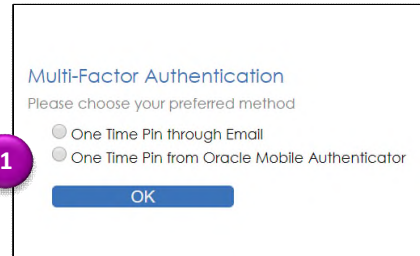


ENTERING A ONE-TIME PIN (OTP)

After successfully entering a username and password, the Multi-Factor Authentication page will display.

1. If the user has enrolled with the Oracle Mobile Authenticator (OMA), the user will be prompted to choose to receive the OTP through email or the MOA App and then select OK.



NOTE: If the user has not enrolled with OMA, the system will automatically send the OTP through email.

The One-Time PIN field will appear.

2. Enter the **OTP** that was received.
3. Select **Login**.



NOTE: The OTP from OMA will regenerate every 30 seconds and the user must enter the OTP currently displayed.

NOTE: the OTP through email is valid for 10 minutes. Once 10 minutes has elapsed, a new OTP must be generated. If the OTP has expired or a System Error displays, close the browser and return to the Public Landing Page to log in again. If you requested an OTP through email and did not receive it, select the browser refresh button to generate a new OTP

4. Once all credentials are successfully entered, the system will direct to the MyGinnieMae Dashboard landing page.

