

ORGANIZATION ADMINISTRATOR QUICK REFERENCE CARD

An Organization Administrator can unlock a user's account if it has been locked by an Organization Administrator or it has been locked due to three failed login attempts. If the account has been locked due to three failed attempts to enter the correct One Time Password (OTP) the Organization Administrator will not be able to unlock the account. The Operations Administrator Group will need to unlock the account.

## **UNLOCKING A USER'S ACCOUNT**

- 1. Navigate to <u>https://my.ginniemae.gov</u> 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.

- Verify the user's account is locked by confirming the locked icon 

   is next to their name.
- 8. Select the appropriate user's name.

The User Management page will open

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

 Other Applications
 AllPags
 Biomberg

 OEM Applications
 AllPags
 Biomberg

 IND
 Flichratogs
 MOA

 PCO Validation Teal
 Access Management Console
 Access Management Console



se edit the user profile or m	inage the user	permissions of Jones, Jo	ohn E below.			Re	set Password Back
Edit User Profile							
User Information							
Display Name				Login			
Jones, John E				JOHN & JONES & BANK COM			
itie First Name			Middle Nar	ne -	Last Name		Suffix
th ¥	John		E	Jones			
Contact Information							
Email		Mobile Number		* Work Number		Extension	
john e jones@bank.com				(757)777-3333			
Organization Information							
Organization		doL.*	"Job Title				
AMC BANK SF - IS_5602		Test	ter				
Legacy Application Informatio							
GMEPT IDs		Ginni	GinnieNet IDs				

Confirm User Unlock		
Are you sure you want to unlock access for: Jones, John	E?	
	10	Confirm

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

A confirmation ribbon will display stating "User {User Name} successfully enabled" and the user's account status will be updated to Unlocked.