

Help Tickets/Call Center

What is this?

Programs can submit help tickets and call the Department for support with navigating and troubleshooting issues within the new GAPREK Provider Portal. The goal of help tickets and the call center is to quickly support GAPREK users to access or accomplish their needs within the system.

Help tickets and call center information can be found under 'Need Support?' on your GAPREK navigation bar. After submitting a help ticket to the Department (or having one submitted on your behalf via the call center), you will be able to track progress and resolution in the GAPREK system.

Who can contact BFTS for support?

- Primary Authorized User
- Project Director
- Site Director
- Financial User
- Data Management User

For information on User Roles, please click [here](#).

What if I need help?

For additional support, refer to the following resources:

- [GAPREK Provider User Guides](#)
- [Video tutorials](#)
- [Provider FAQs](#)
- [GAPREK website](#)

What if I still have questions?

If you have additional questions, please contact your Georgia's Pre-K Specialist or GAPREK.support@dec.al.ga.gov.