GRU SoftServ is a feature in the PeopleSoft Human Resources Management System (HRMS) that allows employees to use a computer to view and update certain personal and payroll information using the PeopleSoft system. GRU SoftServ can also be used to apply for open career opportunities on campus.

These instructions are specifically for GRU employees who do not routinely use a computer in their day-to-day job activities.

- Section A – Getting Your User Name and Password the First Time
- Section B – Logging Into GRU SoftServ
- Section C – Logging Into Outlook

**What is GRU SoftServ?**

Section A – Getting Your User Name and Password the First Time

You will need to complete the steps in this section the first time you log in. The purpose of this section is to allow you to look up your assigned user name and to set your password. Use your user name and password to log in to GRU SoftServ each time you want to check or change your information, print your direct deposit advice, or apply for another on-campus position. The user name is known as your GRU netID.
1) **Look up your GRU net ID**
   (A) Locate the Internet Explorer icon (symbol) on your computer and double click on it.
   (B) Type [https://eguide.georgiahealth.edu/eGuide/servlet/eGuide](https://eguide.georgiahealth.edu/eGuide/servlet/eGuide) in the address bar and press Enter.

2) If you see this message, click “Yes” to continue.

3) Type your last name in the space indicated and then click “Search”.
4) Find your name in the list on the left side of the screen. Your GRU netID will be what appears just before @georgiahealth.edu.

5) Once you have located your GRU netID, click the X in the upper right corner of your screen to close “GRU eGuide”.

6) What’s my password?
If you have never logged into a GRU system using your GRU netID, your initial (temporary) password will be the first letter of your last name followed by your nine digit social security number and an exclamation point (!) – for example N222334444!. You will be required to change this password before you log in to GRU SoftServ the first time.
7) **How do I change my password?**

(A) Locate the icon (symbol) named Internet Explorer on your computer screen and double click on it.

(B) Type [https://netid.georgiahealth.edu/nps/servlet/portal?render=on](https://netid.georgiahealth.edu/nps/servlet/portal?render=on) in address bar and press Enter.
8) Type your GRU netID in the box labeled “Username” and type your temporary password in the box labeled “Password” and click “Login”.
9) Enter your temporary password in the box labeled “Old password” and enter your new password in both the “New password” box and the “Retype password” box. Then click “Submit”. Your new password must contain at least eight characters and include a combination of letters and numbers.

10) If you see this message, simply ignore it and click “Close”.
11) Click the X in the upper right corner.
Please Note

ALL PASSWORDS EXPIRE EVERY 90 DAYS. Therefore, you will need to make sure you access the system before the end of 90 days to change your password. Each time you change your password, you must select a new one. A password that you have used before cannot be used again. To change your password, repeat steps 7-11 using your current password.

Section B – Logging Into GRU SoftServ

1) Follow the steps in this section every time you want to access the GRU SoftServ system.
(A) Locate the icon (symbol) named Internet Explorer on your computer screen and double click on it. (B) Type in https://paws.gru.edu/Pages/default.aspx in the address bar and press Enter. You may also access the employee portal (Paws Portal and Web Services) by clicking on the Faculty and Staff link located in the middle of the GRU web page.
2) Click on the GRU SoftServ button in the Quick Access bar located at the top of the screen.
3) Enter your GRU netID in the “User ID” box and your password in the “Password” box and click “Sign In”.

You will have a separate set of instructions that tell you how to use the GRU SoftServ system beyond this point.

Where can I get help?
First, contact your supervisor. If he or she is unable to help you, then contact the IT Service Desk. The IT Service Desk is open 7:30 am – 9:00 pm Monday – Friday and can be reached by telephone at 706-721-4000.
Section C – Logging Into Outlook

1) Log into Outlook by either going directly to http://owa.georgiahealth.edu or by following these instructions. You will use your GRU login and password to access.

2) Follow the steps in this section every time you want to access the Outlook Web Access email through the Paws Portal. (A) Locate the icon (symbol) named Internet Explorer on your computer screen and double click on it. (B) Type https://paws.gru.edu/Pages/default.aspx in the address bar and press Enter. You may also access the employee portal (PAWS) by clicking on the Faculty/Staff link located in the middle of the page.
3) Selecting the Paws – Portal and Web Services Icon.
4) Click on the Outlook Web Access button located in the Quick Access bar at the top of the screen.
4) Log in with your GRU login and password.