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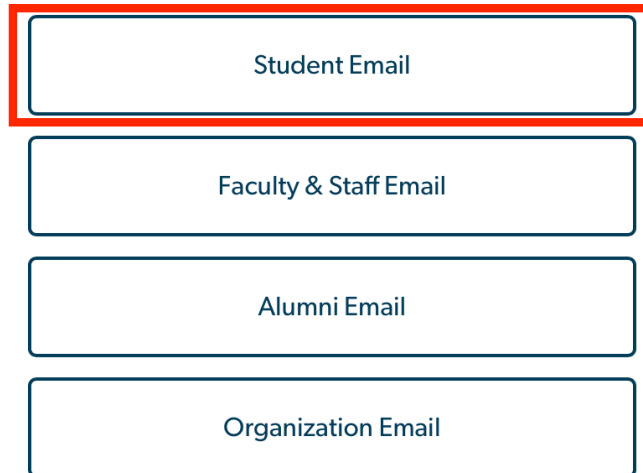
Accessing your GW Email account

GW IT provides Google-based email and calendar services for GW students

GWMail is the University's email system for students and alumni

You can access your email by going to <https://www.gwu.edu/email>

Email



A screenshot of a web interface showing four rectangular buttons stacked vertically. The top button is labeled "Student Email" and is highlighted with a red border. The second button is labeled "Faculty & Staff Email", the third is "Alumni Email", and the fourth is "Organization Email".

Choose “Student Email”
from the email selection
list.



Sign in

Enter your UserID **

[Can't access your account?](#)

Back

Next

**

When you click on the link you will be taken to a sign in page.

Enter the UserID that you were assigned.

For example: G12345678

Click on “Next”



g12345678

Enter password

Password

[Forgot password?](#)

Sign in

Enter the password that you created when you claimed your GW Identity.

Click on "Sign in"



G12345678@gwu.edu

Verify your identity



Text +X XXXXXXXX39



Call +X XXXXXXXX39

More information

Are your verification methods current? Check at <https://aka.ms/mfasetup>

Cancel

GW community members can access this service using their UserID followed by @gwu.edu and corresponding password. Questions? Contact the IT Support Center at 202-994-4948 or ithelp@gwu.edu. Visit go.gwu.edu/userid for more information and to reset your password.

Logging into your GW email account requires 2 factor authentication. This can be set up using either a 3rd party authenticator like Microsoft Authenticator on your phone or by receiving a text message with a verification code.


In this example we are using the text message verification. The process is similar when using a 3rd party authenticator.

Click on "Text" and you will be sent a verification code.



markgriffith@gwu.edu

Enter code

 We texted your phone +X XXXXXXXX39. Please enter the code to sign in.

Code

Don't ask again for 14 days

Having trouble? [Sign in another way](#)

[More information](#)

Verify

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When you receive code or generate it using a 3rd party authenticator you will enter the code in the code field and click on “Verify”

This will take you to you GW email account.



g12345678@gwu.edu

Approve sign in request

 Open your Authenticator app, and enter the number shown to sign in.

94

No numbers in your app? Make sure to upgrade to the latest version.

Don't ask again for 14 days

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

If you are using the Microsoft Authenticator you will see a screen like the one on the left. Enter the number in the authenticator to sign in. (Note the number in the picture is an example only. Your number will be different.)

Troubleshooting

If you are having trouble with your 2 factor authentication or not able to access your email, you can reach out to GW IT for assistance. They can reset your authentication or password and step you through the sign in process.

They can be reached at (202) 994-4948 or by email at ithelp@gwu.edu