If a user’s account has been disabled by an Organization Administrator or due to inactivity of 90 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](https://my.ginniemae.gov) to access MyGinnieMae.
2. Enter username and password to login.
3. Select the Tools dropdown.
5. Select Yes to continue when prompted.

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 Request Functional Roles QRC or section 3.3 of the Organization Administrator Manual.