

## **Existing User Account Access Steps:**

### **How to access my account:**

1. Go to portal.gram.edu or click on Banner Web on the Gram website
2. Enter first part of the email as username
3. Same password as email
4. Click on Student Self Service to access Banner Web

### **If necessary, how do I change my password:**

5. Go to <https://portal.gram.edu/>
6. Enter your email username **without** the @gsumail.gram.edu
7. Click forgot password
8. Re-enter your username
9. Complete the verification process
10. 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:**

1. Submit an email to [helpdesk@gram.edu](mailto:helpdesk@gram.edu), please include:
2. Gnumber
3. GSU Email Address
4. Upload a copy of Valid ID
5. New Phone # (if applicable)

### **If you are still experiencing issues:**

- Please submit a work order to [helpdesk@gram.edu](mailto:helpdesk@gram.edu) for further assistance. Please do not enter duplicate work orders. Thanks again for your patience! IT Staff.