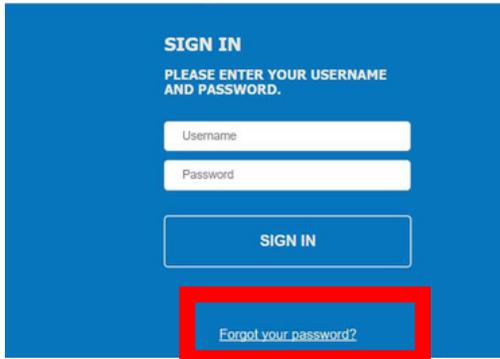


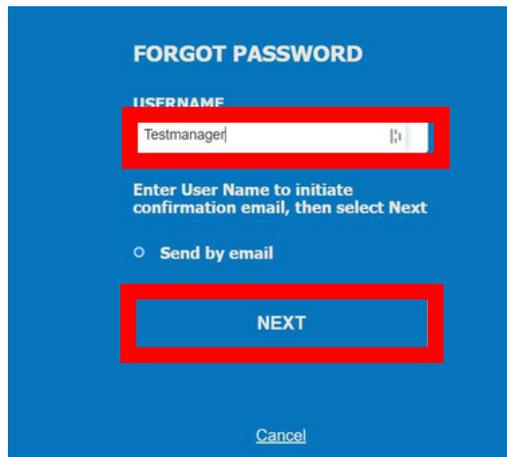
FORGOT YOUR G.O.A.L. ACCOUNT PASSWORD?

If you have forgotten your password, you reset your password from the GPHA University login page:

1. Click on Forgot Password

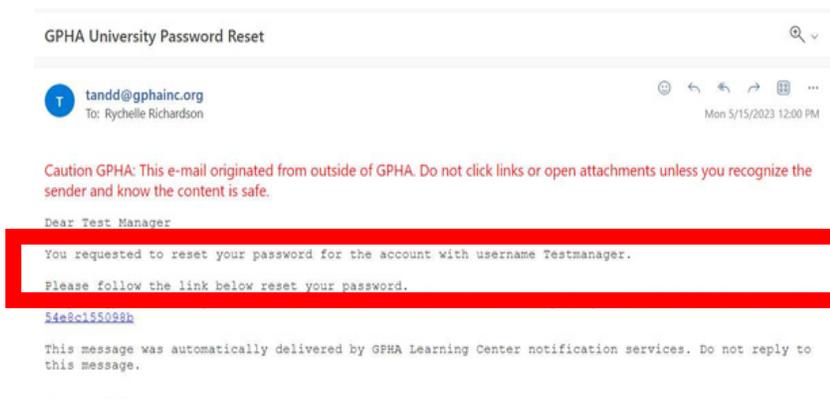


2. Type your username and click next



3. We will send an email from kingram@gphainc.org

4. Click on the reset password link



5. From this page, you must create a new password and confirm your new password.

6. When the next screen populates, you will need to enter the temporary password into the **Old Password** field.

CHANGE PASSWORD

OLD PASSWORD

Your new password must contain:

- Characters: At least 8
- Numbers: At least 1
- Special characters: At least 1 from (@ % + \ / ! \$ & ? [] ^ * () ~)
- Lowercase characters: At least 2
- Uppercase characters: At least 2

NEW PASSWORD ⓘ

CONFIRM NEW PASSWORD

SIGN IN

7. Then you will need to enter a new password using the criteria listed above that field.
Then Click Save.

RESET PASSWORD

Your new password must contain:

- Characters: At least 8
- Numbers: At least 1
- Special characters: At least 1 from (@ % + \ / ! \$ & ? [] ^ * () ~)
- Lowercase characters: At least 2
- Uppercase characters: At least 2

NEW PASSWORD ⓘ

New Password

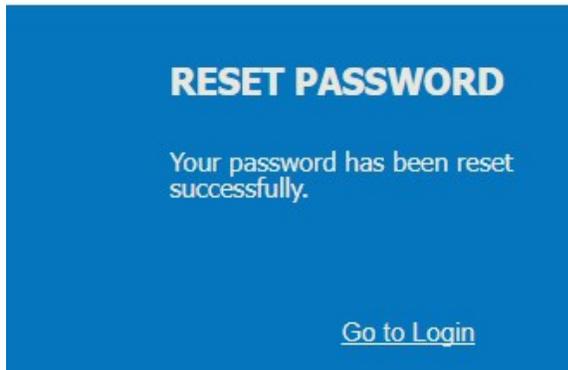
CONFIRM NEW PASSWORD

Confirm New Password

SAVE

[Cancel](#)

7. A confirmation that your password has been saved will appear



I have requested password reset instructions, but the link hasn't arrived in my email. What next?

Check your spam or junk folders.

Let us know by sending an email to kingram@gphainc.org and rrichardson@gphainc.org.

Note that the T&D is not able to see the password you have on file and will never ask for your password. Please do not include your current or previous passwords in any email communication.