User Registration FAQs

Q: How do I retrieve my lost or forgotten e-GGRT user name?

A: If you have lost or forgotten your e-GGRT user name, you can retrieve it as follows:

1. Click on the "Forgot your User Name?" link on the e-GGRT login page.
2. Enter the email address you entered in the Contact Information portion of your user profile during user registration, and click SUBMIT.
3. Enter the answer to your security question and click SUBMIT.
4. E-GGRT will send an e-mail message containing your e-GGRT user name to the email address associated with your e-GGRT account. If you do not receive the email within a few minutes, you may want to check your spam or junk mail folder.

Q: How do I retrieve a lost or forgotten e-GGRT password?

A: If you have lost or forgotten your e-GGRT password, you can reset it as follows:

1. Click on the "Forgot your Password?" link on the e-GGRT login page.
2. Enter your e-GGRT user name and click SUBMIT.
3. Enter the answer to your security question and click SUBMIT.
4. E-GGRT will send an email message containing a single-use password to the email address associated with your e-GGRT account. If you do not receive the email within a few minutes, you may want to check your spam or junk mail folder. Use the one-time password to log in to e-GGRT.
5. After you log in, e-GGRT will require you to change your password. To change your password, enter the one-time password, your new password, confirm the new password, and click Save. You will be returned to the My Profile page. Your password change is complete.

Q: How do I reset an expired e-GGRT password?

A: If your password has expired, e-GGRT will require you to change it. To change your password, follow the same procedure as described above for retrieving a lost or forgotten e-GGRT password.

Q: What are the requirements for my password?

A: Your password must meet these requirements:

- Your password must be 8 to 15 characters long.
- Your password must contain at least one number, at least one uppercase letter, and at least one lowercase letter.
- Your password cannot start with a number.
- Your password cannot contain spaces.
- Your password cannot contain your user name.
- Your password cannot contain the word "password".
- When resetting your password, you should create a new password. You cannot use any of the 10 prior passwords for your account.

Q: How do I reset my locked e-GGRT Account?

A: If e-GGRT tells you that your account is locked, follow the same procedure as described above for retrieving a lost or forgotten e-GGRT password. If you need further assistance, contact the GHGRP Help Desk.

Back to Top