

Accessing GapWeb Portal

1 Accessing from within the Gap network

- 1.1 Launch Internet Explorer. Type <https://portal.gap.com> in the address line of your browser.
- 1.2 Enter your portal user ID and password, and then click the **Log In** button.

Login Notes:

- For employees, your portal user ID is your employee ID, which can be found on your paycheck or employee discount card.
- For store employees, your portal user ID and password are the same as your register user ID and password.
- Contractors: Please use the ID provided to you by your manager.
- If you have never logged in to GapWeb Portal and need your password, please contact your manager. After entering your initial password, you will be immediately prompted to change your password.
- If you have forgotten your portal user ID, contact Employee Services at (866) 411-2772 x20605 or send an email to employee_services@gap.com with "Forgot your GapWeb User Name" in the subject field.
- Forgot your password?
 - North American users can use the "Forgot your Password" link on the internal login page. This link is only available from inside the Gap Network.
 - International users: Please contact your local helpdesk and request that your Portal password be reset.

GAPWEB

Welcome to the new GapWeb

Please log in to access Gap, Inc. news, information, tools and services.

User ID

Password

*Passwords are case sensitive.

For North American employees
Enter your Employee ID Number as your User ID. Your password is the same as your People Center password.

For North America store employees
Enter your Register ID and password as your User ID and password.

France employees
For your User ID enter P+Employee number (e.g. P80009999). If you have never logged into Portal, call your local helpdesk.

SBVD employees
Your User ID is your Network Logon ID. If you have never logged into Portal, call your local helpdesk.

UK employees
For your User ID enter your GEHR ID. If you have never logged into Portal, call your local helpdesk.

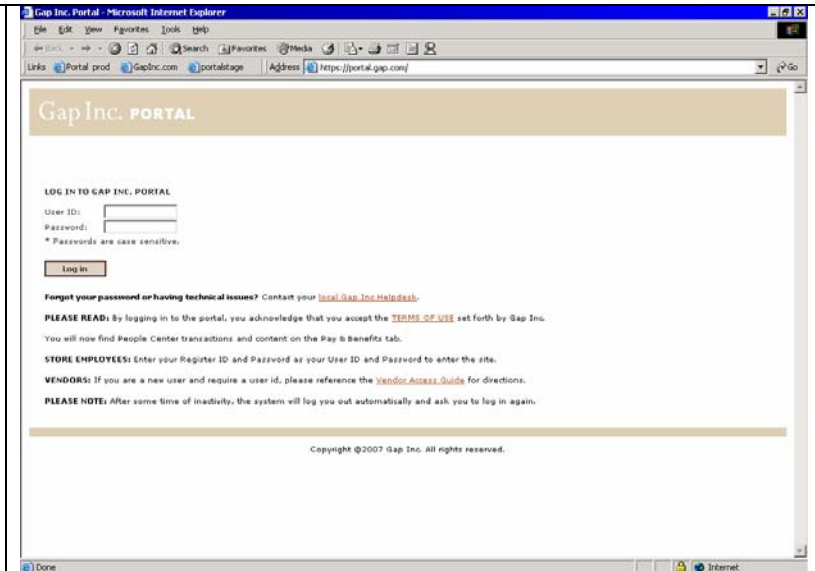
Contractors
Your User ID is your Network Logon ID. If you have never logged into Portal, call your local helpdesk.

Need Assistance?
Forgot your password? (North America employees only)
If you need assistance logging in, please access the [Quick Start Guide](#) for GapWeb.

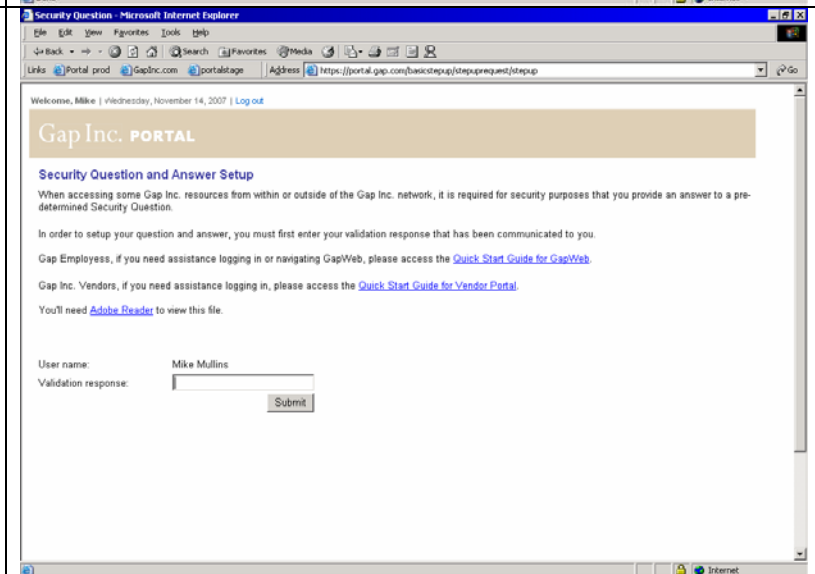
PLEASE READ
By logging in to the portal, you acknowledge that you accept the [TERMS OF USE](#) set forth by Gap Inc. After some time of inactivity, the system will log you out automatically and ask you to log in again.

2 Accessing via an External Computer

- 2.1 When accessing GapWeb Portal via an external (non-Gap) computer (i.e. your home computer), the system will prompt for additional security information.
- 2.2 To log in, go to portal.gap.com and enter your portal user ID and password as described in section 1.

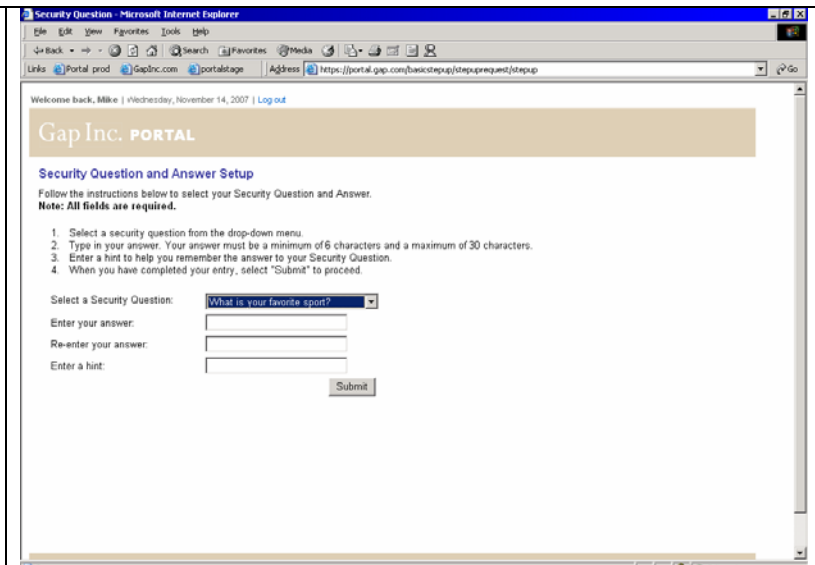


- 2.3 If this is your first time logging in from an external computer, you will be prompted to set up your security question and answer.
- 2.4 In the **Validation Response** field, enter the **first 2 letters of your last name plus your portal user ID**. Your response should be 9 characters in length. This step is only required the first time you access GapWeb Portal externally.



2.5 Follow the instructions on the next screen to set up your security question and answer.

Note: After this initial set up, each time GapWeb Portal is accessed externally, the system will ask you to supply the answer to your security question.



3 Changing your Password

3.1 Once logged into GapWeb Portal, you can change your password at any time using the Change Password tool.

3.2 To access to the tool, from the **Select an Application** dropdown in Portal, select the **Change your Password** link.

