If a user's account has been disabled by an Organization Administrator or due to inactivity of 90 days or longer, Organization Administrators can re-enable the account. The user must log in within 24 hours or the account will become disabled again.

ENABLING A USER'S ACCOUNT

1. Navigate to https://my.ginniemae.gov to access MyGinnieMae.
2. Enter 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**.
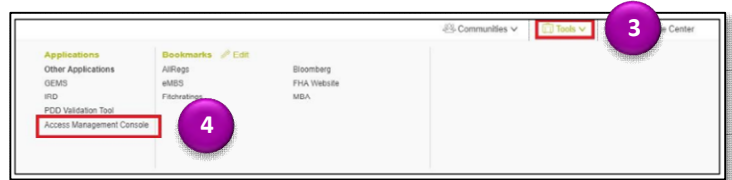
The system will display a list of all users in alphabetical order by last name.

7. Verify the user's account is disabled by confirming the disabled icon ⊘ is next to their name.
8. Select the appropriate user's name.
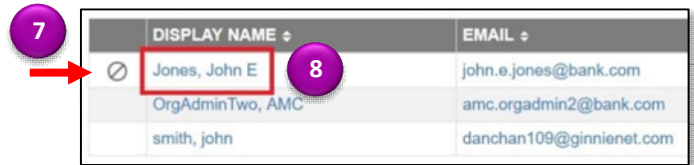
The User Management page will open.

9. Select **Enable** in the bottom right corner of the Edit User Profile accordion.

10. Select **Confirm** when the Confirm User Enable dialog box appears.

The system will display the message "User {User Name} successfully enabled." The system will also update the user's account status to Enabled.

Functional roles will need to be re-requested for the user. See Request Functional Roles QRC or section 3.3 of the Organization Administrator Manual.