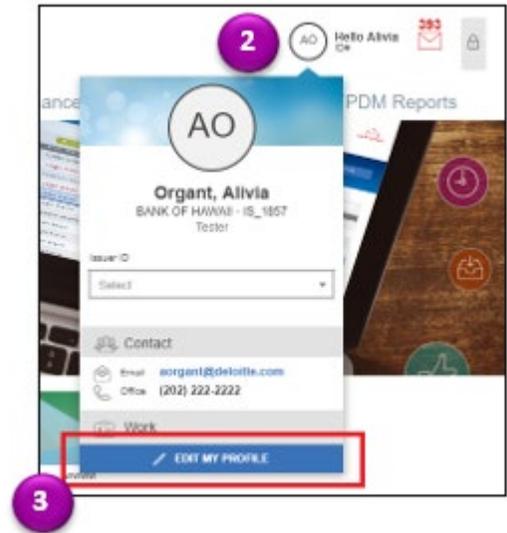


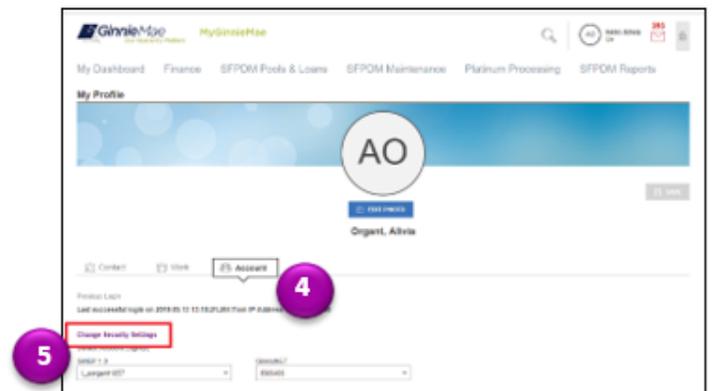
This Quick Reference Card (QRC) guides users through the process of resetting or changing their passwords in MyGinnie Mae. As a security requirement, portal passwords are set to expire every 90 days. If a user has received an email notification that their password is about to expire or would like to change their password for any other reason, the user can do so by following the steps below.

RESET A PASSWORD

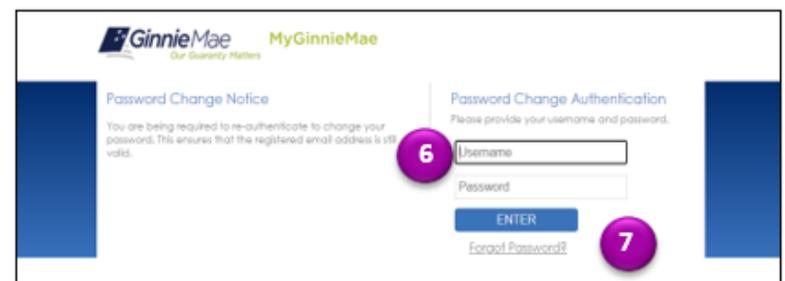
1. Log into MyGinnieMae via [Ginnie Mae Enterprise Portal - Home](#).
2. Select the **avatar** or **initials** from the Global Header located at the top of the My Dashboard page.
3. Select **Edit My Profile**.



4. The My Profile page will be displayed. Select the **Account** tab.
5. Select **Change Security Settings**.



6. The Password Change Authentication Screen will be displayed. Enter your **Username** and **Current Password**.
7. Select **Enter**.



Note: This page will open in a new tab, however, the Portal Session in the original tab will continue. Once you have changed your password, close one of these tabs to avoid an Automatic Logout.

- The system will prompt the Multi-Factor Authentication. You will receive your One-Time Pin (OTP) via email.
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.

- Enter the **OTP** received via email in the One-Time PIN field.

- Select **Enter**.



- Enter your **Current Password** in the Current Password field.

- Enter your **New Password** in the New Password field.

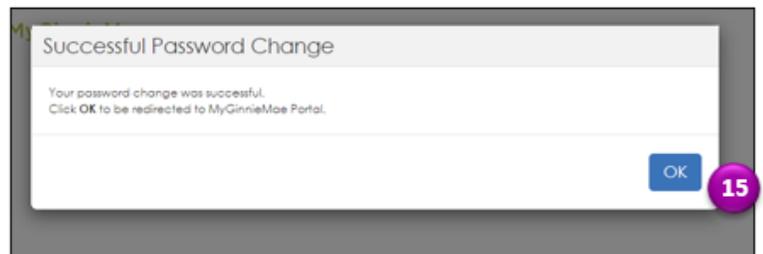
- Re-Enter your **New Password** in the Confirm New Password field.

- Select **Submit**.



Note: Password requirements are listed in the Password Policy.

- A Successful Password Change window will open. Select **OK**.



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

