STEPS TO RESET EMAIL PASSWORD

Using a computer:

1. Go to www.gram.edu
2. Click **GSUPortal** (Top right)
3. Enter your username **without** the @gsumail.gram.edu
4. Click forgot password
5. Reenter your username
6. Complete the verification process
7. Follow the prompts to reset your password

OR

Using a mobile device:

1. Go to www.gram.edu
2. Click Menu
3. Click Tools & Resources
4. Click **GSUPortal**
5. Enter your username **without** the @gsumail.gram.edu
6. Click forgot password
7. Reenter your username
8. Complete the verification process
9. Follow the prompts to reset your password

If you have NOT saved your Account Recovery Settings or if your phone # or personal email address is incorrect:

- Submit an email to helpdesk@gram.edu, please include:
  1. Gnumber
  2. GSU Email Address
  3. Upload a copy of Valid ID (GSU, or Driver's License or State ID)

If you are still experiencing issues, please submit a work order to helpdesk@gram.edu for further assistance.
Please do not enter duplicate work orders. Thanks again for your patience! IT Staff