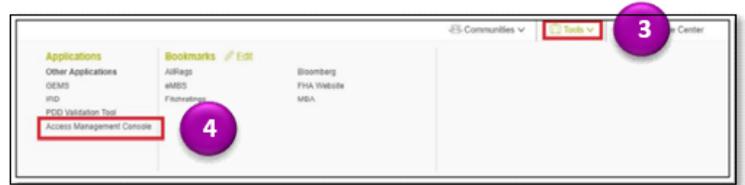


If a user's account has been disabled by an Organization Administrator or due to inactivity of 365 days or longer, Organization Administrators can re-enable the account. The user must log in within 24 hours or the account will become disabled again.

### ENABLING A USER'S ACCOUNT

1. Navigate to <https://my.ginniemae.gov> to access MyGinnieMae.
2. Enter username and password to login.
3. Select the **Tools** dropdown.
4. Select **Access Management Console**.
5. Select **Yes** to continue when prompted.
6. Select **User Management**.



The system will display a list of all users in alphabetical order by last name.

7. Verify the user's account is disabled by confirming the disabled icon  is next to their name.
8. Select the appropriate user's name.



The User Management page will open.

9. Select **Enable** in the bottom right corner of the Edit User Profile accordion.



10. Select **Confirm** when the Confirm User Enable dialog box appears.

The system will display the message "User {User Name} successfully enabled." The system will also update the user's account status to Enabled.



**Functional roles will need to be re-requested for the user. See QRC-AMC:4.2.11 – Re-request a Functional Role, or section 3 of the Access Management Console (AMC) User Manual.**