

PAPRS FAQ

What is PAPRS?

The Provider and Program Registry System (PAPRS) is a web-based application, which provides common registry services. The registry represents Provider and Program key data that has been captured and utilized by multiple Ministries, Branches within those Ministries, Post-Secondary Institutions, and Private Career Colleges. Managing the capture, administration and use of data which is considered a key function of PAPRS.

Access Questions

What do I need to do to get access PAPRS?

1. Access to PAPRS is managed by a security system called **MyAlberta Digital ID (MADI)**. You can log into MADI for PAPRS by using a MADI user name and password created on your workplace email.

Internal Access (GOA Employee):

Please submit a PAPRS Access Request on the BERNIE PORTAL

External Access (Non GOA Employee):

1. Post-Secondary Institutions please email your institution gatekeeper the information listed below:
 - a. As gatekeepers change frequently, please coordinate with your institution.
2. Private Career Colleges please email: PCC.Branch@gov.ab.ca including the information listed below:
 - a. First Name of individual needing access
 - b. Last Name of individual needing access
 - c. Institution (work) email address (please no personal email addresses)
 - d. Institution name and campus (if multiple campuses exist)
 - e. If known, whose access should your account mirror (who currently does the same function in PAPRS, or if you do not know of anyone who does the same function, which task you will be responsible for in PAPRS (approvals, etc.))
3. Once your access is approved, you will be sent an identity confirmation code email to the email address you provided in 2c.
 - a. Proceed to the URL provided in the Identity Confirmation Code email.
 - b. The account holder who is requesting access is required to create a BASIC MyAlberta Digital ID account (MADI). **Please do not verify this MADI account.** The **email address, first name and last name** on the MADI account needs to match the information that was sent in the request to the gatekeeper or the PCC Branch.
 - c. After the individual logs into their MADI account they will be prompted to enter the identity confirmation code in order to access PAPRS.

4. A confirmation email will be sent to the email address you provided in 2c alerting the individual that the setup and access to PAPRS is complete. Any subsequent access to PAPRS modules must be made through a separate request.

Requesting Access to PAPRS

1. How do I add a new location to my existing PAPRS access?

- a. **Post-Secondary Institutes:** please email your institution's gatekeeper with information listed above.
- b. **Private Career Colleges:** please email: PCC.Branch@gov.ab.ca with information listed above.

2. Where do I find my identity confirmation code requested for my first-time logon to the PAPRS application?

Once your access is granted, you will be sent an identity confirmation code email to the email address you provided in your request. Please note there is an expiration date, so it is recommended that you complete the process as soon as you receive the email.

3. I am unable to log into PAPRS even after entering the correct confirmation code.

Your first and last name provided to create your PAPRS access must match exactly the information used to create your MyAlberta Digital ID.

4. What if my confirmation code has expired, how do I log in?

You will not be able to log in using your expired confirmation code. Please email PSIHelpdesk@gov.ab.ca asking them to re-send a confirmation code.

Create/Edit Proposal

1. Can I delete a proposal once it has been submitted to the PSI?

No, you would not be able to delete a proposal once it has been submitted; your only option is to withdraw the proposal. The proposal can only be deleted in its draft stage.

2. Can I correct the academic year after submitting the proposal?

No, you would not be able to change the academic year after it has been submitted. You can recreate the workflow after withdrawing the existing proposal.

3. How do I change the program credential type after proposal submission?

You cannot change the program credential type after proposal submission. You can recreate the workflow after withdrawing the existing proposal.

4. Can I make a change in the program with an active proposal in it?

No, you cannot make a change to the program with an active proposal and need to wait until the proposal is approved.

5. I've entered a wrong program ID and have submitted the proposal. How do I change my program ID?

The PSI user cannot change a program ID. You need to contact the PSP branch and a PSP admin can change it for you.

6. I need help with editing or creating a proposal.

- a. **Post-Secondary Institutes:** please email your institution's gatekeeper
- b. **Private Career Colleges:** please email: PCC.Branch@gov.ab.ca

Session & Costs

1. Do I enter sessions and costs into PAPRS for full-time program offerings only or can I also enter part-time program offerings into PAPRS?

Sessions dates/and or costs are entered into PAPRS for full-time program offerings only.

2. Why I do not see a Maintain session & costs button in my program?

The Maintain session & costs button is visible only for designated full-time programs.

3. I am trying to edit the session & costs for a full-time program and do not see a Maintain session & costs button?

Sessions & costs can only be modified for an active and designated specialization.

4. How do I correct session & costs records that are added in error?

You can correct session & costs for any work in progress (WIP) records by clicking the Maintain Session & costs button. Completed records cannot be modified and the appropriate Student Aid branch (WFDHelpdesk@gov.ab.ca) needs to be contacted to correct them.

5. What do I do when I need to delete/remove incorrect sessions and cost information entered into PAPRS?

Contact an Alberta Student Aid Representative. The representative will run reports to ensure that there are no funded students for the incorrect sessions and then will have the information removed.

6. I work for a public postsecondary institution, we have updated our sessions and costs for our new program/specialization, however, students cannot see our new program program/sessions/costs in the Student aid online application system. How can this be fixed?

- Check to ensure that the program/specialization record has been set to "Activate" by your institution.
- Check to see what the program/specialization implementation date of the program is.
- Ensure that the student is using the correct year of application.

- 7. I am trying to manually enter session dates of 10 weeks in length for an apprenticeship program or spring/summer term intake. When I click the submit button in PAPRS to complete, it shows a yellow warning box telling me that I cannot update as the program is less than 12 weeks. We have been able to add these dates into PAPRS in the past so I am not sure why it will not let me enter them now. What do I do?**

Click on the Acknowledge box within the warning message to add a check mark to acknowledge the warning message and then click the Submit button. The warning message will disappear and your sessions will be complete.

- 8. Can I enter duplicate/identical session dates into PAPRS, each with different cost amounts?**

No. PAPRS will only allow entries of one specific set of dates and costs per session. Schools will need to enter costs for a full-course load. Students who are not taking a full course load can request lesser amounts on their application form.

- 9. I have been trying to enter dates and tuition/book costs on PAPPRS for a two-year program. I do not have the option to submit and can only save it as Work in Progress (WIP).**

Ensure that you have entered session start and end dates for year two of the program before clicking the submit button.

- 10. How can I change /adjust costs within a 2-year program once it has been submitted in PAPRS?**

Once a session is already in progress, costs cannot be adjusted for either year of the program. If you make an error and have just submitted the information, contact an SA representative immediately for assistance.

- 11. I need help with editing or creating sessions and costs.**

- a. **Post-Secondary Institutes:** please email your institution's gatekeeper
- b. **Private Career Colleges:** please email: PCC.Branch@gov.ab.ca