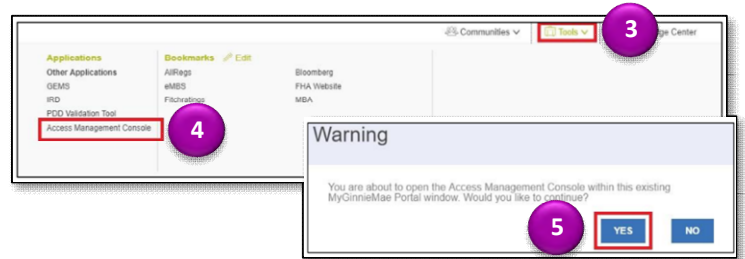An Organization Administrator can prevent a user from logging in to their MyGinnieMae account by locking the account. Locking a user's account is different from disabling it because the user retains their access.
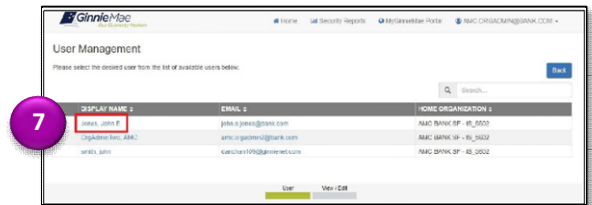
LOCKING A USER'S ACCOUNT

1. Navigate to https://my.ginniemae.gov to access MyGinnieMae.
2. Enter your username and password to login.
3. Select the **Tools** dropdown.
4. Select **Access Management Console**.
5. Select **Yes** to continue when prompted.
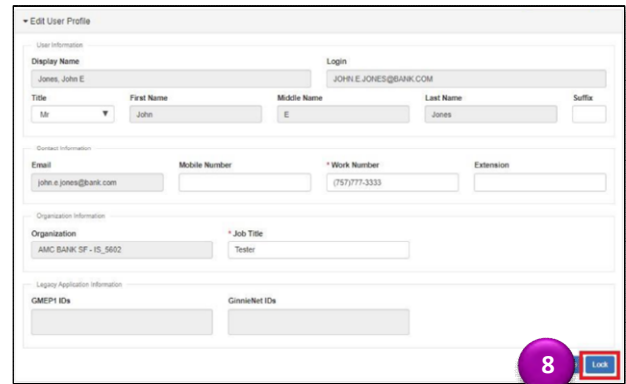6. Select **User Management**.

The system will display a list of all users in alphabetical order by their last name. If the 🔒 icon is next to the user's name, then their account is already locked.

7. Select the appropriate user's name.

The User Management page will open.

8. Select **Lock** in the bottom right corner of the Edit User Profile accordion.

9. Select **Confirm** when the Confirm User Lock dialog box appears.

A ribbon will display stating "User [User Name] successfully locked" and the user's account status will be updated to Locked.

User JOHN.E.JONES@BANK.COM successfully locked.