









## I am unable to find the registration email from [noreply@gcuusa.com](mailto:noreply@gcuusa.com)

1. In your email, search for [noreply@gcuusa.com](mailto:noreply@gcuusa.com) to display all emails received from that sender.
2. If no emails are found, check your Spam, Junk Email, or Blocked Email folder. The name of this folder will vary based on your email provider.
3. If no emails are found, refresh/reload your email inbox.

## I have received the “Welcome to the GCU Member Portal!” email from [noreply@gcuusa.com](mailto:noreply@gcuusa.com), but when I click the link to “Complete Registration” it takes me back to the login page

1. In the email you received from [noreply@gcuusa.com](mailto:noreply@gcuusa.com), copy the link below the Complete Registration button.
2. In your web browser, open a new private window. Here are instructions for opening a private window in each major browser
  - a. **Google Chrome**
    - i. On your computer, open Chrome.
    - ii. At the top right, click More  > **New Incognito Window**.
    - iii. A new window appears. In the top corner, check for the Incognito icon .
  - b. **Apple Safari**
    - i. Go to the Safari app  on your Mac.
    - ii. Choose File > New Private Window, or switch to a private browsing window that’s already open.
  - c. **Mozilla Firefox**
    - i. In Firefox, click the menu button  and then click **New Private Window**
  - d. **Microsoft Edge**
    - i. In Microsoft Edge, select **Settings and more** > **New InPrivate window**.
3. Once that private window is open, paste the registration link you copied in step 1 into your address bar and hit the enter key.
4. Registration should then proceed normally and take you to the set password step.

1 of my family's Member Portal accounts is already registered and verified. I am using the same computer/device to register 2 or more unique GCU Member Portal accounts.

1. When you would like to login to or begin registration for a different Member Portal account, for example your spouse's account, ensure you click the Logout button in the top right of the Member Portal under your member portal account first.
2. Next, open a new private window in your web browser. Here are instructions for doing so in each browser.
  - a. **Google Chrome**
    - i. On your computer, open Chrome.
    - ii. At the top right, click More  > **New Incognito Window.**
    - iii. A new window appears. In the top corner, check for the Incognito icon .
  - b. **Apple Safari**
    - i. Go to the Safari app  on your Mac.
    - ii. Choose File > New Private Window, or switch to a private browsing window that's already open.
  - c. **Mozilla Firefox**
    - i. In Firefox, click the menu button  and then click **New Private Window**
  - d. **Microsoft Edge**
    - i. In Microsoft Edge, select **Settings and more > New InPrivate window.**
3. In the private web browser window, navigate to <https://members.gcuusa.com> and proceed to login/register the additional Member Portal account.
4. If you continue to have issues with registration/access for an additional Member Portal Account, GCU recommends that you try using a different web browser or different computer/mobile device for this additional account.