

This QRC explains common error messages a user may encounter and provides steps to troubleshoot and resolve the issue.

NOTE: If contact information is displayed in an error message it should be ignored. Always contact an Operations Administrator for assistance via Ginnie Mae Customer Support.

BASIC ERROR HANDLING

Issue: A message displays instructing the user to contact a System Administrator. There are two scenarios for this message described below.

Scenario 1: The user is accessing the MyGinnieMae portal from a bookmarked web-address (URL).

Resolution: The user should enter the web address, <https://myginniemae.gov>, into the browser to connect to the Public Landing page.

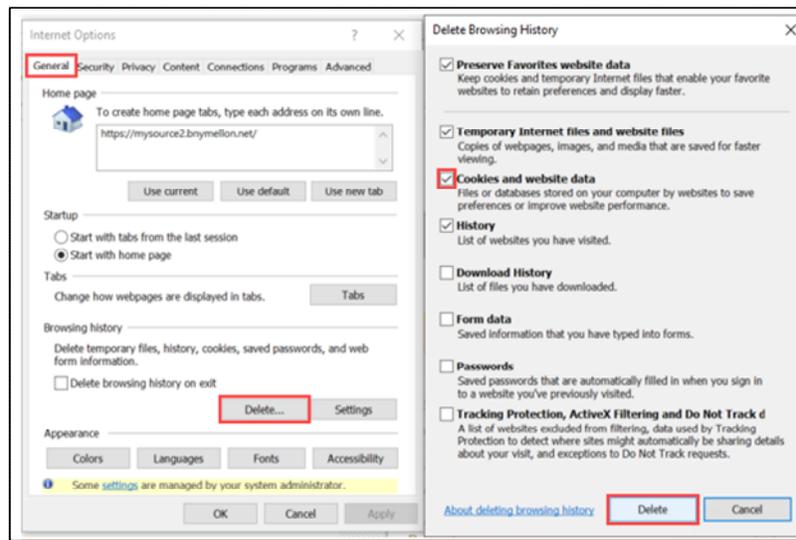
Scenario 2: After a user enters their credentials (username/password/OTP), the Oracle blue screen appears.

Note: This may occur if the user fails to enter their credentials within 10 minutes of accessing the page.

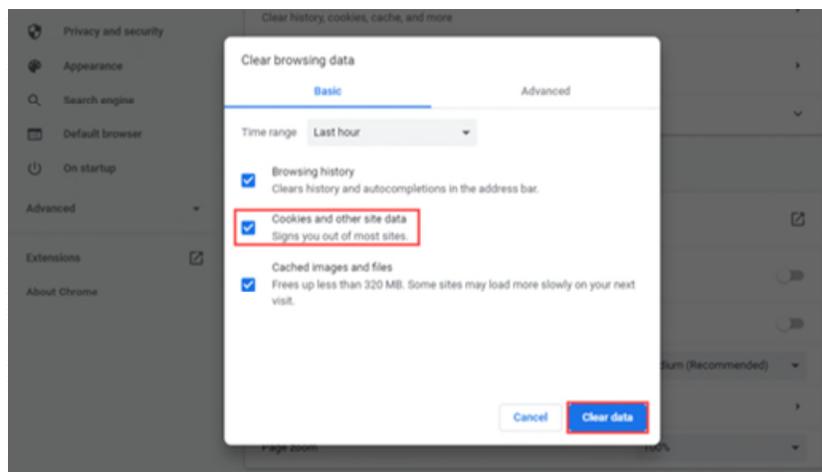


Resolution: The browser cache must be cleared, and then the user can access the portal by opening a new browser window.

To Clear Cache in Internet Explorer: Select **Tools > Internet options > General** tab > Select the **Delete** button under Browsing history > Ensure that the **Cookies and website data** checkbox is checked > Select **Delete**. Then close and re-open the browser and log in again.



In Google Chrome: Select **Customize and control Google Chrome > Settings > Clear browsing data** under Privacy and security > Ensure that the **Cookies and other site data** checkbox is checked > Select **Clear data**. Then close and re-open the browser and log in again.



If the user has cleared the browser cache and is still not able to access the system, follow the steps below:

1. Determine which application the error message relates to (MyGinnieMae or a specific application within the portal).
 - a. Review the error message text to see if a specific application or system name is identified.
2. Contact the Organization Administrator to ensure proper system access.
3. Contact Ginnie Mae Customer Support.

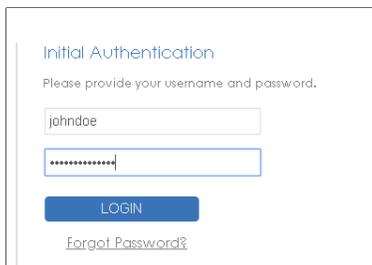
USER CANNOT PROCEED FROM THE MULTI-FACOR AUTHENTICATION LOGIN SCREEN

Issue: The user logs into the Multi-Factor Authentication login screen using username/password and/or OTP and is presented with the Multi-Factor Authentication login screen again.

1) Enter username/password

2) Enter OTP

3) Looped back Login page

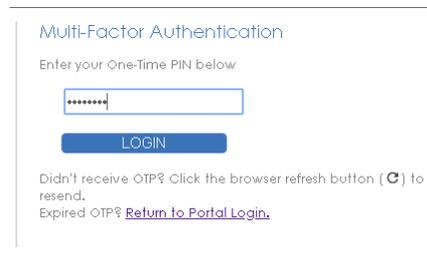


Initial Authentication
Please provide your username and password.

john doe

LOGIN

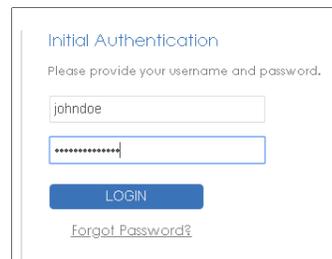
[Forgot Password?](#)



Multi-Factor Authentication
Enter your One-Time PIN below

LOGIN

Didn't receive OTP? Click the browser refresh button (🔄) to resend.
Expired OTP? [Return to Portal Login.](#)



Initial Authentication
Please provide your username and password.

john doe

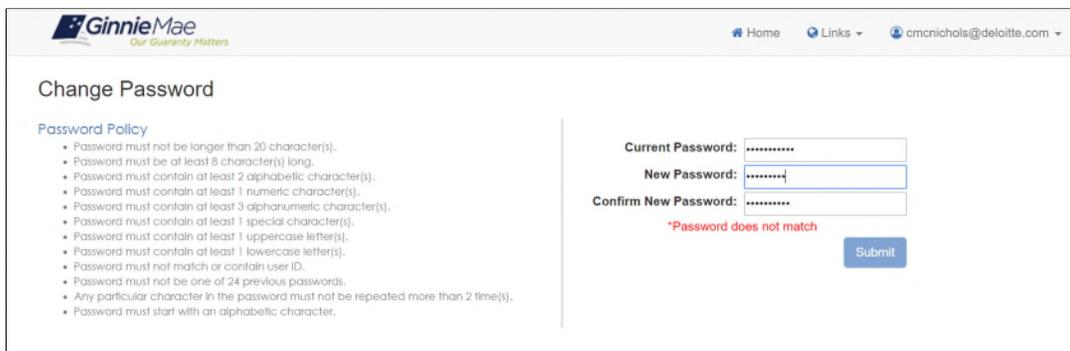
LOGIN

[Forgot Password?](#)

Resolution: Clear the browser cache (follow the steps in Basic Error Handling).

NEW PASSWORD MISMATCH ERROR

Issue: In the process of resetting a password, if a user incorrectly enters two new passwords that do not match, the system generates the error, "New passwords entered do not match."



Change Password

Password Policy

- Password must not be longer than 20 character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 2 alphabetic character(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 3 alphanumeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must contain at least 1 lowercase letter(s).
- Password must not match or contain user ID.
- Password must not be one of 24 previous passwords.
- Any particular character in the password must not be repeated more than 2 time(s).
- Password must start with an alphabetic character.

Current Password: *****

New Password: *****

Confirm New Password: *****

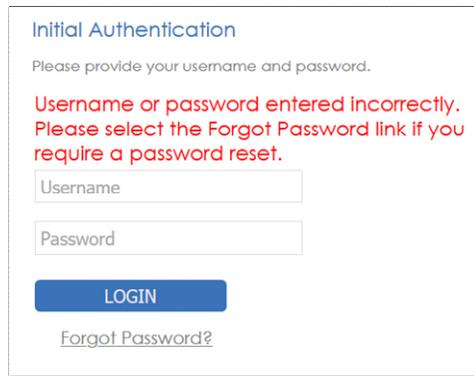
*Password does not match

Submit

Resolution: The user should clear browser cache (follow the steps in Basic Error Handling).and retry making sure to enter matching passwords.

INVALID USERNAME OR PASSWORD

Issue: When a user incorrectly enters either their username or password, they will receive the following error (the Portal validates both username and password simultaneously, rather than separately, for security purposes).



Initial Authentication

Please provide your username and password.

Username or password entered incorrectly.
Please select the Forgot Password link if you require a password reset.

Username

Password

[LOGIN](#)

[Forgot Password?](#)

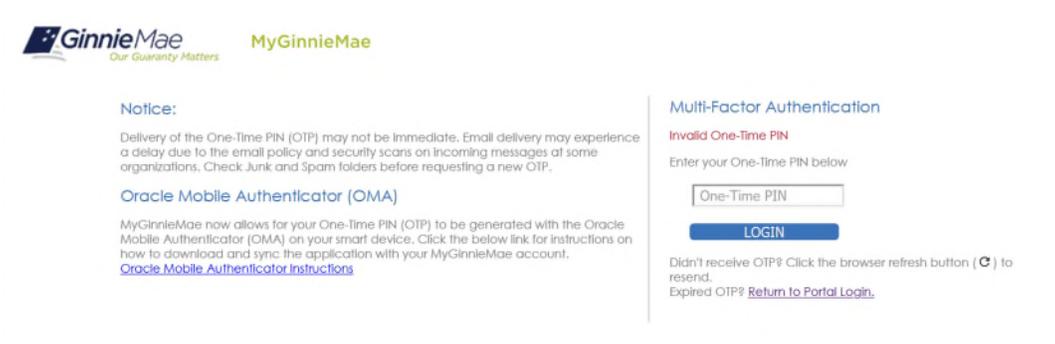
Resolution: The user must retry and enter the correct username and password.

INCORRECT ONE-TIME PIN (OTP)

Issues:

Scenario 1: When a user enters an invalid OTP during login, they will receive the system generated error, “Invalid One-Time PIN.” If you opted for email delivery and did not receive a One Time PIN, refresh the page (press “F5” on the keyboard or the refresh icon on the browser) to generate a new OTP which will be emailed to the user within 10 minutes.

Scenario 2: If the user did not enter the OTP, they can click on the refresh icon for a new OTP.



 **MyGinnieMae**

Notice:

Delivery of the One-Time PIN (OTP) may not be immediate. Email delivery may experience a delay due to the email policy and security scans on incoming messages at some organizations. Check Junk and Spam folders before requesting a new OTP.

[Oracle Mobile Authenticator \(OMA\)](#)

MyGinnieMae now allows for your One-Time PIN (OTP) to be generated with the Oracle Mobile Authenticator (OMA) on your smart device. Click the below link for instructions on how to download and sync the application with your MyGinnieMae account.
[Oracle Mobile Authenticator Instructions](#)

Multi-Factor Authentication

Invalid One-Time PIN

Enter your One-Time PIN below

One-Time PIN

[LOGIN](#)

Didn't receive OTP? Click the browser refresh button (↻) to resend.
Expired OTP? [Return to Portal Login.](#)

Resolution: Check the OTP email and verify the correct OTP has been entered.

ONE-TIME PIN (OTP) NOT RECEIVED

Issue: A user enters their username and password and is prompted to enter their OTP but has not received the email with the OTP.

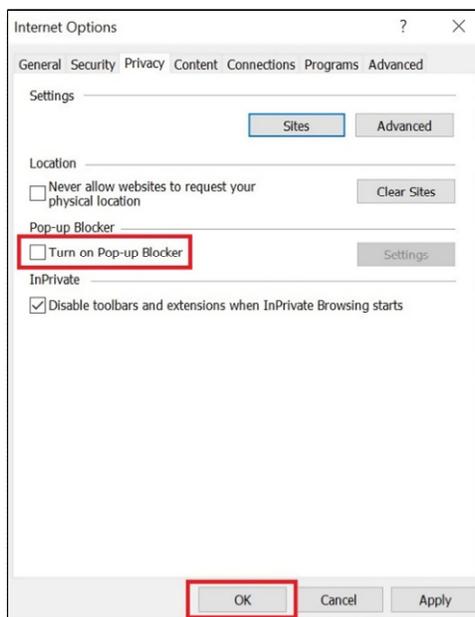
Resolution: Users are advised to Register with the Oracle Mobile Authenticator for reliable delivery of the OTP. Refer to the Registering with the Oracle Mobile Authenticator QRC for the steps to register with the Oracle Mobile Authenticator.

Allow for a reasonable amount of time (a few minutes) for messaging and email clients to deliver the OTP notification. The user should also check “Junk” and other filtered folders to determine if the email was misdirected. If the user has still not received an email with the OTP after several minutes, select the Refresh icon to prompt re-sending of the OTP email.

DISABLE POP-UP BLOCKER

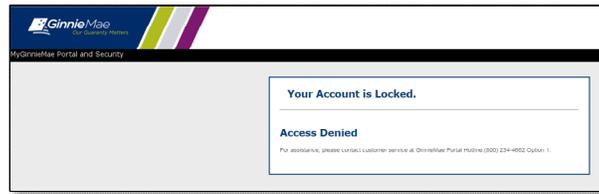
Issue: A user enters their username and password and is prompted to enter their OTP but has not received it.

Resolution: Disable the pop-up blocker of the internet browser being utilized. For Internet Explorer, select the “Tools” button and then select Internet options. On the Privacy tab, uncheck the “Turn on Pop-up Blocker” checkbox and select “OK.” If the OTP has still not been received after a few minutes, contact an Operations Administrator via Ginnie Mae Customer Support to reset the OTP email.



ACCOUNT LOCKED

Issue: A user enters their username and password and receives an error message, “Your Account is Locked.”



Resolution: User should contact their Organization Administrator to request their account be unlocked.

MYGINNIEMAE PORTAL PROFILE ACCOUNTS TAB: GMPE 1.0 OR GINNINET ACCOUNT IDS ARE UNAVAILABLE

Issue: The error message, “Sorry, currently not available. Please try again later”, is displayed in MyGinnieMae Portal Profile Accounts tab under ‘GMPE 1.0’ and ‘GinnieNET’ ID section. The service for retrieving the GMPE 1.0 and GinnieNET accounts is temporarily unreachable, probably due to a network issue.

Resolution: There are automated alerts for the potential network issue, and it is likely that the issue is already being investigated. Contact an Operations Administrator via Ginnie Mae Customer Support.

REGISTRATION INVITATION FORM ERRORS

Issue: If an incorrect email format has been entered in the Email field, the following validation message appears. The system is validating for the typical email format: sample@sample.sam.



If a correct email format is then entered and the ‘Submit’ button is selected, the following error is displayed: “ADF_FACES...”.



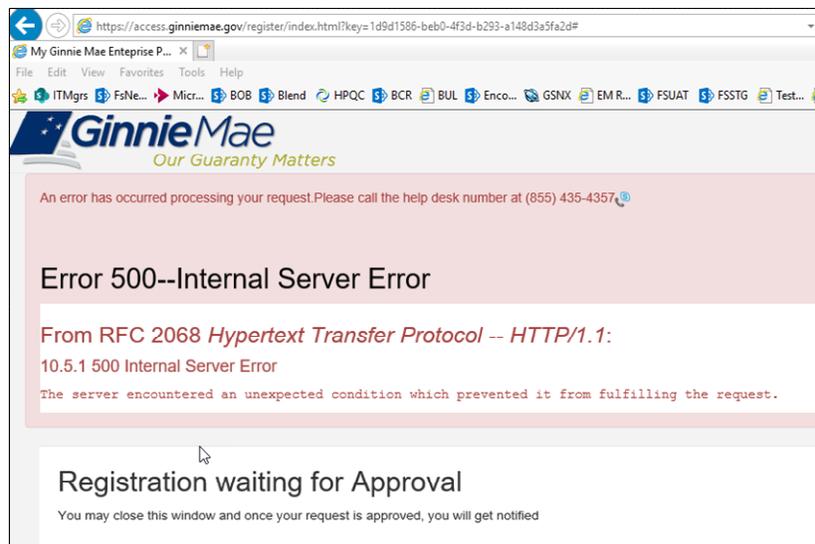
The registration page then displays the Error 500 shown below.



Resolution: When an incorrect email format is entered and the “Error: The format is incorrect” appears, close the user registration form, and follow the steps to start a new registration invite. Do not proceed to populate the same registration.

REGISTRATION CONFIRMATION ERROR

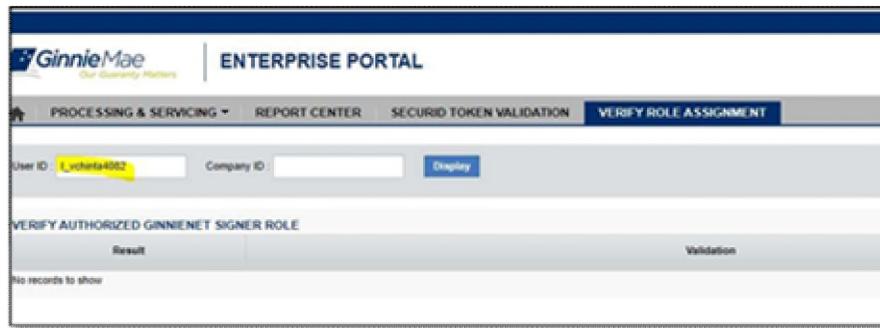
Issue: The error message, “Error 500--Internal Server Error”, is displayed when completing the user registration.



Resolution: Contact an Operations Administrator via Ginnie Mae Customer Support .Do not call the number listed in the error message.

VERIFY ROLE ASSIGNMENT IN GMEP 1.0 WHEN CHANGING ISSUER IDS

Issue: When switching Issuer IDs in the MyGinnieMae Profile and selecting **Verify Role Assignment** tab from the **Tools** menu, the previous Issuer ID may appear without data.



Resolution: Sign out of the MyGinnieMae Portal and GMEP 1.0 and then re-log into MyGinnieMae Portal and select the desired Issuer ID. Select the **Tools** menu and click on the **Verify Role Assessment** link.