The Platinum Pool Processing Application is located on the MyGinnieMae portal. This Quick Reference Card (QRC) has been created to guide new Depositors on how to establish a User Account on the MyGinnie Mae Portal. After following the steps below, users will have access to the Platinum Processing Application.

ACCESS REQUEST
1. New Depositors will send an access request email to ginniemae1@bnymellon.com with the subject line ‘User Registration/Platinum’. The email should include the following information:
   a. Email Subject: User Registration/Platinum
   b. Company Letterhead
   c. Company Name
   d. Company Mailing Address
   e. First and Last name
   f. Telephone
   g. Email Address

   To request access for multiple users please include items e-g for each user when submitting the email above.

SYSTEM PREREQUISITE
To access the new Platinum Processing Application via the Internet Explorer (IE) browser, you may need to disable the browser compatibility settings by following these steps.
1. Open IE Browser
2. Click on Tools icon
3. Click on Compatibility View Setting option
4. Ensure the ‘Display intranet sites in Compatibility View’ option is not checked.
5. Click on Close to continue.

SESSION TIMEOUT PERIODS
- **Platinum Application** - The OTP will timeout after 2 hours of inactivity. The user is prompted to enter a new OTP. If the user is logged on to the Platinum Application the OTP will be valid for 2 hours. When the user is in an active session in the Platinum Application passed the 2 hours OTP will remain active. Once 2 hours have elapsed and the user logs out of the Platinum Application up on reentry the user is prompted to enter a new OTP.
- **MyGinnieMae Portal** - The Portal will timeout after 20 minutes of inactivity. In this case, the OTP will still be valid within the 2 hour period stated above.
Establishing a New User Account in MyGinnieMae
PLATINUM DEPOSITOR QUICK REFERENCE CARD

USER REGISTRATION

1. Users will receive 2 emails inviting them to register to the My Ginnie Mae Portal.
   - Email 1 Subject: Welcome to MyGinnieMae Registration
   - Email 2 Subject: Welcome to MyGinnieMae Registration
   Select the link on the second email to register.
   **Note:** A registration link is only active for 24 hours. If the link expires, users will need to contact ginnie Mae1@bnymellon.com.

2. The User Registration Form will appear. On the Account tab, please fill out the required fields.

3. Select Next.

4. The Additional Information tab will appear. Please fill in required fields.

5. Select Next.


7. Select Finish. User registration request is complete.

8. Once the request is approved and access is granted, a Welcome Email will be sent with instructions to access the MyGinnieMae Portal and Platinum Processing Application will be accessible.
PORTAL LOG IN

The Platinum application is accessed through the MyGinnieMae Portal at https://my.ginniemae.gov.

1. Select the Login button.

2. The MyGinnieMae Portal Login screen will display.
   - Enter Username (e-mail address)
   - Enter Password (created during registration)

3. Select Login.

   Note: If you are not able to log in or have forgotten your password please select “Forgot Password” and follow instructions.

4. Inside the MyGinnieMae Portal, the My Dashboard screen will appear. To access the Platinum application, select the Platinum Processing tab.

5. Once the Platinum Processing tab is selected, a system generated One-Time-Password (OTP) will be sent to the registered email ID (Valid for 10 minutes to enter into the system for application access).

6. Key in the OTP code and select Enter.

   Note: The system allows three attempts to enter the OTP code correctly.

7. Once OTP code has been entered the Platinum Processing Application will display.

For assistance please call the Ginnie Mae Help Desk at 1 (800) 234-GNMA (4662), Option #2 or email ginniemae1@bnymellon.com