In addition to email delivery, MyGinnieMae portal users will have the option to receive the One Time Pin (OTP) via Oracle Mobile Authenticator (OMA) which offers ease of delivery and enables users to securely verify their identity by using their smart device as an authentication factor. This QRC instructs users on how to register for the OMA.

GENERATING THE UNIQUE QR CODE IN MYGINNIEMAE FOR THE ORACLE MOBILE AUTHENTICATOR (OMA) APP

1. Log in to MyGinnieMae via https://my.ginniemae.gov.
2. Enter **Username** and **Password**.
3. Select **LOGIN**.

The system will direct you to the Multi-Factor Authentication screen. **Do not enter the One Time Pin you receive via email or click LOGIN.**

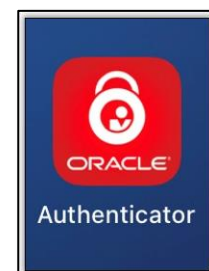4. Select the **Oracle Mobile Authenticator Instructions** link.
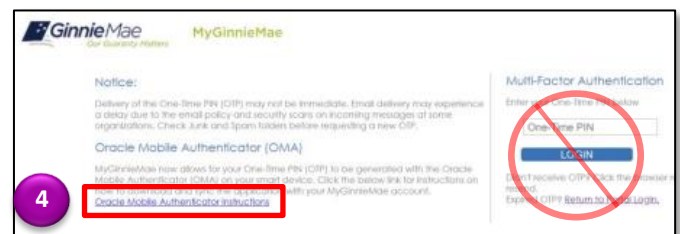
The Oracle Mobile Authenticator (OMA) Instructions will open with your unique QR Code so you can register using the camera on your smart device.

NOTE: If the camera on your smart device is not available, please contact Ginnie Mae Customer Support.

INSTALLING THE ORACLE MOBILE AUTHENTICATOR (OMA) ON YOUR SMART DEVICE

5. Go to Google Play Store (Android) or Apple Store (iPhone).
6. Download the **Oracle Mobile Authenticator**.

SYNCING THE ORACLE MOBILE AUTHENTICATOR (OMA) APP WITH YOUR MYGINNIEMAE ACCOUNT

NOTE: The MyGinnieMae account may only be connected to one smart device. If you attempt to register OMA with a MyGinnieMae account that is already registered, either on the same device or a different device, you will be prompted with an error message after entering credentials.

7. Select the **+** on the bottom of the display or **the Add Account** button.

   This will launch the camera on your smart device.

8. Use your smart device to scan your unique **QR Code** found in the **OMA Instructions with QR Code** on your computer.

9. Enter your MyGinnieMae **Username** and **Password** and Select **Sign In**.
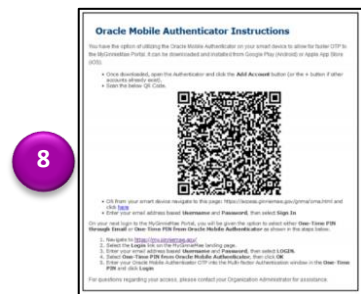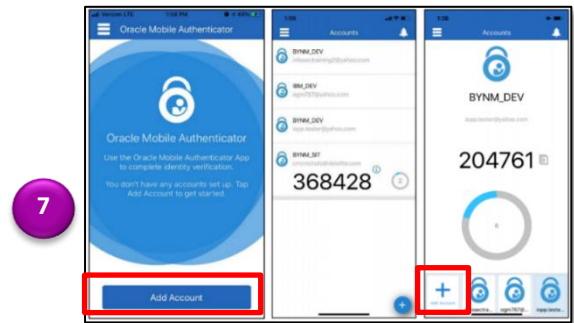
NOTE: If you attempt to re-register the OMA with your MyGinnieMae account on the same device after having de-registered the account, you will be prompted to either "Create a New Account", "Overwrite", or "Cancel". The user should select "Overwrite". If you select "Cancel", you will have to de-register your device and re-register again in order to user the Oracle Mobile Authenticator. If you select "Create New Account", the account must be saved with a unique name, different from your previous registration.

LOGGING INTO MYGINNIEMAE USING OMA

On your next login to MyGinnieMae you will be given the option to receive a One Time Pin through email or from Oracle Mobile Authenticator.

10. Select your option choice.
11. Select **OK**.

NOTE: If you attempt to register with Oracle Mobile Authenticator and your MyGinnieMae account is disabled, or you enter your credentials incorrectly, an error message is displayed.