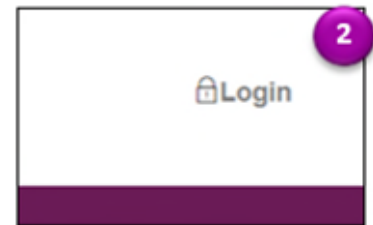


This Quick Reference Card (QRC) guides users through the process of changing a password after it has expired. As a security requirement, portal passwords are set to expire every 90 days. Once a password has expired, a notification email is sent, and the user must follow the instructions to change passwords upon next login. If the user has forgotten their password, they should refer to the Quick Reference Card on Forgotten Passwords in MyGinnieMae.

CHANGE AN EXPIRING PASSWORD

Note: If you are changing your password after receiving the Password Expired email link, you will skip steps 1 & 2, and begin at step 3.

1. Navigate to MyGinnieMae via [Ginnie Mae Enterprise Portal - Home](#).
2. Select **Login**.
3. Login using the **Username** and **Expired Password**.
4. Select **Login**.
5. You will receive a One Time PIN (OTP) via your registered email. Enter your **OTP**.
6. Select **Enter**.



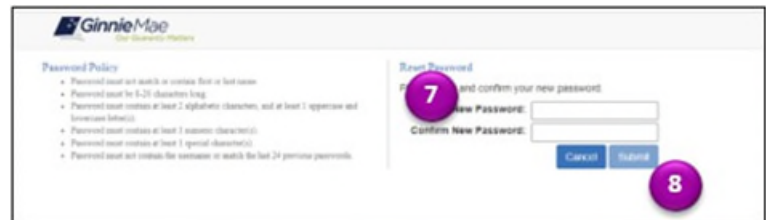
Note: Oracle Mobile Authenticator cannot be used to complete the OTP for password change authentications. You may only complete authentication with the OTP received via email delivery.

Changing an Expired Password in MyGinnieMae

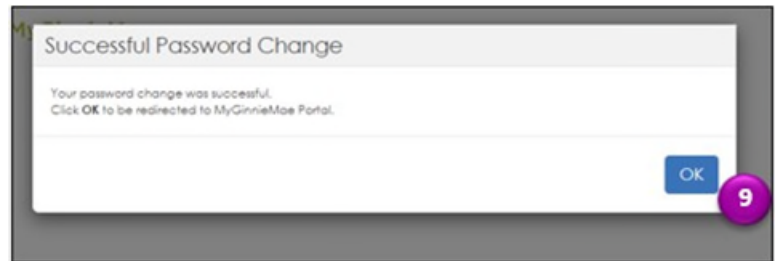
END USER QUICK REFERENCE CARD

7. The Reset Password page will be displayed. Enter a **New Password** and **Confirm New Password**.

8. Select **Submit**.



9. The Successful Password Change page will be displayed. Select **OK**.



10. You will be redirected to the Login page. Login using your **Username** and **New Password**.



11. You will receive an email confirming your password has been changed.

