If an Organization or Operations Administrator has reset a user's password using the Access Management Console, the user will receive an email containing a temporary password. The user will no longer be able to sign into the Portal with their old password and will be prompted to change their password upon the first-time login with the temporary password.

LOGGING IN TO MYGINNIEMAE AFTER AN ADMIN RESETS THE PASSWORD

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

3. Login using the **Username** and **Temporary 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.