

GSU EMAIL ACCOUNT INFORMATION

How to locate my email address account information:

- Go to www.gram.edu
- Click **Banner Web**
- Click Enter Secure Area
- Enter your Gnumber (include the "G")
- Enter your Pin
- Click Email Account Information

How to access my GSU Email for the 1st time:

- Go to www.gram.edu
- Click GSUPortal
- Enter your email username **without** @gsumail.gram.edu
- Enter your old password
- Enter your new password
- Re-enter your new password
- You may be prompted to setup Account Recovery Settings
- Once you complete your Account Recovery Settings setup, go back to GSU Portal and re-enter your username and NEW password
- Once you are in the portal, click the Office 365 App
- Select your School account
- Enter your ENTIRE GSU email address and the NEW password that you created in the portal.

How to change my email password:

- Go to www.gram.edu
- Click GSUPortal
- Enter your email username **without** the @gsumail.gram.edu
- Click forgot password
- Re-enter your username
- Complete the verification process
- 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:

- Gnumber
- GSU Email Address
- Upload a copy of Valid ID
- New Phone # (if applicable)