

An Organization Administrator can prevent a user from logging in to their MyGinnieMae account by locking the account. Locking a user's account is different from disabling it because the user retains their access.

## LOCKING A USER'S ACCOUNT

- 1. Navigate to <u>https://my.ginniemae.gov</u> to access MyGinnieMae.
- 2. Enter your username and password to login.
- 3. Select the **Tools** dropdown.
- 4. Select Access Management Console.
- 5. Select **Yes** to continue when prompted.
- 6. Select User Management.

The system will display a list of all users in alphabetical order by their last name. If the icon is next to the user's name, then their account is already locked.

7. Select the appropriate user's name.

The User Management page will open.

- 8. Select **Lock** in the bottom right corner of the Edit User Profile accordion.
- 9. Select **Confirm** when the Confirm User Lock dialog box appears.

A ribbon will display stating "User [User Name] successfully locked" and the user's account status will be updated to Locked.

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