

FAQs for Password Self Service

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What is PSS?

PSS (Password Self Service) allows you to reset your password on your **Portal/ POS ID**. If users have additional IDs like **Network/ Workstation ID, UNIX (UDS) ID** or **GapClarity (Online CICS screens) ID**, they will see an additional option to reset/change password on the respective account. Currently PSS supports password change/reset for the **Portal/ POS ID, Network/ Workstation ID, UNIX (UDS) ID and GapClarity (Online CICS screens) ID only**. As per the Corporate Security Policies your password needs to be changed every 90 days or less. Step by Step Guidelines for resetting/ changing password using PSS is provided in the sections below.

User ID's are referred by different names depending on your department.

A **Portal/ POS ID** is also known as

- LDAP ID
- GAP Web ID
- Stores Portal ID
- GEMS ID (for employees only)

A **Network/ Workstation ID** is also known as

- AD ID
- Workstation Logon ID
- Note – Vendors and some Store Employees do not have a Network ID. For these BP's in the screens for PSS they will only be presented with the option to Verify and reset/change the password for Portal ID


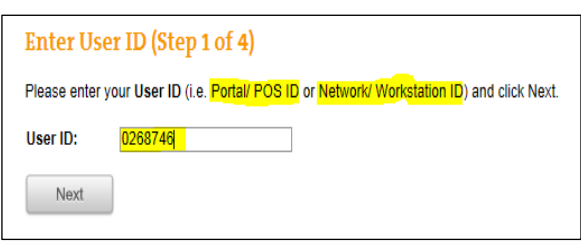
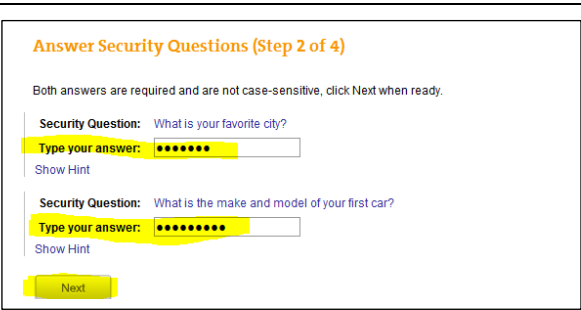
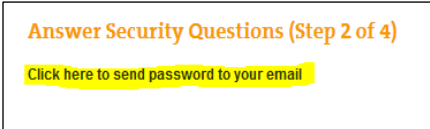
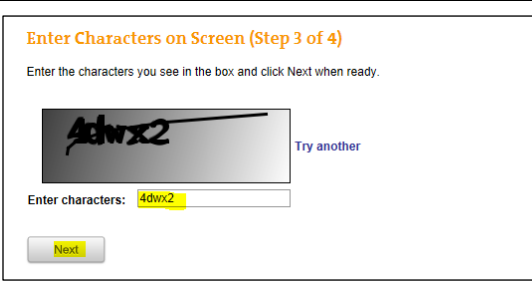
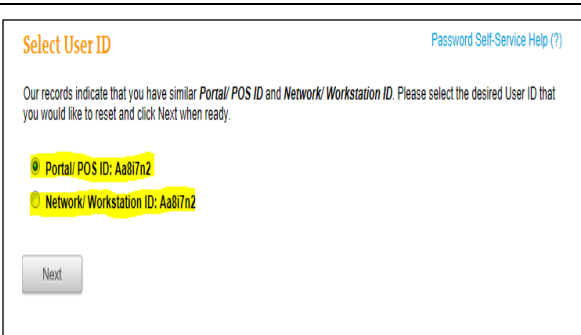
PSS (Password Self Service) allows you to set your security questions. We suggest setting your security questions as this is needed in case you need to recover your password. Step by Step Guidelines to setup your security questions is provided below.

IF YOU HAVE QUESTIONS on the use of PSS – Please contact your Help Desk.

- For all Non-US users, please contact your [Local Help Desk](#).
- For US users, please call x28000.
- For US Store users, please call 1-800-241-2626.
- For US GID DC users, please call 1-614-564-2244 x2244 or 1-800-333-7899 x77755.
- For US DC users, please call 1-615-230-2300 x2400 or #60026 x2400 (internally).

What do I do if I forget my Portal/POS or Network/Workstation password?

[TOP](#)

<p>1. If you don't have a second security question setup, you will not be able to use Forgot Password. You will get a pop-up when you login to GapWeb to remind you to set up these questions.</p> <p>2. To reset your forgotten password, click the 'Forgot your Password' link on the login page.</p>	
<p>3. Enter either your Portal/ POS ID or Network/ Workstation ID as the user id.</p>	
<p>4. Answer both your security questions. Click 'Show Hint' if you need hints. Answers are not case-sensitive.</p> <p>For vendors and franchise users only: Instead of the security questions, vendors and franchise users will see a link to send the temporary password to their email address. Once the link is clicked an email containing a temporary password will be sent to their email address on record.</p>	 <p>For vendors and franchise users only:</p> 
<p>5. Enter the characters you see on the screen. If you have trouble reading the current set of characters, click 'Try another' to generate a new set.</p>	
<p>For contractors only: After the above step, Contractors will have an additional step where they can select the User ID (i.e. Portal/ POS ID or Network/ Workstation ID) for which they would like to retrieve password.*</p> <p>(*Note – This screen will only show up in case a user has similar ids on Portal and Active Directory. Generally contractors will have similar ids on both the directories.)</p>	

6. A temporary password is generated.
7. Log in to GapWeb with this new password. You will be asked to change this temporary password after you login.
8. Choose a new password that you will remember.

Password Reset Successfully (Step 4 of 4)

Your password has been successfully reset to the temporary password below. You will be asked to change this password after you login. Please note your password and close this window when ready.

4gybGLD44

Close

What do I do if my Portal/POS or Network/Workstation password has expired?

[TOP](#)

1. If your password has expired or in case you have received a new temporary password using the Password Self Service - Forgot Password tool, you will need to login to Portal.gap.com to change your expired password,.

- a. Enter your UserID and password on Portal.gap.com
- b. Select **Log In**

LOG IN TO GAP INC. PORTAL

User ID:
Password:
(Passwords are case sensitive.)

[FORGOT YOUR PASSWORD?](#)

PLEASE READ: By logging in to the portal, you acknowledge that you accept the [TERMS OF USE](#) set forth by Gap Inc.
Please note: After some time of inactivity, the system will log you out automatically and ask you to log in again.

If you need assistance logging in, please access the [Quick Start Guide for GapWeb](#).

2. You will be automatically directed to the **Password Expiration** screen in case your password has expired and needs to be reset.

- a. Enter your UserID and current password again along with the new password.
- b. Select **Submit** to change your password.

Password Expiration

Your password has expired. Please update your password.
Your password should be easy for you to remember but hard for others to guess.
Never share your password with anyone, and never reuse a password that you've used before.
Your password must be at least 8 characters long.
Use a combination of capital and lowercase letters, numbers in your password.
Passwords are case-sensitive.

User ID:
Old Password:
New Password:
Confirm New Password:

How do I change my Portal/POS password?

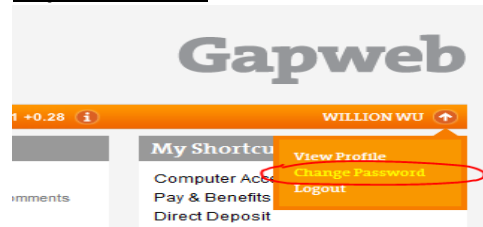
[TOP](#)

1. Once logged into Portal.gap.com, you can change your password at any time using the Password Self Service tool.
2. To access to the tool, click the dropdown under your name, select *Change Password*.

Store Employees select *Password Self Service* within Store Portal to access the Password Self Service tool.

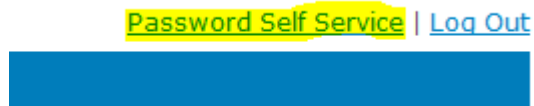
Vendors (3rd Parties, Suppliers) select *Password Self Service* within Vendor Portal to access the Password Self Service tool.

GapWeb Portal:



OR

Store Portal/ Vendor Portal:



3. A new window **Verify Login** will open. Users having both Portal/ POS ID and Network/ Workstation ID accounts will now have the option to verify their identity by entering either one of the two account credentials.

- a. Select the user directory i.e. Portal/ POS ID or Network / Workstation ID
- b. Based on the directory selection, UserID will automatically change to the corresponding user account
- c. Enter your current password for the user account selected

(Note. Users having only Portal/ POS ID will not see the option to select Network/ Workstation ID)

Verify Login

[Password Self-Service Help \(?\)](#)

Please verify your identity. Enter your Password for the User ID (Portal/ POS ID or Network/ Workstation ID) listed below and click submit.

User Directory Portal/ POS ID Network/ Workstation ID

User ID: 0268746

Password:

OR

Verify Login

[Password Self-Service Help \(?\)](#)

Please verify your identity. Enter your Password for the User ID (Portal/ POS ID or Network/ Workstation ID) listed below and click submit.

User Directory Portal/ POS ID Network/ Workstation ID

User ID: Ch76154

Password:

4. From the Password Self Service Main Menu, select Change Password for Portal/ POS ID

(Note. Users having only Portal/ POS ID will not see Change Password for Network/ Workstation ID option)

5. Enter your new password twice, and then click Submit.

Main Menu

Please select an option from the list below:

- ▶ Change Password for: **Network/ Workstation ID - Ch76154**
- ▶ Change Password for: **Portal/ POS ID - 0268746**
- ▶ Change Security Questions and Answers

Main Menu > Change Password for:

[Password Self-Service Help \(?\)](#)

New Password Setup Guidelines:

1. Your password should be easy for you to remember but hard for others to guess.
2. You cannot reuse any of your last 4 previously used passwords.
3. Never share your password with anyone, and never reuse a password that you've used before.
4. Your password must be at least 8 characters long.
5. Use a combination of capital and lowercase letters, numbers in your password.
6. Passwords are case-sensitive.

User ID: 0268746

New Password:

Confirm New Password:

How do I change my Network/Workstation password?

[TOP](#)

1. Network/ Workstation users can change their password online using the **Password Self Service tool**. The tool can be used to change password in case of any of the following events:

- Account Lockout
- Password Change
- Password Expired

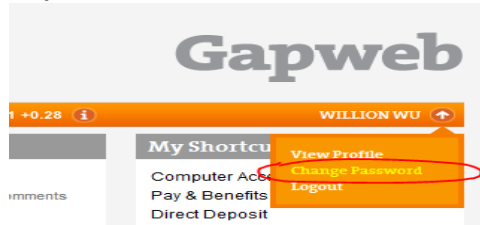
If you have forgot your Network ID password, click the following url: <https://portal.gap.com/nosso> and use **Forgot Password**.

2. Once logged into Portal.gap.com, you can change your password at any time using the Password Self Service tool.
3. To access to the tool, click the dropdown under your name, select *Change Password*.

Store Employees select *Password Self Service* within Store Portal to access the Password Self Service tool.

Vendors (3rd Parties, Suppliers) select *Password Self Service* within Vendor Portal to access the Password Self Service tool.

GapWeb Portal:



OR

Store Portal/ Vendor Portal:

[Password Self Service](#) | [Log Out](#)

4. A new window **Verify Login** will open. Users having both Portal/ POS ID and Network/ Workstation ID accounts will now have the option to verify their identity by entering either one of the two account credentials.

- a. Select the user directory i.e. Portal/ POS ID or Network / Workstation ID
- b. Based on the directory selection, UserID will automatically change to the corresponding user account
- c. Enter your current password for the user account selected

(Note. Users having only Portal/ POS ID will not see the option to select Network/ Workstation ID)

Verify Login

[Password Self-Service Help \(?\)](#)

Please verify your identity. Enter your **Password** for the **User ID** (Portal/ POS ID or Network/ Workstation ID) listed below and click submit.

User Directory Portal/ POS ID Network/ Workstation ID

User ID: 0268746

Password:

OR

Verify Login

[Password Self-Service Help \(?\)](#)

Please verify your identity. Enter your **Password** for the **User ID** (Portal/ POS ID or Network/ Workstation ID) listed below and click submit.

User Directory Portal/ POS ID Network/ Workstation ID

User ID: Ch76154

Password:

5. From the Password Self Service Main Menu, select Change Password for Network/ Workstation ID

(Note. Users having only Portal/ POS ID will not see Change Password for Network/ Workstation ID option)

6. Enter your current password and new password twice, and then click Submit.

Password Sync Portal/ POS ID Option: If this option is checked, the Portal/ POS account password will also be reset to the new Network/ Workstation password provided.

Please remember to update your new password on all devices (mobile phones, computers, etc.) that access your Network/ Workstation account. In case you experience any issue setting up your new password on your device (mobile phones, computers, etc.) please wait up to 5mins for your new password change to reflect on all systems and then try again.

Main Menu

Please select an option from the list below:

- ▶ [Change Password for: Network/ Workstation ID - Ch76154](#)
- ▶ [Change Password for: Portal/ POS ID - 0268746](#)
- ▶ [Change Security Questions and Answers](#)

Main Menu > Change Password for:

[Password Self-Service Help \(?\)](#)

New Password Setup Guidelines:

1. Your password should be easy for you to remember but hard for others to guess.
2. You cannot reuse any of your last 4 previously used passwords.
3. Never share your password with anyone, and never reuse a password that you've used before.
4. Your password must be at least 8 characters long.
5. Use a combination of capital and lowercase letters, numbers in your password.
6. Passwords are case-sensitive.

User ID: Ch76154

Current Password:

New Password:

Confirm New Password:

Password Sync Up With: Portal/ POS ID

Please remember to update your new password on all devices (mobile phones, computers, etc.) that access your Network/ Workstation account. If you do not update your password on all your other devices, it is possible that one of those devices will lock your account by repeatedly attempting access with the old password. If this is the case, please power off the suspected device(s) and you will have to wait for 30 minutes until the system resets/unlocks your account.

How do I change my GapClarity (Online CICS screens) password?

[TOP](#)

1. GapClarity (Online CICS screens) users can reset their password online using the **Password Self Service tool**. The tool can be used to reset password in case of any of the following events:

- Account Lockout
- Password Reset/ Forgot Password
- Password Expired

2. To access to the tool, click the dropdown under your name on GapWeb, and select **Change Password**.

Store Employees select **Password Self Service** within Store Portal to access the Password Self Service tool.

Vendors (3rd Parties, Suppliers) select **Password Self Service** within Vendor Portal to access the Password Self Service tool.

GapWeb Portal:



OR

Store Portal/ Vendor Portal:

[Password Self Service](#) | [Log Out](#)

3. A new window **Verify Login** will open. Users having both Portal/ POS ID and Network/ Workstation ID accounts will now have the option to verify their identity by entering either one of the two account credentials.

- Select the user directory i.e. Portal/ POS ID or Network/ Workstation ID
- Based on the directory selection, UserID will automatically change to the corresponding user account
- Enter your current password for the account selected

(Note. Users having only Portal/ POS ID will not see the option to select Network/ Workstation ID)

OR

4. From the Password Self Service Main Menu, select “Change Password for GapClarity (Online CICS screens) – User Id”

(Note. Users will only see this option if they have a valid GapClarity User Id)

5. Enter your new password twice, and then click Submit.

Main Menu

Please select an option from the list below:

- ▶ Change Password for: [Network/ Workstation ID - Ch76154](#)
- ▶ Change Password for: [Portal/ POS ID - 0268746](#)
- ▶ Change Password for: [GapClarity \(Online CICS screens\) ID - Ch76154](#)

Main Menu > Change Password for:

[Password Self-Service Help \(?\)](#)

New Password Setup Guidelines:

1. Your password should be easy for you to remember but hard for others to guess.
2. You cannot reuse any of your last 4 previously used passwords.
3. Never share your password with anyone, and never reuse a password that you've used before.
4. Your password must be exactly 8 characters long.
5. Use a combination of capital and lowercase letters, numbers with a special character as optional (e.g., Gapinc10, Pa\$\$w0rd).
6. Passwords are case-sensitive.
7. Note: Passwords cannot be a common dictionary word (e.g., Welcome6)

User ID: Ch76154

New Password:

Confirm New Password:

How do I change my Unix (UDS) password?

[TOP](#)

1. Unix (UDS) users can reset their password online using the **Password Self Service tool**. The tool can be used to reset password in case of any of the following events:

- Account Lockout
- Password Reset/ Forgot Password
- Password Expired

2. To access to the tool, click the dropdown under your name on GapWeb, and select **Change Password**.

Store Employees select **Password Self Service** within Store Portal to access the Password Self Service tool.

Vendors (3rd Parties, Suppliers) select **Password Self Service** within Vendor Portal to access the Password Self Service tool.

GapWeb Portal:



OR

Store Portal/ Vendor Portal:

[Password Self Service](#) | [Log Out](#)

3. A new window **Verify Login** will open. Users having both Portal/ POS ID and Network/ Workstation ID accounts will now have the option to verify their identity by entering either one of the two account credentials.

- Select the user directory i.e. Portal/ POS ID or Network/ Workstation ID
- Based on the directory selection, UserID will automatically change to the corresponding user account
- Enter your current password for the account selected

(Note. Users having only Portal/ POS ID will not see the option to select Network/ Workstation ID)

OR

4. From the Password Self Service Main Menu, select “Change Password for Unix (UDS) ID – User Id”

(Note. Users will only see this option if they have a valid Unix(UDS) User Id)

5. Enter your new password twice, and then click Submit.

Main Menu

Please select an option from the list below:

- ▶ Change Password for: [Network/ Workstation ID - Ch76154](#)
- ▶ Change Password for: [Portal/ POS ID - 0268746](#)
- ▶ Change Password for: [Unix \(UDS\) ID - Ch76154](#)

Main Menu > Change Password for:

[Password Self-Service Help \(?\)](#)

New Password Setup Guidelines:

1. Your password should be easy for you to remember but hard for others to guess.
2. You cannot reuse any of your last 4 previously used passwords.
3. Never share your password with anyone, and never reuse a password that you've used before.
4. Your password must be at least 8 characters long.
5. Use a combination of capital and lowercase letters, numbers with a special character as optional (e.g., Gapinc10, Pa\$sw0rd).
6. Passwords are case-sensitive.

User ID: Ch76154

New Password:

Confirm New Password:

How do I change my Security Questions/Answers?

[TOP](#)

1. You need to access the Password Self Service tool to change the Security Questions and Answers.
2. To access to the tool, click the dropdown under your name, select *Change Password*.

Store Employees select *Password Self Service* within Store Portal to access the Password Self Service tool.

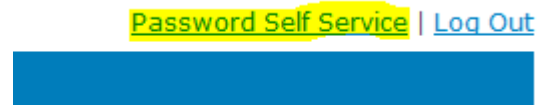
Vendors (3rd Parties, Suppliers) select *Password Self Service* within Vendor Portal to access the Password Self Service tool.

GapWeb Portal:



OR

Store Portal/ Vendor Portal:



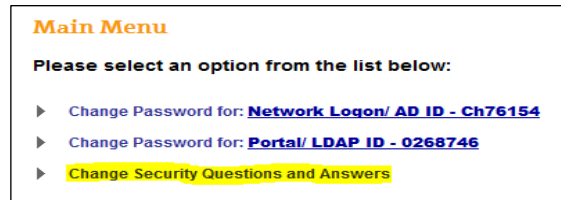
3. A new window **Verify Login** will open. Users having both Portal/ POS ID and Network/ Workstation ID accounts will now have the option to verify their identity by entering either one of the two account credentials.

- d. Select the user directory i.e. Portal/ POS ID or Network/ Workstation ID
- e. Based on the directory selection, UserID will automatically change to the corresponding user account
- f. Enter your current password for the account selected

(Note. Users having only Portal/ POS ID will not see the option to select Network/ Workstation ID)

OR

4. From the Password Self Service Main Menu, select **Change Security Questions and Answers**.



5. Select your questions from the drop down list and provide your answers and hints. The second Security Question is **required** for using the Forgot Your Password service.

6. Some tips for choosing questions and answers:

- Do not choose answers that others may easily guess.
- Do not provide a hint that gives away your answer.
- Answers must be at least 6 characters (Choose another question if you cannot choose an answer longer than 6 characters)

Follow the instructions below to update your Security Questions and Answers.
Note: All fields are required.

1. Select your two (2) security questions from the drop-down menu.
2. Type in your answer. Your answer must be between 6 to 30 characters only.
3. Enter a hint to help you remember the answer to your security questions.
4. When you have completed your entry, click 'Submit' to proceed.

Security Question 1:

Select Security Question:

Type your answer:

Retype your answer:

Type your hint:

Security Question 2:

Select Security Question:

Type your answer:

Retype your answer:

Type your hint:

How to unlock my Network/ Workstation Account?

[TOP](#)

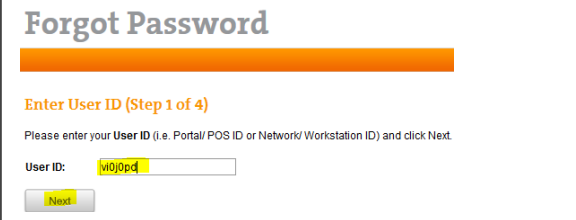
1. To unlock your Network/Workstation account, click the 'Forgot your Password' link on the Gapweb login page (<https://portal.gap.com/nosso>).

In case you are **"locked out"** and cannot access your workstation, please use your mobile device or a nearby workstations and navigate to GapWeb (<https://portal.gap.com/nosso>) and use the Forgot your Password link to unlock your Network/Workstation account.

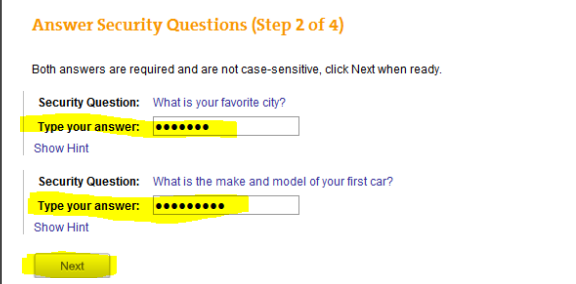
Note.: Users must have both the second security questions setup to use the account unlock feature.



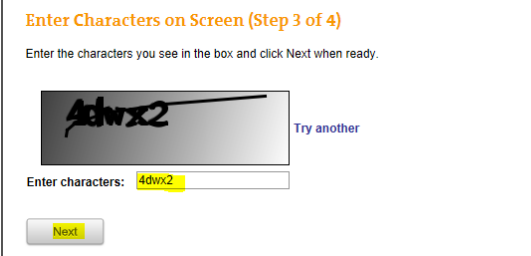
2. Enter your Network/ Workstation ID as the user id.



3. Answer both your security questions. Click 'Show Hint' if you need hints. Answers are not case-sensitive.

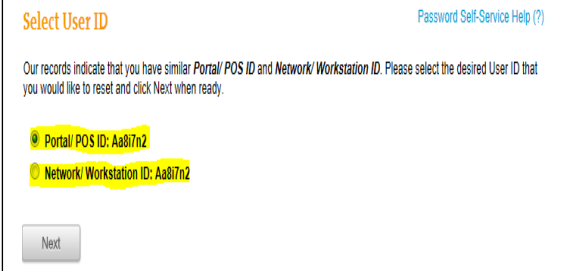


4. Enter the characters you see on the screen. If you have trouble reading the current set of characters, click 'Try another' to generate a new set.



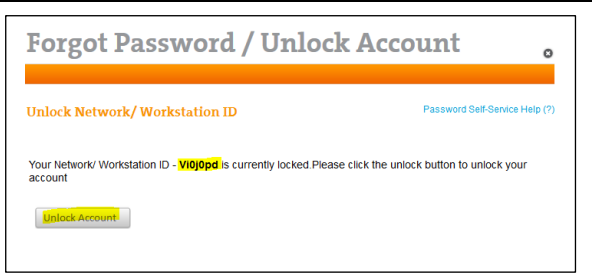
For contractors only: After the above step, Contractors will have an additional step where they can select the User ID (i.e. Portal/ POS ID or Network/ Workstation ID) for which they would like to retrieve password.*

(*Note – This screen will only show up in case a user has similar ids on Portal and Active Directory. Generally contractors will have similar ids on both the directories.)



5. Press Unlock Account button to unlock your locked Network/Workstation account.

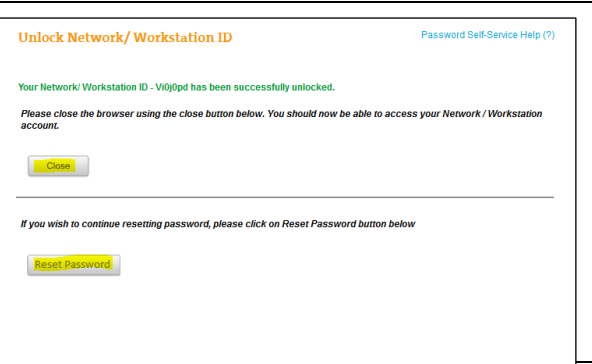
(*Note –In case you are a contractor and if you have chosen Network/ Workstation ID in the previous screen and if it is locked then only you will see the unlock screen).



6. Press Close button to continue with your old password if you remember.

In case, you wish to reset your password, please press Reset Password button.

Please continue with steps 8,9,10 below for reset password option.



7. A temporary password is generated.

8. Log in to GapWeb (<https://portal.gap.com/nosso>) with this new password. You will be asked to change this temporary password after you login.

9. Choose a new password that you will remember.

