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# MyGinnieMae End User Training: Portal Overview



# MYGINNIEMAE OVERVIEW

**MyGinnieMae** is a single gateway to all Ginnie Mae's systems, applications, and resources, that boosts efficiency for our business partners. The portal provides **enhanced security** and a **single entry-point** to all approved applications for individual users, as well as a seamless user registration and access request process for both the user and the approving authority.

MyGinnieMae will eventually replace GMEP 1.0 and serve as a primary platform for extending information technology (IT) capabilities to the Ginnie Mae community. MyGinnieMae delivers security features which Ginnie Mae established to specifically address business constraints, security concerns, and compliance issues that hinder GMEP 1.0 today.

# MYGINNIEMAE IN PRODUCTION

Ginnie Mae released MyGinnieMae to employees in December 2017. It is now the singular access point to legacy systems.

...prior to modernization, fiscal year 2017 production of Platinum securities with fixed-rate collateral was only \$7.88 billion. Following modernization and automation inside the new MyGinnieMae portal, volume grew to more than \$20 billion in fiscal year 2018.

MyGinnieMae was released in October 2018 to 14 Early Adopter orgs representing 19 different Org IDs across all Ginnie Mae program participant types.

16 Issuers have Issued 831 Multifamily Pools, totaling \$ 5,275,755,275 (June 2018 – May 2019).



## MYGINNIEMAE KEY FEATURES

MyGinnieMae is an integral component to the Ginnie Mae modernization effort. It provides usability and features that are familiar to present day online application usage experiences. **MyGinnieMae provides security controls** that adhere to the Federal Information Security Management Act of 2002 (FISMA) and Federal Identity, Credential, and Access Management (FICAM) implementation guidance.

This includes:

- **Single Sign-On** – provides seamless access to business applications using a single ID and password.
- **One-Time Pin (OTP)** – this multi-factor authentication method is a code sent to the user's email to control access to the portal and its hosted applications.

## MYGINNIEMAE **OTHER KEY FEATURES**

- **Access Management Console (AMC):** User friendly interface for administrators to initiate access requests, manage end users within their organization(s), and perform other administrative functions.
- **Functional Roles:** Application Access Controls presented as Functional Roles enforce security of portal access for all users and systems with a means to associate authenticated system users with applicable rights and privileges within the Portal and associated application programs.
- **Audit Support:** Reports and email notifications for Ginnie Mae business users to enable transparency across the organization. For Organization Administrators, MyGinnieMae provides reports reflecting user access, workflow request/approval details and account status.
- **Invitation Model:** Method to initiate the user registration process through an invitation that automates parts of the Registration Workflow.
- **Self-Service Interface:** Self-service password management through a standard web-based interface.

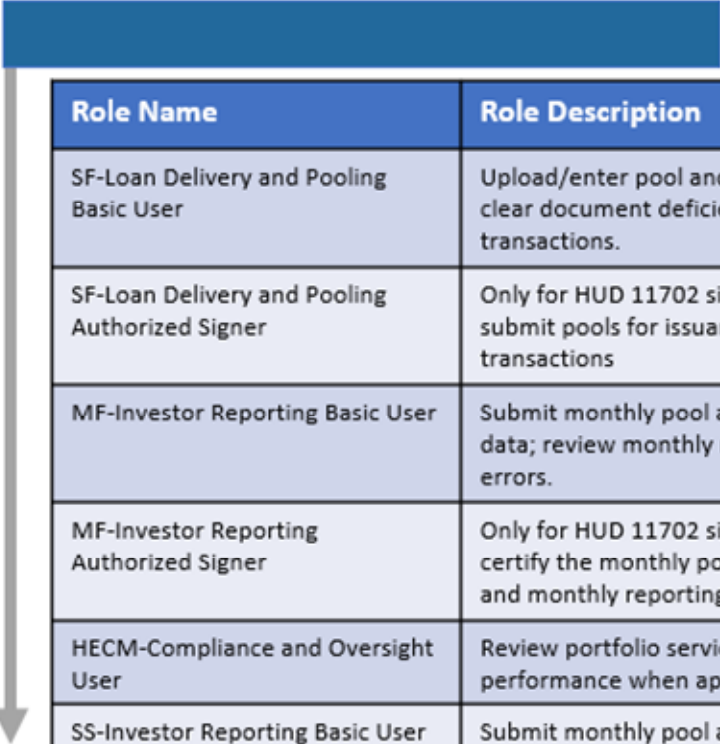
# MYGINNIEMAE USER TYPES

**Organization Administrators** are **privileged users who control system access**, assign functional roles, and perform other user management activities. These individuals are responsible for ensuring that End Users at their respective organizations are provided the appropriate level of access for their business role with Ginnie Mae. They were formerly known as Security Officers and Enrollment Administrators.

User Type	Responsibility / Description
Operations Administrator	Operations Administrators have general oversight of the Portal. They can only provide final acknowledgement of access requests and cannot make any changes to end user accounts. This function is provided by BNYM Operations on behalf of Ginnie Mae, with Ginnie Mae Information Security serving as the Super Administrator over the entire system.
Organization Administrator	<p>Organization Administrators have the privilege to invite end users to register for a Portal account, approve user registration, initiate access request via functional role assignment to user and approve the access request within a single organization</p> <p>Note: Separation of duties within the registration and access request workflows does not allow the Organization Administrator to initiate a registration and approve that same registration nor request access via functional role assignment and approve that same access request. A minimum of two Org Admins are required and it is recommended to have more than the minimum from an operational perspective.</p>
End User	End Users are the various types of Ginnie Mae employees, business partners, and contractors who require access to the business applications and information within the Portal, including various self-service functions.

# MYGINNIEMAE FUNCTIONAL ROLES

**End Users** are provided **access based on their business activities** which are organized into meaningful access profiles called **Functional Roles**. Use of Functional Roles ensures users have appropriate level of access in relation to their job functions/responsibilities, enforces the least privilege principle, and makes the account provisioning/de-provisioning actions easier for Organization Administrators. These roles are grouped and vary by type (Single Family, Multi-Family, HECM, etc.).



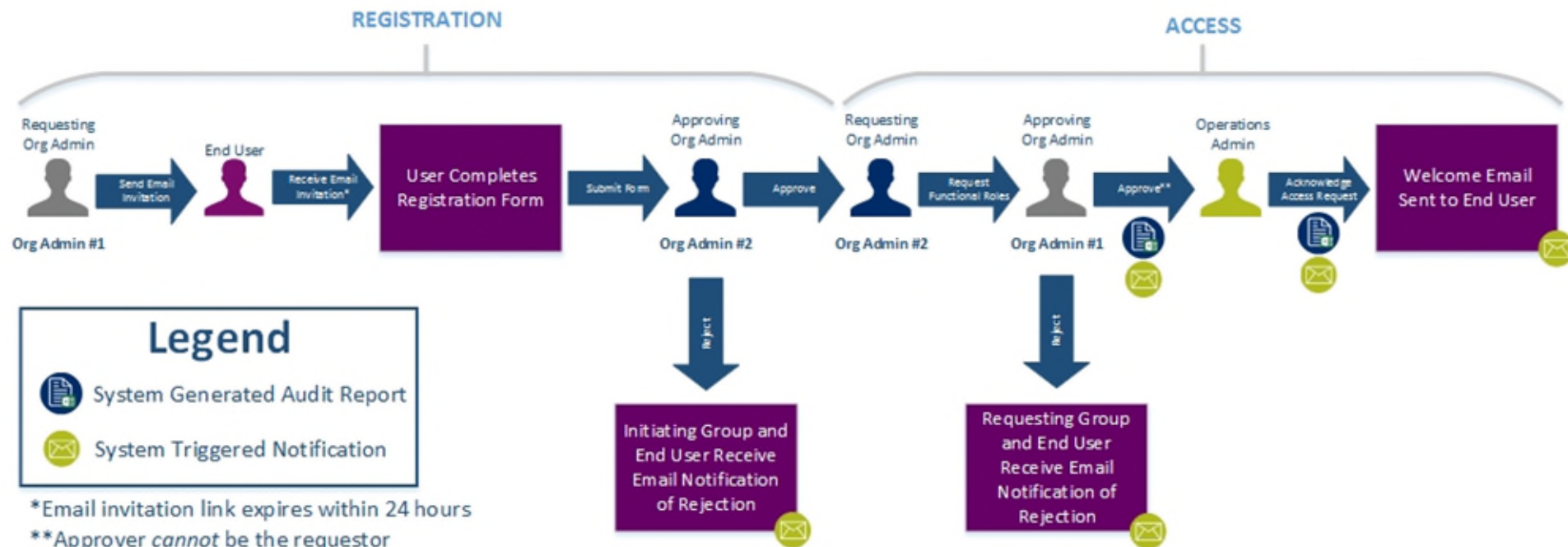
Role Name	Role Description
SF-Loan Delivery and Pooling Basic User	Upload/enter pool and loan information for delivery; verify availability of commitment authority; clear document deficiencies and pooling exceptions; access to prepare but not execute PIIT/TAI transactions.
SF-Loan Delivery and Pooling Authorized Signer	Only for HUD 11702 signatories. All rights of a Loan Delivery and Pooling Basic User, plus; authority to submit pools for issuance, request additional commitment authority and execute PIIT/TAI transactions
MF-Investor Reporting Basic User	Submit monthly pool and loan level accounting data; submit quarterly custodial account verification data; review monthly remittance information, review monthly reporting exception feedback and errors.
MF-Investor Reporting Authorized Signer	Only for HUD 11702 signatories. All rights of an Investor Reporting Basic User, plus; authority to certify the monthly pool and loan accounting report; submit edits needed to clear exception feedback and monthly reporting errors.
HECM-Compliance and Oversight User	Review portfolio servicing and investor reporting metrics and reports; oversee servicer performance when applicable.
SS-Investor Reporting Basic User	Submit monthly pool and loan level accounting data; submit quarterly custodial account verification data; review monthly remittance information, review monthly reporting exception feedback and errors



# MYGINNIEMAE ONBOARDING

## MyGinnieMae Onboarding Workflow:

- **Registration Workflow** – creates a portal account which allows the user to login to MyGinnieMae.
- **Access Workflow** – assigns functional role(s) and provides the user access to business applications.

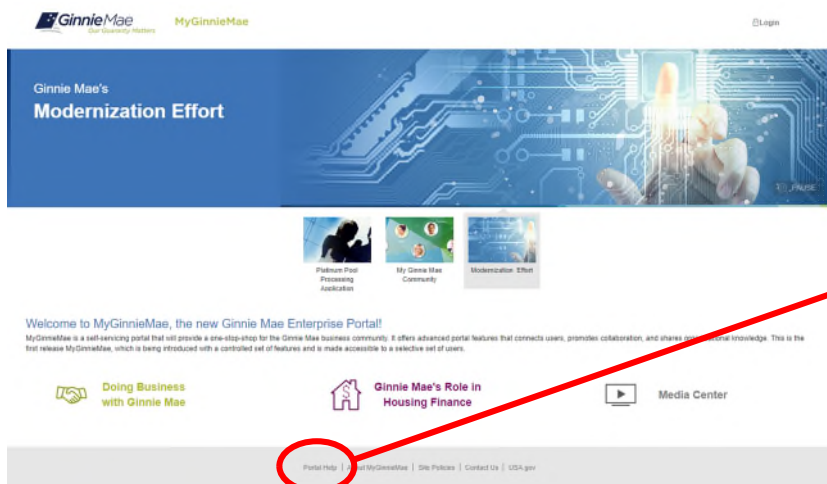


NOTE: Org Admins are expected to know the access and end user needs.



# MYGINNIE MAE GETTING HELP

The **MyGinnieMae End User Manual** will provide answers to most questions. You may also reference the [Portal Help](#) link located at the bottom of the [MyGinnieMae Public Landing Page](#) for general questions. If a solution cannot be found, seek assistance from the Ginnie Mae Help Desk at 1-800-234-GNMA (4662).



[Portal Help](#) | [About MyGinnieMae](#) | [Site Policies](#) | [Contact Us](#) | [USA.gov](#)

Org Admins can complete most functions on behalf of the organization. The Ginnie Mae Help Desk team must perform the following functions:

- Unlock any User's OTP
- Reset any User's OTP Email
- All Org Admin account registration and management activities