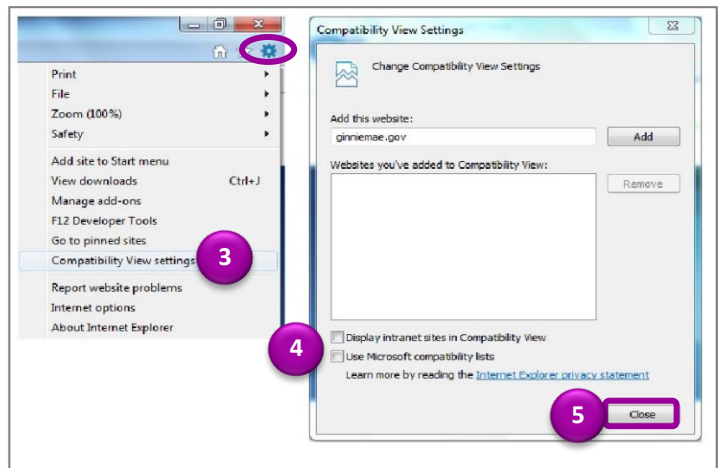


### SYSTEM PREREQUISITES

MyGinnieMae can be accessed using one of the following supported web browsers: Google Chrome 42+, Internet Explorer 11.x, and Mozilla Firefox 31+.

To access MyGinnieMae via Internet Explorer (IE), you may need to disable the browser compatibility settings as follows:

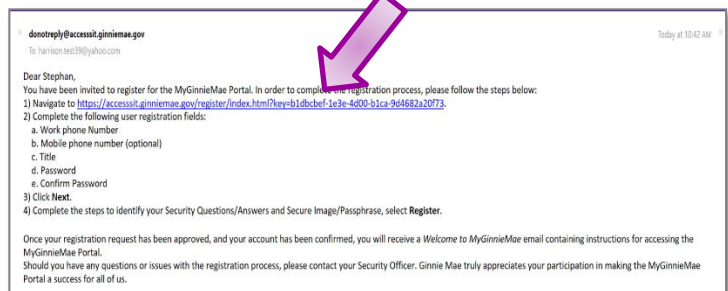
1. Open Internet Explorer.
2. Select the **Tools** icon.
3. Select the **Compatibility View Setting option**.
4. Make sure the “Display intranet sites in Compatibility View” option is not checked.
5. Select **Close** to continue.



### NEW USER REGISTRATION

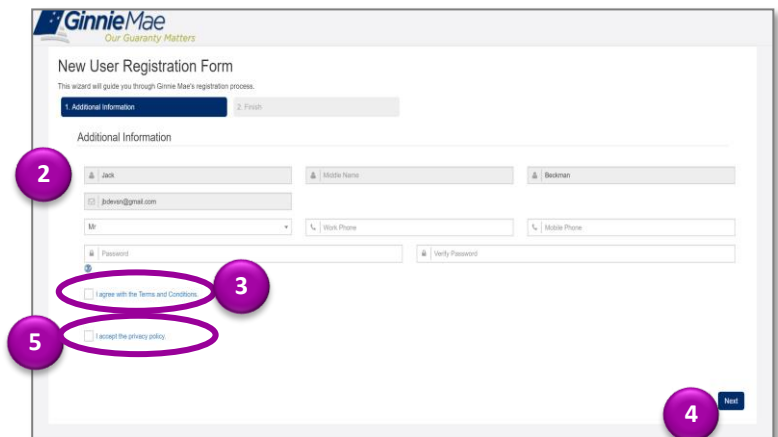
Users will receive an email inviting them to register on MyGinnieMae with the subject line “Welcome to MyGinnieMae Registration”.

1. Select the link to register. Note **registration link is only active for 24 hours**.



For questions or issues with the registration link or process, please contact your Organization Administrator.

2. Fill out the **Additional Information** on the “New User Registration Form”:
  - a. Work Phone Number
  - b. Mobile Phone Number (optional)
  - c. Title
  - d. Password
  - e. Confirm Password
3. Select either the hyperlink that says, “**I agree with the Terms and Conditions**” or the check box next to it.
4. A pop-up box will appear and display Ginnie Mae’s “Rules of Behavior”. Review the text then scroll to the bottom and select **Yes (Agree)** to accept the Rules of Behavior.



The “I agree with the Terms and Conditions” checkbox is now checked on the New User Registration Form

5. Select either the hyperlink that says, “**I accept the privacy policy**” or the check box next to it (see previous pic).
6. A pop-up box will appear and display a link to the “Ginnie Mae Privacy Policy”. Select the link and review the text then select **Yes** to accept the privacy policy.

The “I accept the privacy policy” checkbox is now checked on the New User Registration Form

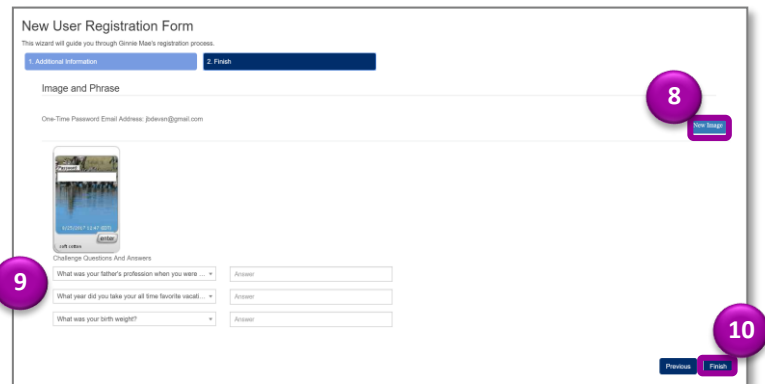
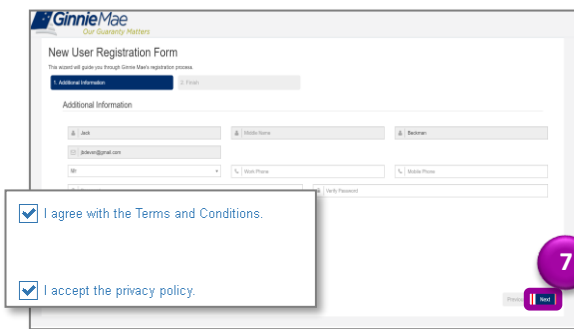
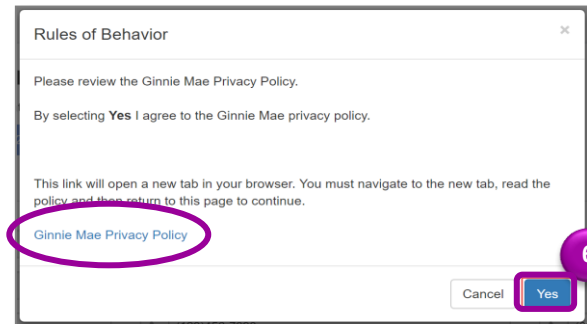
7. Select **Next** on the New User Registration Form.

The **Image and Phrase** page will display.

8. Select a Secure Image and Phrase using the **New Image** button.
9. Set the three **Challenge Questions** from the drop-down boxes and enter the **Answers** in the text fields.
10. Select **Finish**.

The registration request is complete and awaiting approval.

Once the request is approved a “Welcome Email” will be sent to the email address provided and MyGinnieMae can be accessed using the Username (email address) and Password.



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