



GSU EMAIL INSTRUCTIONS

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 Student Email Account
- Once you get your information, follow the steps below to access your email account

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

- Go to <https://portal.gram.edu/>
- Enter your email username without@gsumail.gram.edu
- Enter your old password (temp)
- Enter your new password
- Re-enter your new password
- You will be prompted to set up Account Recovery Settings. Please set up at least two methods
- Once you complete your Account Recovery Settings setup, go back to the GSU Portal and re-enter your username and NEW password
- Click Go To My Apps
- Click Office 365 App
- Select your Work/School account
- Enter your ENTIRE GSU email address and the NEW password that you created in the portal & Click sign-in
- You will be prompted to setup Multi-Factor Authentication (MFA). If you prefer not to use the Authenticator app, select "I want to set up a different method."
- Opt for the phone option and enter your phone number & complete the process.

How do I change my email password? Go to GSUPortal. **YOU CANNOT** change your password in Microsoft Office 365.

- Go to <https://portal.gram.edu/>
- 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:

1. Submit an email to 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 for further assistance.
- Please do not enter duplicate work orders. Thanks again for your patience! IT Staff.