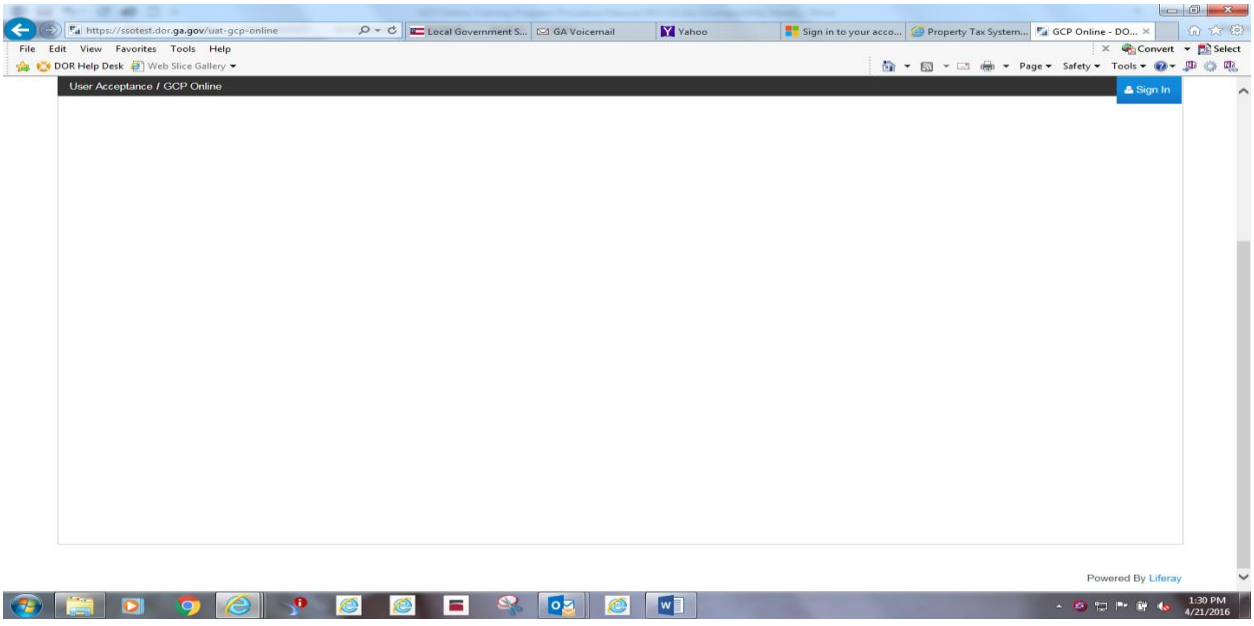
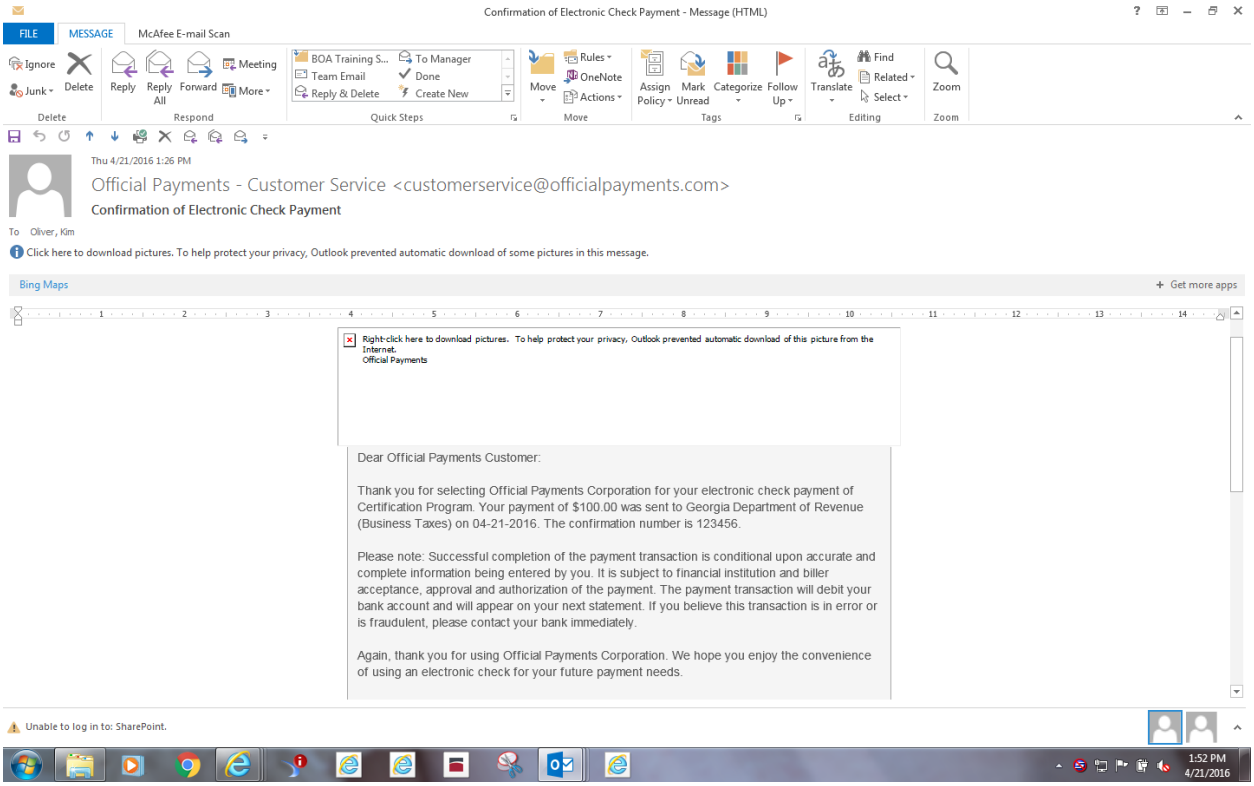
Complete the form. Click Continue.



Click Submit tab.



You will have a confirmation to print. This confirmation includes the processing fees. Once you print the page, click continue. It will take you to a white screen. This is not supposed to happen. We are working on getting this fixed. Click on Go to GCP Online.



You will receive an email confirmation.