General Information

- The GRAM credit card system does not use the College’s single sign on credentials. Your GRAM User ID was assigned to you when your account was issued. The User ID is not included in this document for security reasons (Hint: Your User ID is not just your College username). Your GRAM password is selected by you and is scheduled for change every 60 days. In addition, the GRAM system stores your response to three security questions, one of which must be answered for login.

- If you cannot login because you cannot remember your assigned GRAM User ID or Password, send an email to bmc_creditcard@brynmawr.edu or call the credit card administrator at 610-526-5258. The only information needed in your email is to request your User ID and/or a temporary password. Please do not include in your email your User ID, passwords, or security responses.

Login

- The URL for the GRAM system is https://globalcard.bankofamerica.com/sdportal/home.view. The login screen should look like the image below.

- On the login screen, enter your GRAM User ID and your Password. Click the Sign In button.

- On the next screen, enter the response you selected for the security question. Click the Continue button.

- The next screen will be the Home page for your GRAM account.

- To logout, click the Logout command in the upper right corner of the page.

- After 15 minutes of inactivity the system will give you a Logout Warning. Click the OK button to continue the session.
Password Reset

- If you forget your password, you can log into the GRAM system to request a temporary password, which will be sent to the email address in your account profile.

- On the login screen, click on the words *Forget Password/PIN?*

- On the next screen, enter your User ID, and then click the *Submit* button.

- On the next screen, choose your security question from the dropdown and enter the answer, then click the *Submit* button.

- After you receive the temporary password by email, on the login screen enter your GRAM User ID and the temporary password.

- On the next screen, enter the temporary password in the *Current Password* box. Enter and confirm a new password in the next two boxes, then click the *Submit* button.

- If you do not receive a temporary password by email, please send an email to `bmc_creditcard@brynmawr.edu` or call the credit card administrator at 610-526-5258. The only information needed in your email is to request your GRAM password be reset. Please do not include in your email your User ID, passwords, or security responses.

Security Question Reset

- If access to your account has been locked due to incorrect responses to security questions or you need any assistance logging into your account, please send an email to `bmc_creditcard@brynmawr.edu` or call the credit card administrator at 610-526-5258. The only information needed in your email is to request your account be unlocked. Please do not include in your email your User ID, passwords, or security responses.