As a security requirement, portal passwords are set to expire every 90 days. Once a password has expired, a notification email is sent, and the user will have to follow the instructions to change passwords upon next login. If the user has forgotten the expired password, contact the Organization Administrator to have the password reset. After three unsuccessful attempts to enter a password, the account will be locked, and the user must contact the Organization Administrator to have the account unlocked.

EXPIRED PASSWORD

NOTE: Users will receive daily email notification of impending password expiration starting the 81st day until the 90th day or until the password has been reset. A password expiration email is sent after the 90th day.

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

3. Login using the **Username** and **Expired Password**.
4. Select **Login**.
5. Complete the steps for the One Time Pin (OTP).

The system will direct to the Reset Password page.

6. Enter a **New Password** and **Confirm New Password**.
7. Select **Submit**.
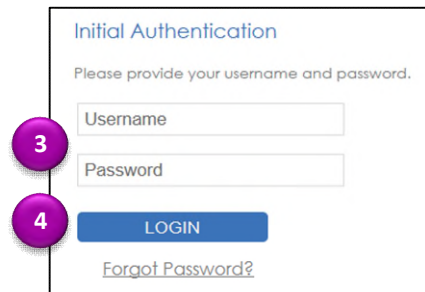
A Successful Password Change message will display.

8. Select **OK**.

The system will be redirect to the Login page.

9. Login using the **Username** and **New Password**.

An email confirming the password has been changed will be received.