

Accessing Gapweb

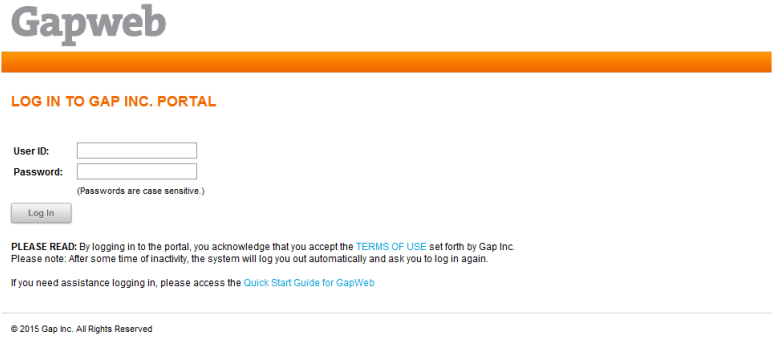
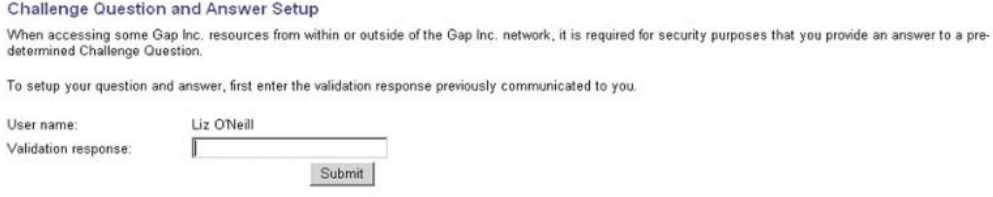

Section 1 – Accessing from within the Gap network

- Launch Internet Explorer and type <https://portal.gap.com> in the address bar.
- You should be automatically logged into Gapweb.

Login Notes (should you ever be prompted with the Gapweb login screen):

- For employees, your portal user ID is your employee ID, which can be found on your paycheck .
- 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 into Gapweb 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:
 - Corporate users contact the Corporate help desk – 1-800-241-2626 option 3
 - Store users contact Store Support – 1-800-241-2626 option 1, option 1 (English), Main Menu: option 3.
- Forgot your password?
 - Use the “Forgot your Password” link on the login page. You will need to have your second security question already setup to be able to use this.
 - If you don’t have a second security question set up, call your local helpdesk to reset your password. (See above)

The screenshot displays the Gapweb portal interface. At the top, there is a search bar with the text "content + people" and a "Gapweb" logo on the right. Below the search bar, a navigation menu includes "Brands", "Corp Services", "For Me", "Work Place", and "Policies". The main content area is divided into several sections: "Company News" with articles like "Accessorize for the season with INTERMIX", "The ultimate winter training tight", "Rebuilding community in NOLA", and "Tracy Byrnes' inspiration to innovate"; "My Shortcuts" with links to "Benefits", "Clarity", "COMPASS", "GapTech ServiceNow", "Group Management", "Jobs@Gap Inc.", "Portal User Details", "Report PTO", "Shuttle information", and "SkillSoft"; "Retail Watch" with a "Retail Watch" header and a "Retail Watch" image; "Blogs" with a "Gap Inc. Craft Hero" article; and "My Board" with a "Jive Activity" section showing discussions by Tamara Cadieux, Sandra Dunlap, and Karen Schmitz.

<p>Section 2 – Accessing via an External (non-Gap) Computer</p> <ol style="list-style-type: none"> When accessing Gapweb via an external (non-Gap) computer (i.e. your home computer), the system will prompt you for additional security information. To log in, go to https://portal.gap.com and enter your portal user ID and password as described in section 1. 	
<ol style="list-style-type: none"> If this is your first time logging in from an external computer, you will be prompted to set up your security question and answer. 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 externally. 	
<ol style="list-style-type: none"> Follow the instructions on the next screen to set up your security question and answer. <p>Note: After this initial set up, each time Gapweb is accessed externally, the system will ask you to supply the answer to your security question.</p>	
<p>Section 3 – Changing Your Password</p> <ol style="list-style-type: none"> Once logged into Gapweb, you can change your password at any time using the Password Self Service tool. To access the tool, select Change Password from the dropdown next to your name. A new window will open and you will be prompted to enter your portal password to continue. 	

Password Self Service

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: 9999999

Password:

Submit

- From the Password Self Service Main Menu, select **Change Password for: Portal/ POS ID - xxxxxxx**.
- Enter your new password twice and click **Submit**.

Password Self Service

Main Menu

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

Please select an option from the list below:

- ▶ Change Password for: [Network/ Workstation ID - Id99999](#)
- ▶ Change Password for: [Portal/ POS ID - 9999999](#)
- ▶ Change Security Questions and Answers

Password Self Service

Main Menu > Change Password for:

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

New Password Setup Guidelines:

- Your password should be easy for you to remember but hard for others to guess.
- You cannot reuse any of your last 4 previously used passwords.
- 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: 9999999

New Password:

Confirm New Password:

Submit

Cancel

Section 4 – Changing Your Security Questions/Answers

1. Once logged into Gapweb, you can change your security questions and answers at any time using the Password Self Service tool.
2. To access the tool, select **Change Password** from the dropdown next to your name.
3. A new window will open and you will be prompted to enter your portal password to continue.



Password Self Service

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: 9999999

Password:

Submit

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 Password** service.

Password Self Service

Main Menu

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

Please select an option from the list below:

▶ Change Password for: [Network/ Workstation ID - Id999999](#)

▶ Change Password for: [Portal/ POS ID - 9999999](#)

▶ Change Security Questions and Answers

Password Self Service



[Main Menu](#) > [Change Security Questions and Answers](#)

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

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. Please ensure that the hint is complex enough to ensure others cannot identify your answer.
5. 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: