

When a user leaves the organization, or their account needs to be disabled for other reasons, it is an Organization Administrator's responsibility to disable the user's account. Disabling a user removes all assigned Functional Roles. If a user needs to be temporarily blocked, consider locking the account instead.

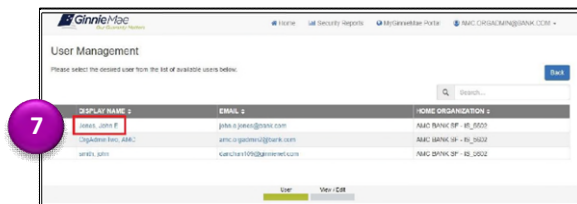
DISABLING A USER'S ACCOUNT

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**.



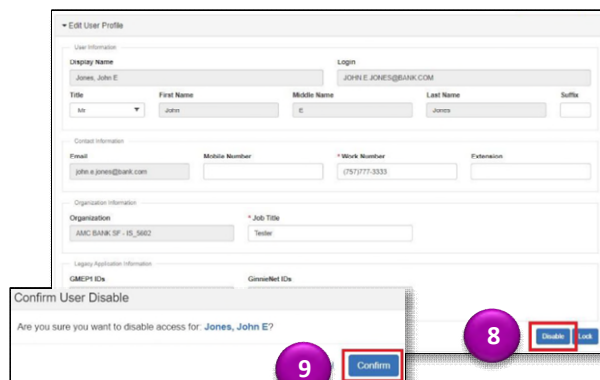
The system will display a list of all users in alphabetical order by last name.

7. Select the appropriate user's name.



The User Management page will open.

8. Select **Disable** in the bottom right corner of the Edit User Profile accordion.
9. Select **Confirm** when the Confirm User Disable dialog box appears.



10. A ribbon will display stating "User {User Name} successfully disabled."
11. Select the arrow next to **Manage User Permissions** to open the accordion.
12. Confirm the Functional Roles have been removed from the user.

