This Quick Reference Card (QRC) guides MyGinnieMae users on how to use the Forgot Password link on the Login page, to create a new portal password in the event this user is unable to recall their portal password.
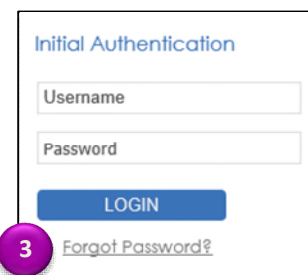
RESETTING A FORGOTTEN PASSWORD

1. Log in to MyGinnieMae via https://my.ginniemae.gov.
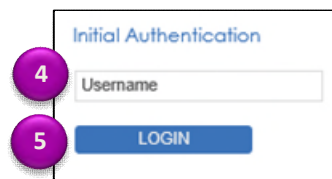2. Select **Login**.

The system will direct to the MyGinnieMae Login page.

3. Select **Forgot Password**.

4. Enter your **Username** in the Username field.
5. Select **Login**.

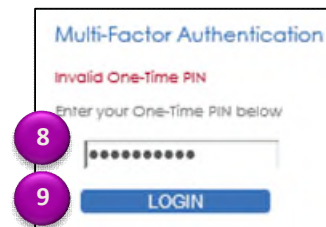The Multi-Factor Authentication page will display.

Users enrolled with the Oracle Mobile Authenticator (OMA) will be prompted to select how to receive a PIN to their email or via OMA.

6. Choose the preferred method.
7. Select **OK**.

NOTE: If the user has not enrolled with the Oracle Mobile Authenticator (OMA) then they will automatically be directed to the page where they will be prompted to enter the OTP that has been emailed to them.

8. Enter the **One Time Pin** (OTP).
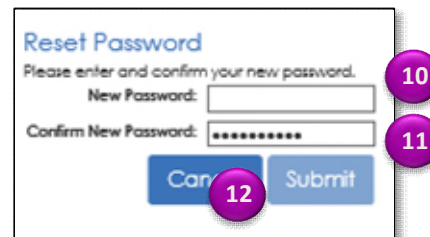9. Select **Login**.

The Reset Password page will appear.

10. Enter a **new password** in the New Password field.
11. Enter the **new password** a second time in the Confirm New Password field.

The system will display a password mismatch error if the password is not entered in the Confirm New Password field exactly as it was entered in the New Password field You will need to re-enter it correctly to proceed.
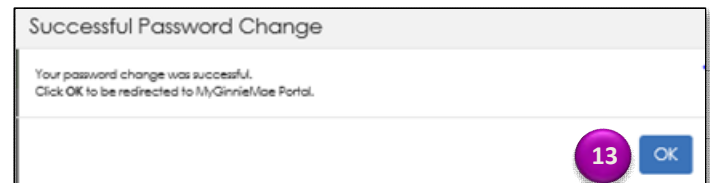
12. Select **Submit**.

13. Select **OK**.

The system will send an email confirming the password has been changed successfully and you will be directed to the portal Login page.

14. Login using the new password.