



## Gatekeeper Frequently Asked Questions

### I. Introduction

Gatekeeper is The Partnership's contract management and invoice submission system. It provides agencies with a secure and efficient way to manage agreements, submit invoices, and communicate with the appropriate internal teams. This FAQ is designed to help agencies and end-users quickly find answers to common questions, understand where to route inquiries, and know where to find support when needed.

### II. General Gatekeeper Use

- 1. What is Gatekeeper?** - Gatekeeper is The Partnership's online platform for contract management, invoice submission, and communication with internal departments.
- 2. Who should use Gatekeeper?** - All funded agencies and their authorized staff are required to use Gatekeeper for contract-related activities, invoicing, and communication.
- 3. How do I request access to Gatekeeper?** - To request access to Gatekeeper, first click the link below and complete the entire form. After submitting the form, you will receive your Gatekeeper invitation at the email address you provided.

[Gatekeeper Access Request Form](#)

- 4. How do I get an account in Gatekeeper?** - To get an account with the system, please follow the step-by-step guide provided in the link below. This guide will walk you through each stage of the process to ensure a smooth and successful setup.

[How To Onboard a New Agency User In Gatekeeper](#)

- 5. What should I do if I forget my Password?** - For password resets, please refer to the step-by-step guide in the link below. It provides clear instructions to help you securely reset your password quickly and easily.

[How To Reset Your Password in GateKeeper](#)

- 6. How do I log into GateKeeper?** – Please click on the link below to access the agency portal to access the system.

[GateKeeper Login Portal](#)



### III. Training & Support

1. **Where can I access Gatekeeper Training?** - Gatekeeper recorded training sessions for contract management and invoice submissions can be accessed through our forward-facing training platform.

Click on the link(s) below to access the training or register for our next open office hours session.

- a. [Contract Management Training](#)
  - b. [Invoice Submission Training](#)
  
2. **What are “Open Hours” and when are they held?** - Open Hours are weekly virtual drop-in sessions where agencies can ask questions and receive live assistance. Click on the link below to register for the next open office session
  - a. [GateKeeper Open Office Hours](#)
  
3. **Who do I contact if I have a question after training?** - If you have an immediate Gatekeeper question that needs to be addressed, click the link below to submit a help desk ticket. Make sure that you select your specific agency and “Gatekeeper Technical Assistance” as “Type of Request.”
  - a. [Agency Help Desk](#)

### IV. Agency Routing Procedures

**How do I know where to route my agency’s inquiry?** - Gatekeeper inquiries are routed by topic. Each Tier-Two support team specializes in a specific area. Use the guidance below to ensure your inquiry is directed to the correct team.

CCWP Department	Inquiry Topics
Regional Managers	Contract execution and modifications, Scope of work updates, Contract delivery requirements
Finance & Accounting	Budget Pre-Approval, Invoice Submissions, Payment Processing
Contracts / Legal Team	Contract Language & Legal Terms, Compliance w / Contract Clauses, Contract Amendments
Ops Training Team	System Navigation Guidance, New User Onboarding



## V. Messaging in Gatekeeper

1. **How does messaging work in Gatekeeper?** - Gatekeeper includes a built-in messaging feature that allows agencies to communicate directly within the system. From the agency perspective, Partner Users can send messages to:

- Other Partner Users within their organization, and
- Their assigned Program Relationship Manager (PRM).

To ensure your message is directed to the correct person, include the “@” symbol before typing the recipient’s name. This will tag that individual and ensure they are properly notified.

Unless the recipient has disabled notifications, they will receive both an email alert and an in-system notification when they are tagged in a message.

2. **Why use Gatekeeper messaging instead of email?** - Keeping all communication within Gatekeeper ensures that conversations and documentation remain linked to the relevant contract or invoice record. This helps maintain a clear audit trail, reduces delays, and improves visibility for all parties involved.

## VI. Gatekeeper Messaging Best Practices

1. **Use Gatekeeper for all contract- and invoice-related communication.** - All questions, clarifications, or follow-ups should remain within Gatekeeper to maintain a complete, time-stamped record of the conversation tied to the specific contract or invoice.
2. **Tag the correct person for faster response times** - Always use the @ mention feature to tag the intended recipient. This ensures visibility and proper follow-up from the assigned staff.
3. **Be clear and concise in your message** - Include context in your message, such as the contract number, invoice reference, or topic, so the recipient can respond efficiently.
4. **Do not use messaging for task-related requests** - For any task-related actions such as requesting system access, initiating contract modification, submitting invoices, or reporting a technical issue, agencies should use the designated **Help Desk Request Form**

[Click Here To Access The Help Desk Request Form](#)



## VII. Contract Management

1. **How can I track the status of my contracts and invoices in Gatekeeper?** - Agencies can track contract and invoice status by logging into Gatekeeper and reviewing the workflow history. Status updates (such as “submitted,” “under review,” or “approved”) are visible on the dashboard.
2. **How will my Program Relationship Manager support agencies with contract management?** - PRMs provide additional support for agencies in managing contract requirements and deadlines. Agencies should consult with their PRM to determine how RPMS can assist in specific situations.
3. **Should I use Gatekeeper for all contract-related communication?** - Yes. All contract-related communication should remain within Gatekeeper. This ensures a complete record of correspondence and reduces the risk of delays. Email workarounds are discouraged, as they can lead to missing documentation or miscommunication.
4. **What are the prerequisites for multi-layer contracts?** - Multi-layer contract submissions may require additional documentation or contacts. Please note that non-WIOA contracts do not always include standard contract information. Agencies should confirm prerequisites with their PRM before submission.
5. **How do I submit a budget modification in Gatekeeper?** Agencies must complete a budget modification request in Gatekeeper and upload all required supporting documentation. Once submitted, the request will be reviewed by the Contract Management Team. Detailed step-by-step instructions are available in the Budget Modification Guide.

## VIII. Invoice Submission Management

1. **At what point is the budget considered approved in Gatekeeper?** - A budget is considered approved once it has passed first-level review in Gatekeeper. Agencies will see confirmation status in the system.
2. **When do invoicing submission windows open?** – For Construction Works invoicing, submissions are open from the 25th of the current month to the 9th of the following month. All other invoices are open from the 1st to the 15th of the month. See below for a complete list of invoice submission windows.



<b>Program</b>	<b>Open Invoicing Date</b>	<b>Invoice Deadline</b>
AARP 50+	1st of Current Month	15th of Current Month
ARPA Career Connector	1st of Current Month	15th of Current Month
ARPA Career Pathway Navigator	1st of Current Month	15th of Current Month
CEJA Returning Resident	1st of Current Month	15th of Current Month
CEJA South	1st of Current Month	15th of Current Month
CEJA West	1st of Current Month	15th of Current Month
Chicago Transit Authority (CTA)	1st of Current Month	15th of Current Month
Clean Energy Jobs Act (CEJA)	1st of Current Month	15th of Current Month
Construction Works	25th of Current Month	9th of Next Month
Good Jobs Challenge (GJC)	1st of Current Month	15th of Current Month
Opportunity Works	1st of Current Month	15th of Current Month
Supplemental	1st of Current Month	15th of Current Month
The Road Home	1st of Current Month	15th of Current Month
WIOA 1A	1st of Current Month	15th of Current Month
WIOA 1D	1st of Current Month	15th of Current Month
WIOA 1E	1st of Current Month	15th of Current Month
WIOA 1Y (In-School)	1st of Current Month	15th of Current Month
WIOA 1Y (Out-of-School)	1st of Current Month	15th of Current Month
WIOA Apprenticeship	1st of Current Month	15th of Current Month
WIOA Formula (Incoming)	1st of Current Month	15th of Current Month
WIOA NEG	1st of Current Month	15th of Current Month
WIOA QUEST 1	1st of Current Month	15th of Current Month
WIOA QUEST 2	1st of Current Month	15th of Current Month

3. **What is the process for reviewing and approving invoices in Gatekeeper?** – Invoicing must go through a multi-step review and approval process. First, the agency submits the invoice in Gatekeeper during the designated open invoice period. It is then reviewed by Finance staff before final approval and payment processing.
4. **What happens if I save a voucher but do not submit it?** - Saved vouchers remain in draft status in Gatekeeper. They will not be reviewed or processed until the agency selects “Submit.” Agencies are encouraged to double-check their entries and ensure vouchers are submitted on time.
5. **Which voucher template should agencies use?** - Agencies must use the new voucher template provided in Gatekeeper. Older versions are no longer accepted and may result in processing delays. The updated template is available for download in the system below.

[New Reimbursement Voucher Template](#)



## FAQ Revision Tracking

<b>Revision Number</b>	<b>Date of Change</b>	<b>Change Description</b>	<b>Revised By</b>
1	9/10/2025	Initial FAQ Creation	Eric B. Horn
2	9/22/2025	Contract & Finance Updates	Eric B. Horn
3	10/6/2025	Messaging Best Practice	Eric B. Horn