

Changing an Expired Password in MyGinnieMae

END USER QUICK REFERENCE CARD

This Quick Reference Card (QRC) guides users through the process of changing a password after it has expired. As a security requirement, portal passwords are set to expire every 90 days. Once a password has expired, a notification email is sent, and the user must follow the instructions to change passwords upon next login. If the user has forgotten their password, they should refer to the Quick Reference Card on Forgotten Passwords in MyGinnieMae.

CHANGE AN EXPIRING PASSWORD

- 1. Navigate to MyGinnieMae via <u>Ginnie Mae Enterprise</u> <u>Portal - Home</u>.
- 2. Select Login.



- 3. Login using the **Username** and **Expired Password**.
- 4. Select Login.
- 5. You will receive a One Time PIN (OTP) via your registered email. Enter your **OTP**.
- 6. Select Login.





Note: Oracle Mobile Authenticator cannot be used to complete the OTP for password change authentications. You may only complete authentication with the OTP received via email delivery.

- 7. The Reset Password page will be displayed. Enter a **New Password** and **Confirm New Password**.
- 8. Select Submit.





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9. The Successful Password Change page will be displayed. Select **OK**.

10. You will be redirected to the Login page. Login using your **Username** and **New Password**.

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



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D www.1,0,00001151.AM
donotreply_accessdev@ginniemae.gov
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(EXT) MyGinnieMae Password Change Confirmation

30 O 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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