

END USER QUICK REFERENCE CARD

This Quick Reference Card (QRC) guides a MyGinnieMae portal user through the process of logging into the portal using a temporary password after an Organization Administrator has reset the user's password.

LOGGING INTO MYGINNIEMAE AFTER AN ADMINISTRATOR RESETS YOUR PASSWORD

- 1. Navigate to MyGinnieMae via https://my.ginniemae.gov.
- 2. Select Login.



- 3. Enter your **Username** and the **Temporary Password** you received via your registered email.
- 4. Select Login.



- 5. Select your **Preferred Method** of receiving a One-Time PIN (OTP).
- 6. Select OK.
- 7. Enter your OTP.
- 8. Select Login.





 The system will direct you to the Reset Password page. Enter a New Password and Confirm New Password.

Note: Password requirements are listed in the Password Policy.

10. Select Submit.

11. A Successful Password Change message will display. Select **OK**.

- 12. The system will redirect you to the Login page. Enter your **Username** and **New Password**.
- 13. Select Login.
- 14. You will receive an email confirming your password has been changed.







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To 🗢 McN	ichols, Caroline Elizabeth	^
This notice is to confirm that the MyGinnieMae password has been changed for user <u>CMCNICHOLS@DELOITTE.COM</u> . If you did not initiate this action, please contact your Organization Administrator for assistance. If they are unable to help, contact the Ginnie Mae Customer Support Hotline by dialing (833) GNMA HELP or (833) 466-2435.		
This ema For more	il has been scanned by the Symantec Email Security.cloud service. information please visit <u>http://www.symanteccloud.com</u>	