

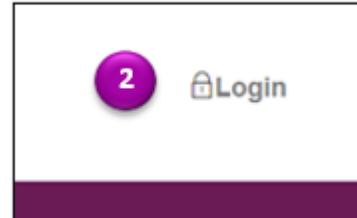
This Quick Reference Card (QRC) is for Organization and Operations Administrators who need to update a user's profile in MyGinnieMae, including steps for updating a user's attributes (titles, suffixes, phone numbers, departments) and steps for updating a user's name (first, middle, and/or last).

UPDATING A USER'S PROFILE

1. Navigate to <https://my.ginniemae.gov> to access MyGinnieMae.

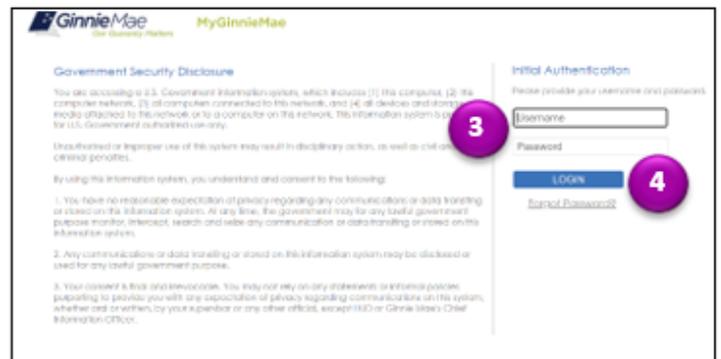
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2. Select **Login**.



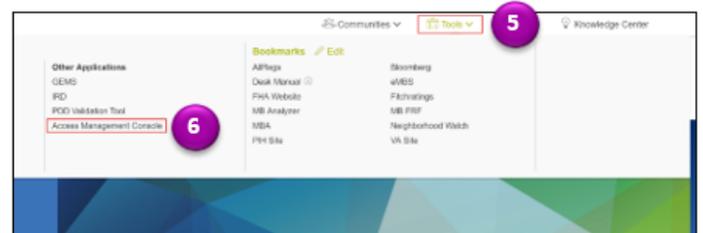
3. Enter your **Username** and **Password**.

4. Select **Login**.

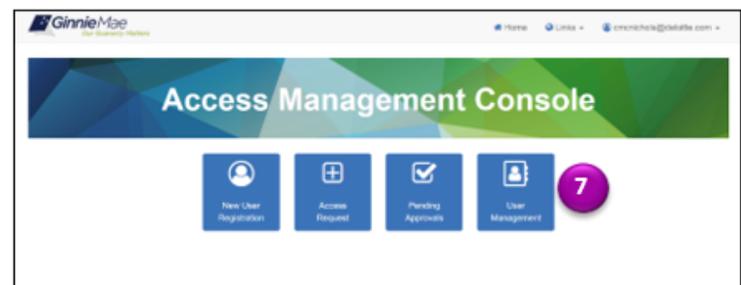


5. Select the **Tools** dropdown.

6. Select **Access Management Console**.



7. Select **User Management**. The system will display a list of users in alphabetical order by last name.



8. Select the **user requiring a profile update**.



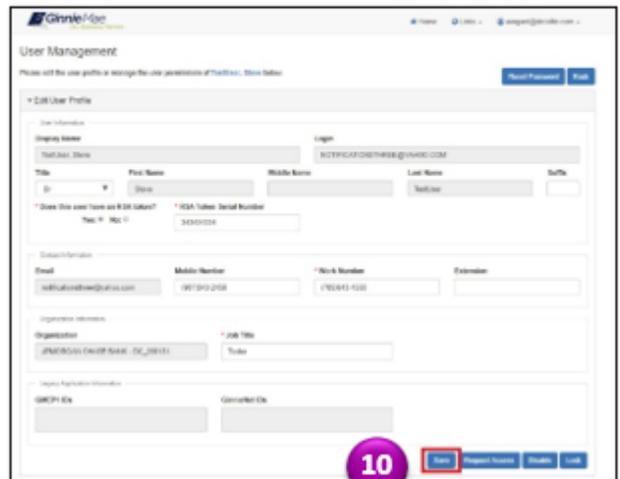
UPDATING A USER'S ATTRIBUTES

Refer to steps 1-8 in Updating a User's Profile.

9. Make the necessary edits to the information listed under the Edit User Profile accordion.

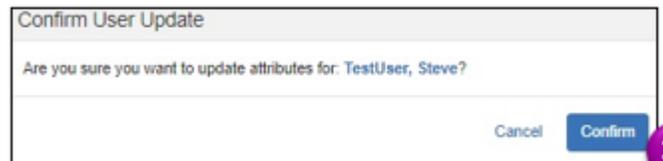
Note: You can edit the following fields:

- Title (Mr., Mrs., etc.) [required attribute]
- Suffix
- Mobile Number
- Work Number [required attribute]
- Extension
- Job Title [required attribute]
- Department Name (If user is a member of the Ginnie Mae Organization)

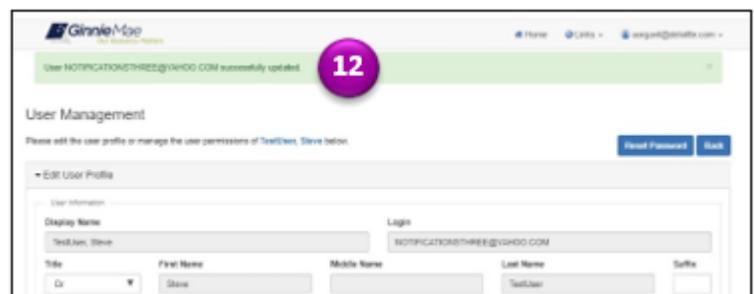


10. Select **Save**.

11. Select **Confirm** when the Confirm User Update dialog box displays. A ribbon will display stating "User [User Name] successfully updated."



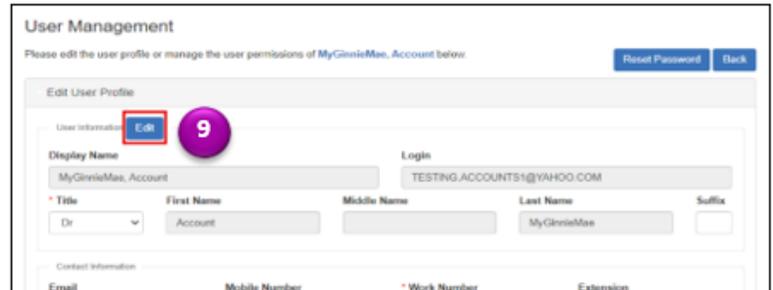
12. A notification noting the update was successful will appear.



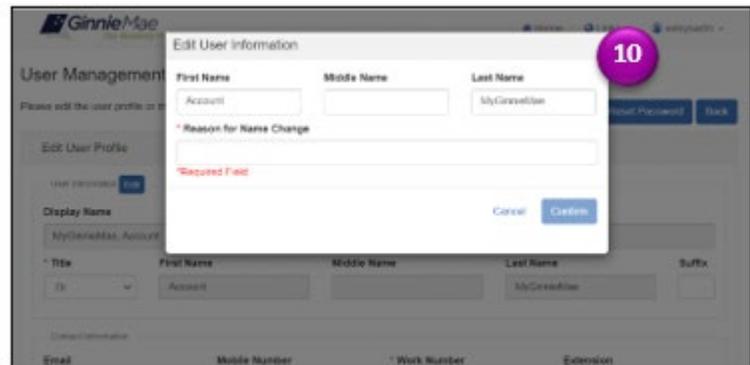
UPDATING A USER'S NAME

Refer to Steps 1-8 in Updating a User's Profile.

9. Once you have selected the appropriate user's name, **select the "Edit" button** next to the User Information heading.

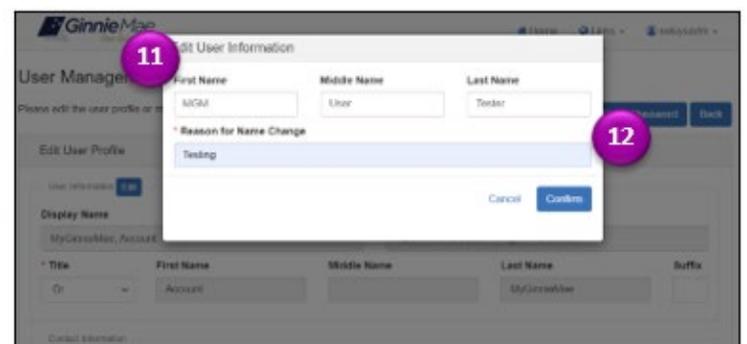


10. The system will display an Edit User Information overlay with the user's current pre-populated name.

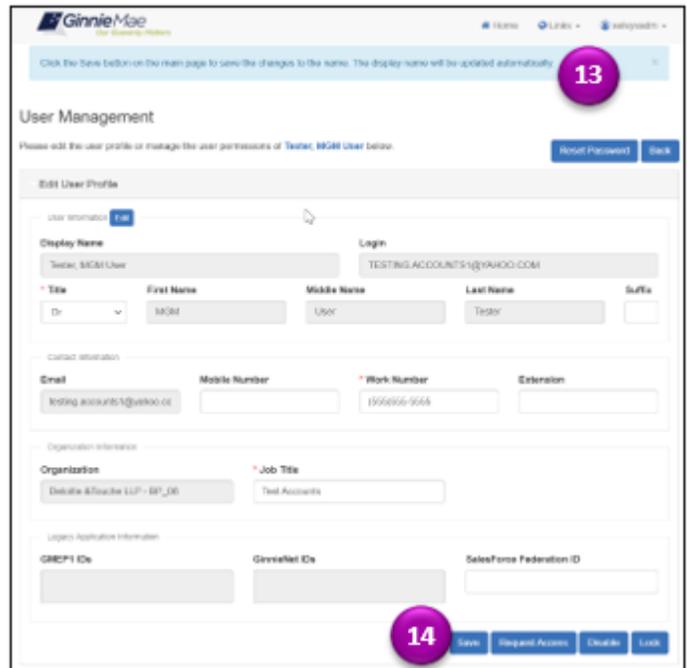


11. Edit the **First, Middle, and/or Last Name** as necessary.

12. Enter the **Reason for Name Change**.

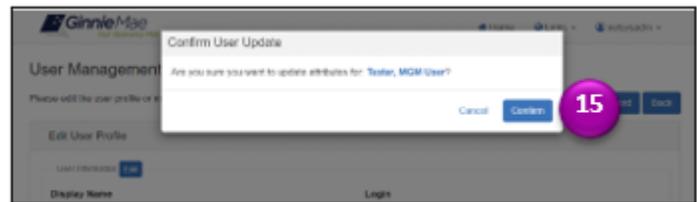


13. A notification banner will appear at the top of the page to remind the admin to select the Save button on the main page.



14. Select **Save**.

15. Select **Confirm** when the Confirm User Update dialog box displays. A ribbon will display stating "User [User Name] successfully updated."



16. A notification noting the update was successful will appear.

