

MyGinnieMae Full Release – HECM Issuer (Wave III) Organization Administrator Training for Managing End Users

Ginnie Mae requests your participation in its web conference training. The event will take place on the following date and time:

April 8 th , 2020 at 2:00 P.M. Eastern Time
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Objective: This training is to prepare MyGinnieMae Organization Administrators for managing End User accounts in the portal. All Org Admins are welcome to join. Attendees will be given detailed information about how to manage End User accounts and generate reports in the Access Management Console (AMC).

Audience: MyGinnieMae Organization Administrators

To register for this event, select the link below:

[Register Here](#)

Tip: After you register, select “Add to Calendar” from the registration approval message.

To participate in this class, you will need:

- A computer with access to the internet
- Zoom client installed on a computer (see Zoom Installation Instructions below)
- A telephone or computer speakers and microphone

Zoom Installation Instructions:

Follow the instructions below to test your ability to connect prior to the meeting.

You will need the Zoom client installed on your computer in order to access the web conference. If you do not have this program installed, the free client version can be downloaded from Zoom's website. You can download and test the program by selecting the following link <https://zoom.us/support/download>. Once installed you can test the client here <https://zoom.us/test>. Select “Join” and follow the instructions on the screen to install and test the program. You can also select the “Join from Browser” option on the Test page if you are unable to install the software. Additional support information can be found here:

- [How to Join a Meeting](#)
- [Frequently Asked Questions](#)
- [Network Firewall Instructions](#)

To access the class on the day and time listed above:

Web Conference Instructions:

- Select the “Click here to Join” link in your confirmation email
- OR
- Select the URL in your calendar invitation

If you are prompted for a password enter “GinnieMae”

Participants will be allowed to join the web conference 15 minutes prior to the start of the call.

Please note the program will ask you to install the free Zoom client if you have not done so prior to the meeting. Follow the instructions on your screen to install the client. You may need to turn off your popup blocker for the program to install correctly.

Audio Instructions:

- Participants may join the audio portion of this web conference using the speaker and microphone on their computer
- OR
- To join audio via phone, dial the following conference telephone number and enter the access code:

Conference Phone Number: +1-929-436-2866

Conference ID: Enter "184-845-263"

Troubleshooting

If you have any questions, please send an email to the Ginnie Mae Desk Mailbox (GinnieMaeDesk@deloitte.com).