This Quick Reference Card (QRC) guides MyGinnieMae users on how to use the Forgot Password Link located on the Login page to create a new password in the event the user is unable to recall their password.
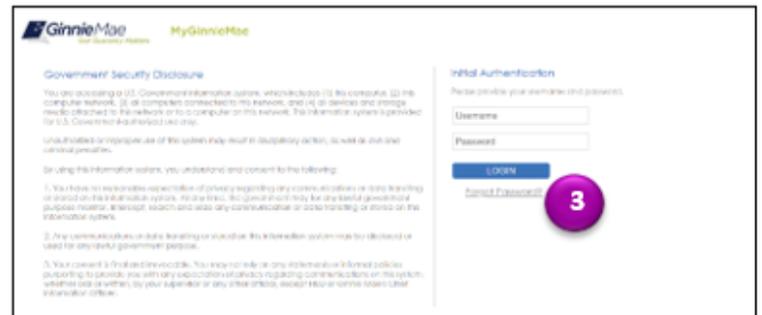
RESETTING A FORGOTTEN PASSWORD

1. Navigate to MyGinnieMae via Ginnie Mae Enterprise Portal - Home.
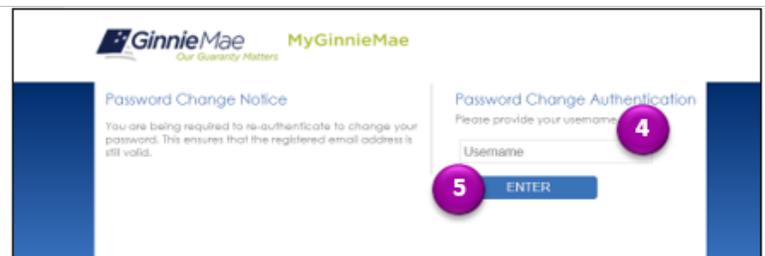
2. Select **Login.**

3. Select **Forgot Password**.


4. The system will redirect to the Password Change Authentication screen. Enter your **Username**.

5. Select **Enter**.

Note: If your username is entered incorrectly or does not have a registered MGM account, an error message stating, 'Sorry, the identification you entered was not recognized. Please try again'. If your user account is disabled, an error message stating, 'User account is disabled. Contact the Organization Administrator'.
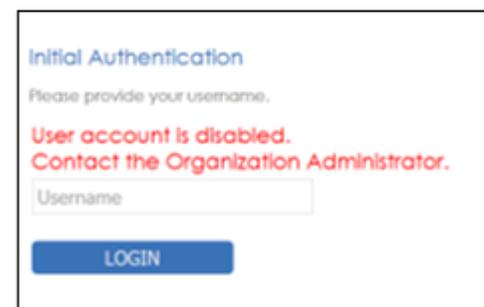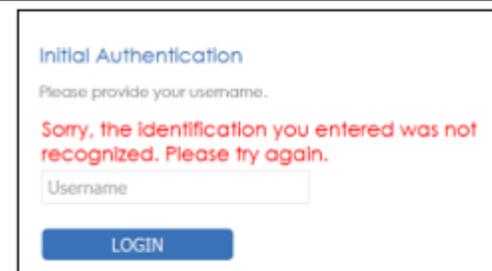
6. Upon successfully entering your username, you will receive a One Time PIN (OTP) via your registered email. Enter your **OTP**.

7. Select **Enter**.

Note: Oracle Mobile Authenticator cannot be used to complete the OTP for Password Change Authentications. Users can only authenticate using the OTP received via email delivery.
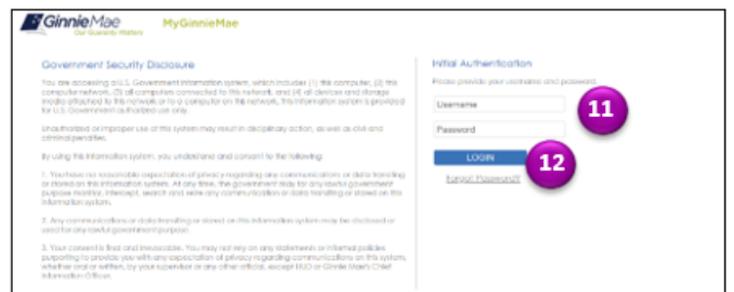
8. Enter a **New Password** and **Confirm New Password**.

9. Select **Submit**.
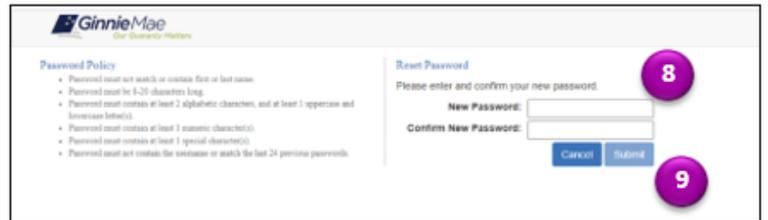
10. You will be redirected to the Successful Password Change screen. Select **OK**.

11. You will be directed to the Portal Login Pager. Enter your **Username** and new **Password**.

12. Select **Login**.

13. You will receive an email confirming your password has been changed.

Wed 1/8/2020 11:51 AM

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donotreply_accessdev@ginniemae.gov

[EXT] MyGinnieMae Password Change Confirmation

To   McNichols, Caroline Elizabeth

This notice is to confirm that the MyGinnieMae password has been changed for user CMCNICHOLS@DELOITTE.COM.

If you did not initiate this action, please contact your Organization Administrator for assistance. If they are unable to help, contact the Ginnie Mae Customer Support Hotline by dialing (833) GNMA HELP or (833) 466-2435.

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