An Organization Administrator can unlock a user's account if it has been locked by an Organization Administrator, it has been locked due to three failed login attempts, or it has been locked due to 90 days of inactivity. If the account has been locked due to three failed attempts to enter the correct One Time Password (OTP) the Organization Administrator will not be able to unlock the account. The Operations Administrator Group will need to unlock the account

UNLOCKING 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.
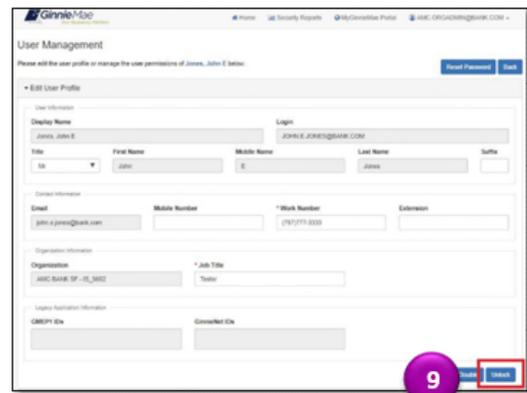6. Select **User Management**.

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

7. Verify the user's account is locked by confirming the locked icon 🔒 is next to their name.
8. Select the appropriate user's name.
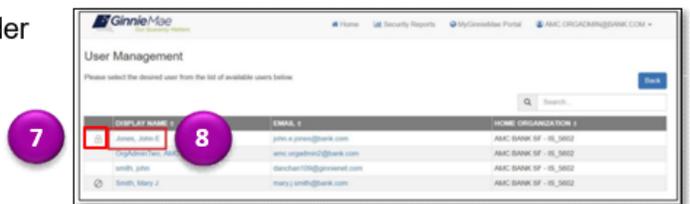
The User Management page will open

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

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

A confirmation ribbon will display stating "User {User Name} successfully enabled" and the user's account status will be updated to Unlocked.