

# MyGinnieMae Portal

## Organization Administrator Training

### Onboarding End Users

V 2.4

# TRAINING AGENDA

- **Objectives**
- **Overview**
  - MyGinnieMae Access Management Console (AMC) User Manual
  - What is MyGinnieMae?
  - Why the Change?
  - How is it changing?
  - Roles & Responsibilities
- **Getting Started**
  - Registering for your individual account
  - Access Management Console
- **Video Demonstration**
  - Registration Requests & Approvals
  - Access Requests and Approvals
- **Troubleshooting**
- **Preparing for Onboarding End Users**
  - Requirements
  - Tips
  - What's Next
- **Q&A**

# TRAINING OBJECTIVES

The objective of this training is to provide Organization Administrators with the following:

- ✓ High-level overview of general portal features
- ✓ Instructions on how to register for your individual portal account
- ✓ Guidance on how to prepare for your role
- ✓ Instructions on onboarding End Users
- ✓ Information on troubleshooting and getting help

# OVERVIEW AMC USER MANUAL

The information covered in this training presentation is from the [Access Management Console User Manual](#), which is located with several other resources, including Quick Reference Cards, on the [Modernization Page](#) of [GinnieMae.gov](#). *Section 4: Using the Application* provides step-by-step instructions on functions like, onboarding End Users.

## MYGINNIEMAE ACCESS MANAGEMENT CONSOLE (AMC) USER MANUAL

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## 4 USING THE APPLICATION

### 4.1 Outlook Rules for Email Notifications

#### 4.1.1 Outlook Rule for Organization Administrator Group Notifications

Each Organization Administrator will receive several notifications relating to registration and access workflow items for each End User in their organization. If the Org Admin would like to automatically move those notifications from the inbox to a designated folder, the following criteria will assist. For detailed instructions on creating a rule in Microsoft Outlook visit Microsoft Office Support at: <https://support.microsoft.com/en-us> and search "Manage email messages by using rules".

Criteria:

From: [amcadmin@ginniemae.gov](mailto:amcadmin@ginniemae.gov)  
Subject contains:  
"Action Required: User Registration Request for Approval"  
"Action Required: Access Request for Approval"  
"New Functional Role Assignment"  
"Action Required: RSA Token Role Assignment"  
Target folder: Any user defined outlook folder. In the screenshot provided below, OrgAdminNotification is the user defined folder.

### 4.2 Onboarding End Users - Registration & Access Workflow

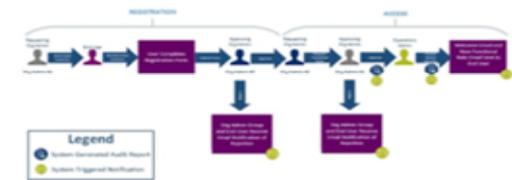


Figure 10 - MyGinnieMae Onboarding Workflow

### 4.3 Managing and Maintaining User Accounts

#### 4.3.1 Disable a User Account

If the account of a user must be removed for any reason (for example, if the user is leaving the Home Organization), the Organization Administrator is responsible for disabling the End User account via the Access Management Console. Disabling a user removes all assigned Functional Roles. Therefore, if user access needs to be temporarily blocked for a short period of time, consider locking the user account as described in [Section: Lock a User's Account](#).

To disable an account, follow the steps below:

1. Follow the instructions for [Logging into MyGinnieMae](#)
2. [Navigate to the Access Management Console](#)
3. Select **User Management** tile.



### 4.4 Troubleshooting and System Errors

This section is designed to help identify common errors an Organization Administrator may encounter and provide tips for troubleshooting issues. If the suggested tips are unsuccessful or errors persist, refer the [Ginnie Mae Customer Support](#) [ticketing](#).

# OVERVIEW WHAT IS MYGINNIEMAE?

MyGinnieMae is a **portal** that provides **enhanced security** and a **single entry-point** to all approved applications for individual users.

This means, one account with a **single username and password** will provide users access to all systems, applications and Organization IDs/Issuer IDs.



# OVERVIEW WHY THE CHANGE?

MyGinnieMae provides **security controls** that adhere to the Federal Information Security Management Act of 2002 (FISMA) and Federal Identity, Credential, and Access Management (FICAM) implementation guidance. This includes:

## > Single Sign-On:

- Provides seamless access to business applications using a single ID and single password to access all applications and Issuers IDs

## > Multi-Factor Authenticator:

- A One-Time Pin (OTP) sent to the user's email or via smart device when accessing a secured application

## > Functional Roles:

- A set of entitlements grouped by business function, with the intention of providing users the correct system access based their role

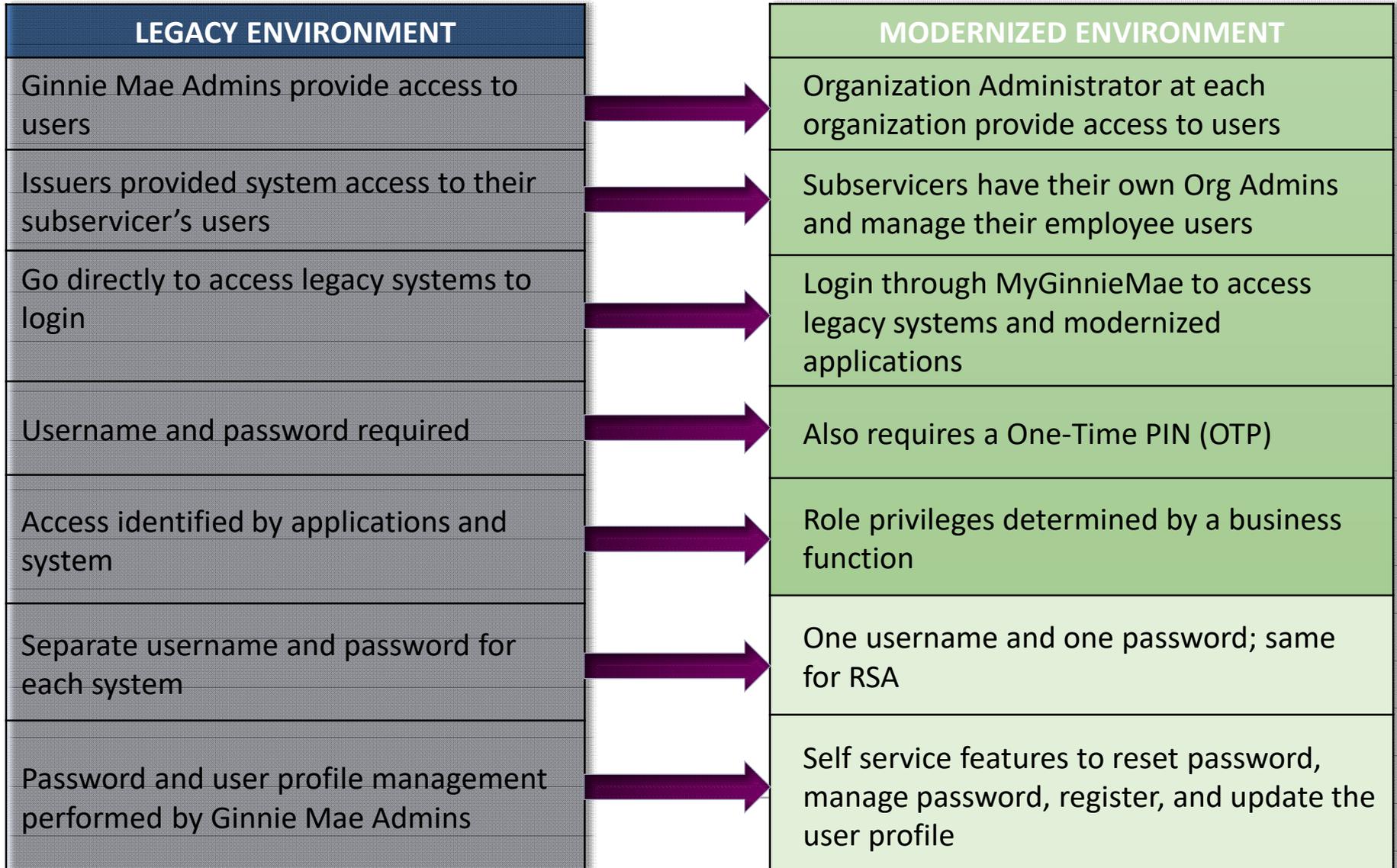
## > Invitation Model:

- An automated workflow of requests and approvals where portal access is controlled by multiple Organization Administrators and credentials are set securely by the End User via the New User Registration Form.

# OVERVIEW HOW IS IT CHANGING?

## GMEP 1.0 and GinnieNET

## MyGinnieMae



# OVERVIEW ROLES & RESPONSIBILITIES

**Organization Administrators** are privileged users who control system access, assign functional roles, and perform other user management activities. These individuals are responsible for ensuring that End Users at their respective organizations are provided the appropriate level of access for their business role with Ginnie Mae. They were formerly known as Security Officers and Enrollment Administrators.

User Type	Responsibility / Description
Operations Administrator	Operations Administrators have general oversight of the Portal. They can only provide final acknowledgement of access requests and cannot make any changes to end user accounts. This function is provided by BNYM Operations on behalf of Ginnie Mae, with Ginnie Mae Information Security serving as the Super Administrator over the entire system.
Organization Administrator	Organization Administrators have the privilege to invite end users to register for a Portal account, approve user registration, initiate access request via functional role assignment to user and approve the access request within a single organization. Formerly known as Security Officers and Enrollment Administrators.  Note: Separation of duties within the registration and access request workflows does not allow the Organization Administrator to initiate a registration and approve that same registration nor request access via functional role assignment and approve that same access request. A minimum of two Organization Administrators are required and it is recommended to have more than the minimum from an operational perspective.
End User	End Users are the various types of Ginnie Mae employees, business partners, and contractors who require access to the business applications and information within the Portal, including various self-service functions.

# OVERVIEW FUNCTIONAL ROLES

Users are provided **access based on their business activities** which are organized into meaningful access profiles called **Functional Roles**. Use of Functional Roles ensures users have appropriate level of access in relation to their job functions/responsibilities, enforces the least privilege principle, and makes the account provisioning/de-provisioning actions easier for Organization Administrators. These roles are grouped and vary by type (Single Family, Multi-Family, HECM, etc.).

Role Name	Role Description
SF-Loan Delivery and Pooling Basic User	Upload/enter pool and loan information for delivery; verify availability of commitment authority; clear document deficiencies and pooling exceptions; access to prepare but not execute PIIT/TAI transactions.
SF-Loan Delivery and Pooling Authorized Signer	Only for HUD 11702 signatories. All rights of a Loan Delivery and Pooling Basic User, plus; authority to submit pools for issuance, request additional commitment authority and execute PIIT/TAI transactions
MF-Investor Reporting Basic User	Submit monthly pool and loan level accounting data; submit quarterly custodial account verification data; review monthly remittance information, review monthly reporting exception feedback and errors.
MF-Investor Reporting Authorized Signer	Only for HUD 11702 signatories. All rights of an Investor Reporting Basic User, plus; authority to certify the monthly pool and loan accounting report; submit edits needed to clear exception feedback and monthly reporting errors.
HECM-Compliance and Oversight User	Review portfolio servicing and investor reporting metrics and reports; oversee subservicer performance when applicable.
SS-Investor Reporting Basic User	Submit monthly pool and loan level accounting data; submit quarterly custodial account verification data; review monthly remittance information, review monthly reporting exception feedback and errors
Document Custodian-Pool Certification Basic User	View Schedule of Pooled Mortgages submitted; review pool and loan files for compliance with Ginnie Mae pool certification standards; cannot certify pools or loan packages.

# ORG ADMIN ROLE PRIVILEGES

MyGinnieMae introduces self service functions and additional controls for administrators at each organization. This chart highlights some of those functions

Function	Self Service	Organization Administrator	Operation Administrator
Initiate registration invitations to End Users		★	
Approve or reject registration requests from End Users		★	
Initiate access request/functional role for an End User account		★	
Approve or reject functional role for an End User account		★	
Remove a functional role from an End User account		★	
Enable/Disable and Lock/Unlock End User accounts		★	
Forgot Password	★		
Reset Password	★		
Deregister Oracle Mobile Authenticator access	★	★	
Update Account Attributes	★	★	
Final acknowledgement of access requests			★

# GETTING STARTED ACCOUNT REGISTRATION

## NEW USER REGISTRATION

Users will receive an email inviting them to register on MyGinnieMae with the subject line “Welcome to MyGinnieMae Registration”.

1. Select the link to register. Note **registration link is only active for 24 hours**.

For questions or issuers with the registration link or process, please contact your Organization Administrator.

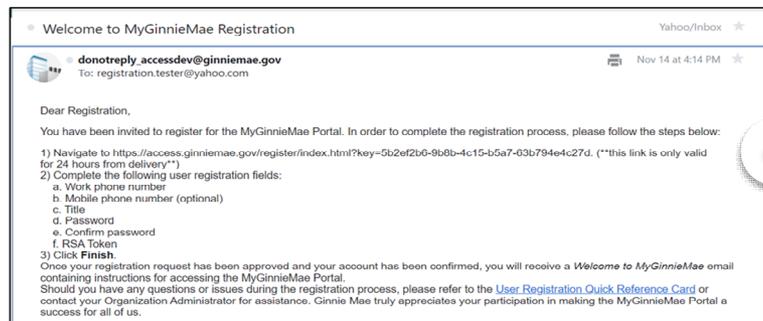
2. Fill out the Additional Information on the “New User Registration Form”.

- Work Phone Number
- Mobile phone Number (optional)
- Title
- Password
- Confirm Password
- RSA Token (Yes/No)

3. Select either the hyperlink that says, “**I agree with the Terms and Conditions**” or the check box next to it.

4. A pop-up box will appear and display Ginnie Mae’s “Rules of Behavior”. Review the text, then scroll to the bottom and select **Yes (Agree)** to accept the Rules of Behavior

The “I agree with the Terms and Conditions” checkbox is now checked on the New User Registration Form.



New User Registration Form

Additional Information

OR:  Work Phone:  Mobile Phone:

Title:  Password:  Confirm Password:

Do you have an RSA token?

Yes  No

I agree with the Terms and Conditions

I accept the privacy policy

Finish

I acknowledge that I have read the attached Rules of Behavior for Use of Information Resources. I understand, accept, and agree to comply with all terms and conditions of these Rules of Behavior.

Cancel Yes (Agree)

# GETTING STARTED ACCOUNT REGISTRATION

5. Select either the hyperlink that says, “**I accept the privacy policy**” or the check box next to it. When the message box displays, click on “Ginnie Mae Privacy Policy” link to review the text and click **Yes**.



Please review the Ginnie Mae Privacy Policy.

By selecting **Yes** I agree to the Ginnie Mae privacy policy.

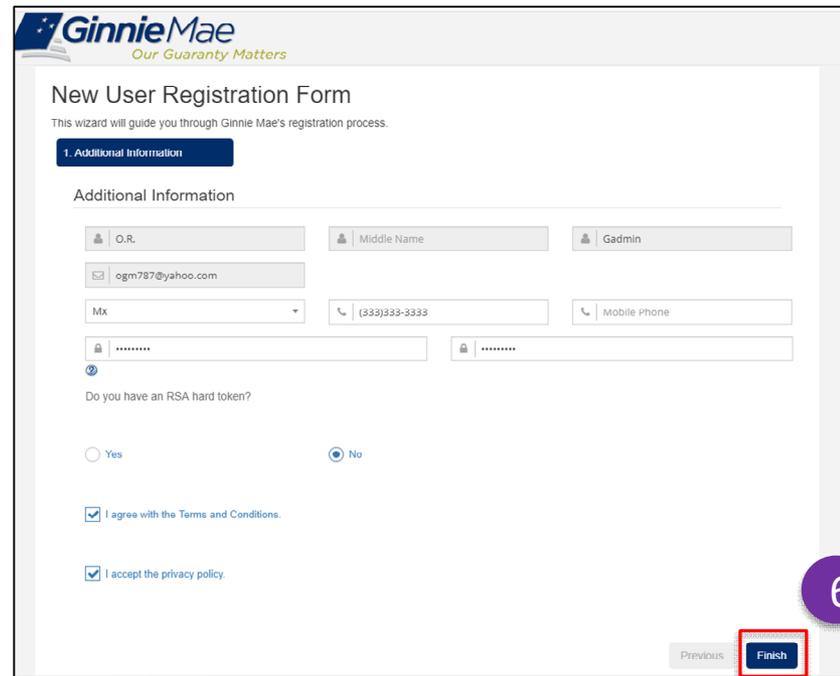
This link will open a new tab in your browser. You must navigate to the new tab, read the policy and then return to this page to continue.

[Ginnie Mae Privacy Policy](#)

Cancel **Yes**

6. Once the Privacy Policy and Terms and Conditions have been accepted, select **Finish**.

- User registration request is complete. Once the request is approved and access is granted, a Welcome Email will be sent to the email address provided and the MyGinnieMae Portal can be accessed using the enterprise ID (email address) and password.



**GinnieMae**  
Our Guaranty Matters

### New User Registration Form

This wizard will guide you through Ginnie Mae's registration process.

**1. Additional Information**

Additional Information

O.R. Middle Name Gadmin

Email: ogm787@yahoo.com

Mx (333)333-3333 Mobile Phone

Password

Do you have an RSA hard token?

Yes  No

I agree with the Terms and Conditions.

I accept the privacy policy

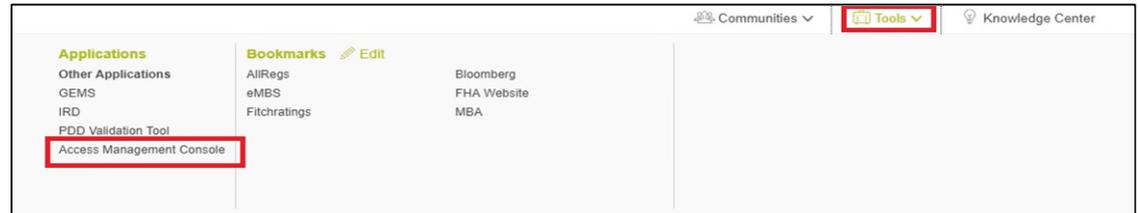
Previous **Finish**

# GETTING STARTED ACCESS MANAGEMENT CONSOLE

The **Access Management Console** (AMC) is the user interface module for Organization Administrators to create new End User accounts, grant End Users access to Ginnie Mae business applications via functional role assignment and manage existing End User accounts for the Organization ID(s) they manage.

The following steps outline how to enter the Access Management Console (AMC)

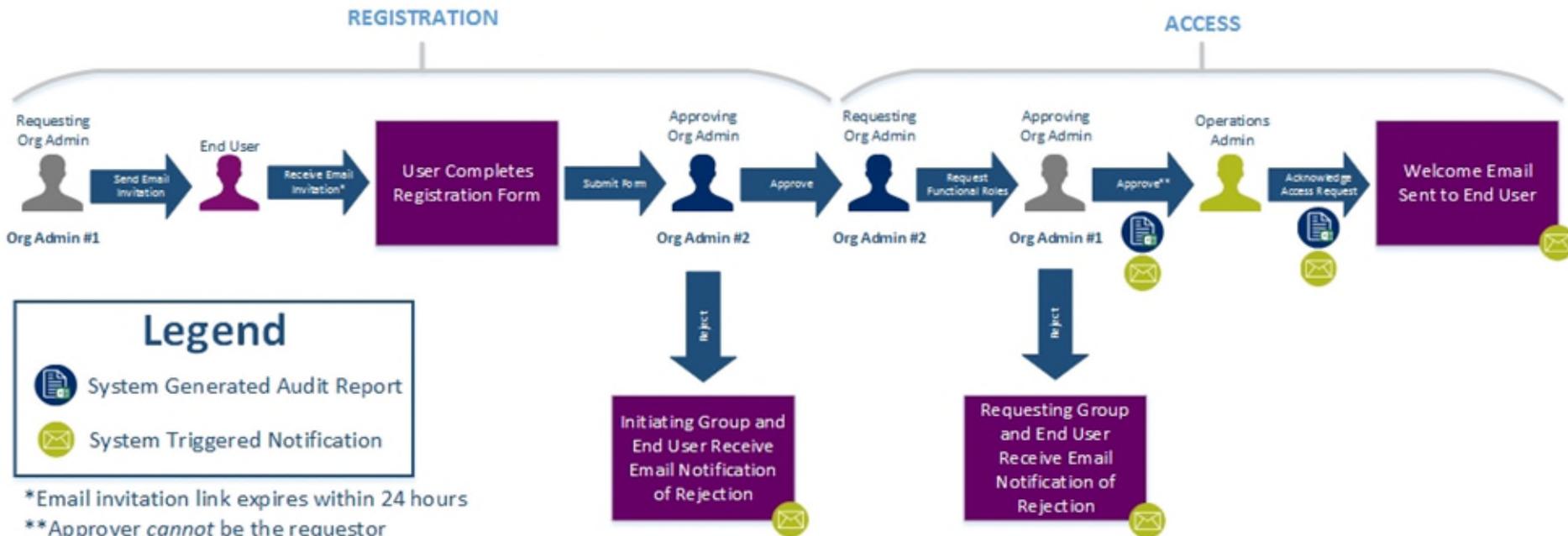
1. Select the “Tools” drop-down menu at the top of the screen and select “Access Management Console”.
2. Select “Yes”, when prompted to and open AMC within this existing MyGinnieMae Portal window
3. The system will then open the AMC in a new window.



# GETTING STARTED ONBOARDING WORKFLOW

Onboarding is a multi-step process that may take several days to complete and requires participation from the End User, Organization Administrators, and Ginnie Mae.

- **Registration Workflow** – creates a portal account and give users access to the portal.
- **Access Workflow** – assigns functional role(s) and give users access to business applications.



NOTE: Org Admins are expected to know the access and end user needs.

VIDEO DEMONSTRATION  
*Registration Request and Approval*  
&  
*Access Request and Approval*

# TROUBLESHOOTING REGISTRATION INVITATION

Three different errors may appear in the AMC when sending an invitation to an End User:

- **Email is Already Registered Issue:** When sending a New User Registration invitation to an End User, if an email address is already registered, an invitation cannot be sent to that user.

The screenshot displays a 'User Request' form with several sections: 'Details', 'Contents', 'History', 'Comments', and 'Attachments'. The 'Contents' section contains input fields for Title, Job Title, Org Id, Email, First Name, Middle Name, and Last Name. The 'Email' field contains the text 'v.chinta021@ginninet.com' and is highlighted with a red border. An error message box is overlaid on the form, stating: 'Error: This email address is already registered in the system' followed by 'This email address is already registered in the system'. The 'Comments' section shows 'No data to display', and the 'Attachments' section also shows 'No data to display'.

- **Resolution:** Since the system is configured to prevent invitations to email addresses already registered. If attempting to add a functional role, please refer to Section: Request Functional Role.

# TROUBLESHOOTING REGISTRATION INVITATION

- **Three Invitations Sent Alert Issue:** When sending a New User Registration invitation to an End User, if an invitation has already been sent to the user's email address three times, an alert will be displayed as a warning. An invitation can only be sent a total of five times.

The screenshot shows a 'User Request' form with the following fields:

- Title: Miss
- First Name: Maria
- Middle Name: (empty)
- Last Name: Zver
- Job Title: Test
- Org Id: ABN AMRO - DP\_100101
- Email: m-123@ginnienet.com

An information dialog box is displayed over the form with the message: "A User Registration Request has already been sent to this user 3 times". The dialog box has an 'OK' button.

The form also includes a 'Submit' button and an 'Actions' dropdown menu in the top right corner. There are also 'History' and 'Comments' sections, both showing 'No data to display'.

- **Resolution:** This is a warning message. No action is required as an invitation can be sent up to five times.

# TROUBLESHOOTING REGISTRATION INVITATION

- **Five invitations Sent Flag Issue:** When sending a New User Registration invitation to an End User, if an invitation has already been sent to the user's email address a total of five times, the email address will be flagged, and additional requests cannot be sent.

The screenshot shows a 'User Request' form with the following fields and values:

- Title: Mr
- First Name: Marie
- Middle Name:
- Last Name: Zver
- Job Title: test
- Org Id: ABN AMRO - DP\_100101
- Email: m-123@ginninet.com

An error message is displayed in a red box:

**Error: User Registration Request has been sent to this user more than 5 times. Please reach out to your administrator**  
User Registration Request has been sent to this user more than 5 times. Please reach out to your administrator

The form also includes sections for 'History', 'Comments', and 'Attachments', all of which currently show 'No data to display'.

- **Resolution:** In order to send another invitation to the user's email address, action is required from the Operations Administrator group.

# PREPARING ONBOARDING END USERS

The following information will help the organization and its Users prepare for the onboarding process

## ORG ADMIN REQUIREMENTS

- Minimum of **2 Org Admins** is required per Org ID (per MBS Guide). 3+ suggested.
- User must be listed on **Form HUD 11702** to be provided Org Admin privileges
- Org Admins are not permitted to manage their own account registration or access

## SYSTEM REQUIREMENTS

- MyGinnieMae can be accessed using one of the following supported web browsers—Google Chrome 42+, Internet Explorer 11.x, and Mozilla Firefox 31+.
- Web browser pop-up blockers must be **disabled**

# PREPARING ONBOARDING END USERS

The following information will help the organization and its Users prepare for the onboarding process

## USER INFORMATION REQUIRED

Org Admins should become familiar with **Functional Roles**. A table of Functional Roles and their descriptions is available in the Appendix of the MyGinnieMae Getting Started Manual.

Org Admins will need the following information to send a Registration Invitation to New End Users:

- Display Name (Should match the HUD 11702 for Authorized Signers)
- Email Address
- Issuer Name(s)
- Issuer ID(s)
- Job Title
- Telephone Number (optional)
- RSA Token (optional)

If “Yes”, the RSA Token Number must be added to the User’s new MyGinnieMae account

## OTHER TIPS

- Do not send registration invitations to users that are out of the office
- Do not bookmark the Login Page, instead bookmark is the Public Landing Page at <https://my.ginniemae.gov>
- Assign the Basic User **OR** Authorized Signer Functional Role, not both
- Refer to the manuals on GinnieMae.gov

# PREPARING WHAT'S NEXT?

- Org Admins will receive an email invitation to register for a MyGinnieMae account  
RESPOND WITHIN 24 HOURS  
If unable to respond, contact Ginnie Mae Customer Support
- Onboard the End Users at your organization by the Target Date  
See [Release & Training Schedule](#)
- Encourage End Users to attend MyGinnieMae Training  
See [Release & Training Schedule](#)
- Join **Thursday** [Weekly Listening Sessions](#) to ask questions and learn best practices
- Check the [Modernization Page](#) often on GinnieMae.gov
- Contact Ginnie Mae Customer Support if you require assistance  
1-833-GNMA HELP / 1-833-466-2435  
[ginniemae1@bnymellon.com](mailto:ginniemae1@bnymellon.com)

# APPENDIX