

MyGinnieMae Portal End User Training

V 2.4

TRAINING **AGENDA**

- **Overview**
 - MyGinnieMae Getting Started User Manual
 - What is MyGinnieMae?
 - Why the Change?
 - How is it changing?
 - Roles
- **Video Demonstration**
 - Responding to a registration invitation
 - Logging On
 - My Dashboard
 - Accessing Applications
- **Getting Started**
 - Tips
 - Self-Help
 - Registering for Oracle Mobile Authenticator (OMA)
- **Resources**
- **Q&A**

OVERVIEW USER MANUAL

The information that is covered in this training presentation is from the [MyGinnieMae Getting Started User Manual](#). It is located with several other resources, including Quick Reference Cards, on the [Modernization Page](#) of GinnieMae.gov. *Section 3: Getting Started* provides step-by-step instructions on portal basic functions like, logging in and resetting passwords.

MYGINNIEMAE GETTING STARTED USER MANUAL

TABLE OF CONTENTS

1	INTRODUCTION TO MYGINNIEMAE.....	10
2	SYSTEM PREREQUISITES.....	14
3	GETTING STARTED.....	21
	3.2 Registration Email Invitation	
	3.4 Accessing the One-Time PIN (OTP) via Smart Device	
	3.6 Resetting Passwords	
	3.7 Logging into MyGinnieMae	
	3.9 Navigating the Portal	
4	APPLICATIONS.....	59
5	GETTING HELP.....	60
6	APPENDIX.....	62
7	QUICK REFERENCE CARDS.....	74
	7.1 Registering for an Account in MyGinnieMae QRC	
	7.2 Logging into MyGinnieMae QRC	
	7.3 Changing a Password in MyGinnieMae QRC	
	7.4 Forgot Password in MyGinnieMae	

7 QUICK REFERENCE CARDS

7.1 Registering for an Account in MyGinnieMae QRC

This QRC demonstrates how to log into MyGinnieMae using a security feature called One-Time PIN (OTP).

COMPLETING THE REGISTRATION FORM

Users will receive an email inviting them to register in MyGinnieMae with the subject line "Welcome to MyGinnieMae Registration".

1. Select the link in the email to access the form

NOTE: REGISTRATION LINK IS ONLY ACTIVE FOR 24 HOURS.

2. Fill out the **Additional Information** on the New User Registration Form:

- Work Phone Number



7.2 Logging into MyGinnieMae QRC

This Quick Reference Card (QRC) has been created to help users log into MyGinnieMae, One-Time PIN (OTP) entry and navigation to the business applications.

1. Navigate to <https://my.ginniemae.gov> to access MyGinnieMae.
2. Select **Login**.



7.3 Changing a Password in MyGinnieMae QRC

MyGinnieMae requires that each user's portal password be reset every 90 days. Users will receive a daily automated reminder beginning 10 days before the current password expires. Users should follow the instructions in this Quick Reference Card to change their password prior to expiration. Once the password expires, the user will be required to change their password on their next logon.

CHANGING A PASSWORD

Log in to MyGinnieMae via <https://my.ginniemae.gov>

7.4 Forgot Password in MyGinnieMae QRC

This Quick Reference Card (QRC) guides MyGinnieMae users on how to use the Forgot Password link on the Login page, to create a new portal password in the event this user is unable to recall their portal password.

FORGOT PASSWORD

Log in to MyGinnieMae via <https://my.ginniemae.gov>

1. Select the **Login** button.



OVERVIEW WHAT IS MYGINNIEMAE?

MyGinnieMae is a **portal** that provides **enhanced security** and a **single entry-point** to all approved applications for individual users.

This means, one account with a **single username and password** will provide users access to all systems, applications and Organization IDs/Issuer IDs.



OVERVIEW WHY THE CHANGE?

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 single password to access all applications and Issuers IDs

> Multi-Factor Authenticator:

- A One-Time Pin (OTP) sent to the user's email or via smart device when accessing a secured application

> Functional Roles:

- A set of entitlements grouped by business function, with the intention of providing users the correct system access based their role

> Invitation Model:

- An automated workflow of requests and approvals where portal access is controlled by multiple Organization Administrators and credentials are set securely by the End User via the New User Registration Form.

OVERVIEW HOW IS IT CHANGING?

GMEP 1.0 and GinnieNET

LEGACY ENVIRONMENT

Ginnie Mae Admins provide access to users

Issuers provide system access to their Subservicer's users

Go directly to access legacy systems to login

Username and password required

Access identified by applications and system

Separate username and password for each system

Password and user profile management performed by Ginnie Mae Admins.

MyGinnieMae

MODERNIZED ENVIRONMENT

Organization Administrator at each organization provide access to users

Subservicers have their own Org Admins and manage employee users

Login through MyGinnieMae to access legacy systems and modernized applications

Also requires a One-Time PIN (OTP)

Role privileges determined by a business function.

One username and one password; same for RSA

Self-service features to reset password, manage password, register, and update the user profile.

OVERVIEW ROLES & RESPONSIBILITIES

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	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. Formerly known as Security Officers and Enrollment Administrators. 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 Organization Administrators are required and it is recommended to have more than the minimum from an operational perspective.
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.

OVERVIEW FUNCTIONAL ROLES

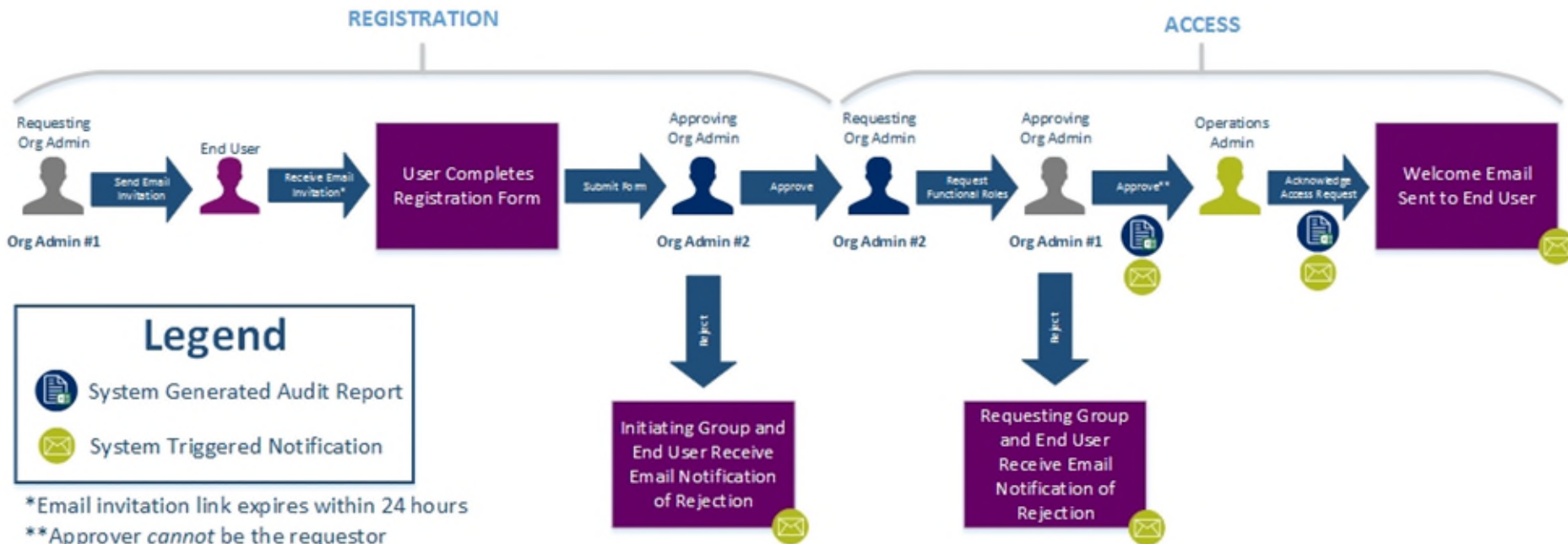
Users are provided **access based on their business activities** which are organized into meaningful access profiles called **Functional Roles**. Use of Functional Roles ensures users have appropriate level of access in relation to their job functions/responsibilities, enforces the least privilege principle, 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, Subservicers and Document Custodians.).

Role Name (Examples)	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 subservicer 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
DC-Pool Certification Basic User	View Schedule of Pooled Mortgages submitted; review pool and loan files for compliance with Ginnie Mae pool certification standards; cannot certify pools or loan packages.

OVERVIEW ONBOARDING WORKFLOW

Onboarding is a multi-step process that may take several days to complete and requires participation from the End User, Organization Administrators, and Ginnie Mae.

- **Registration Workflow** – creates a portal account and give users access to the portal.
- **Access Workflow** – assigns functional role(s) and give users access to business applications.



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

VIDEO DEMONSTRATION

- *Responding to a registration invitation*
- *Logging On*
- *My Dashboard*
- *Accessing Applications*

GETTING STARTED TIPS

The following are tips for using **MyGinnieMae**. Additional information about accessing MyGinnieMae can be found in the **Getting Started User Manual**, on GinnieMae.gov.

- **First-time Logging into MyGinnieMae:** Users must select your Issuer ID (Issuers) or Custodian ID (Custodians) to view the menu of applications accessible to you, based on your Functional Roles
- Do not bookmark the Login Page where credentials are entered. The correct page to bookmark is the **Public Landing Page** at my.ginniemae.gov
- Compatible browsers to access MyGinnieMae are Google Chrome, Internet Explorer, or Firefox. **Google Chrome is the preferred browser** for accessing MyGinnieMae. However, some legacy functions require the use of Internet Explorer.
- Web browser **pop-up blocker must be disabled** prior to accessing MyGinnieMae.

GETTING STARTED **SELF HELP**

MyGinnieMae introduces self service functions and additional controls for administrators at each organization. This chart highlights some of those functions

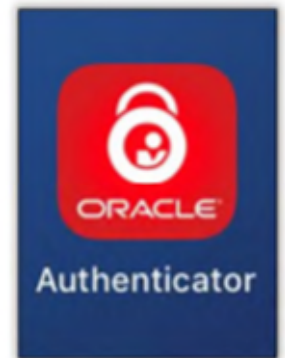
Function	Self Service	Organization Administrator	Operation Administrator
Initiate registration invitations to End Users		★	
Approve or reject registration requests from End Users		★	
Initiate access request/functional role for an End User account		★	
Approve or reject functional role for an End User account		★	
Remove a functional role from an End User account		★	
Enable/Disable and Lock/Unlock End User accounts		★	
Forgot Password	★		
Reset Password	★		
Deregister Oracle Mobile Authenticator access	★	★	
Update Account Attributes	★	★	
Final acknowledgement of access requests			★

GETTING STARTED **OTP**

The following notes and tips regard the One-Time Pin (OTP). See **Getting Started User Manual**, on GinnieMae.gov for more information and detailed steps.

- A One-Time Pin (OTP) is required to access business applications within the Portal.
- Allows the user to access multiple business applications without being re-prompted for a new OTP during an active session.
- An OTP is required for each login.

Users may choose, each time they log in, to have the OTP sent via email or through a smart device. To allow for the OTP to be delivered to a smart device follow the instructions in the [“Registering with the Oracle Mobile Authenticator \(OMA\)” Quick Reference Card](#).



GETTING STARTED **FAQS**

Q: Can users continue to log into GMEP 1.0 and GinnieNET directly, without going through the new portal?

A: Please don't. Once users have been onboarded into MyGinnieMae they will be able to securely access GMEP 1.0 and GinnieNET from the "Tools" drop-down menu in MyGinnieMae. Users are strongly discouraged from using their old credentials and to directly access the legacy systems. This can cause errors and access issues. If a user is having trouble conducting business in MyGinnieMae they should troubleshoot with the Organization Administrator and if unsuccessful, contact the Ginnie Mae Help Desk for assistance.

Q: How long will users have direct access to GMEP 1.0 and GinnieNET?

A: Direct access, to legacy systems will be terminated 90 days after each onboarding wave. This means that users will be required to go through MyGinnieMae with their new credentials to access legacy systems. See the "Completion Target Date" in the [Release & Training Schedule](#).

GETTING HELP **RESOURCES**

- **Modernization Page on GinnieMae.gov**
https://www.ginniemae.gov/issuers/issuer_training/Pages/modernization.aspx
 - ✓ User Guides
 - ✓ Quick Reference Cards
 - ✓ Training Overviews
 - ✓ Release and Training Schedule
 - ✓ Training materials and recordings
- For **technical questions** about accessing the portal and using its applications contact **Ginnie Mae Customer Support** at 1-833-GNMA HELP / 1-833-466-2435 or ginniemae1@bnymellon.com
- For questions about the waves, training, user materials and general MyGinnieMae inquires contact the Ginnie Mae **Customer Experience Group** at cxg@hud.gov