

This QRC explains common error messages a user may encounter and provides steps to troubleshoot and resolve the issue.

**NOTE:** If contact information is displayed in an error message it should be ignored. Always contact an Operations Administrator for assistance via Ginnie Mae Customer Support.

#### **BASIC ERROR HANDLING**

**Issue**: A message displays instructing the user to contact a System Administrator. There are two scenarios for this message described below.

Scenario 1: The user is accessing the MyGinnieMae portal from a bookmarked web-address (URL).

**Resolution:** The user should enter the web address, <u>https://myginniemae.gov</u>, into the browser to connect to the Public Landing page.

Scenario 2: After a user enters their credentials (username/password/OTP), the Oracle blue screen appears.

Note: This may occur if the user fails to enter their credentials within 10 minutes of accessing the page.



**Resolution:** The browser cache must be cleared, and then the user can access the portal by opening a new browser window.



To Clear Cache in Internet Explorer: Select Tools > Internet options > General tab > Select the Delete button under Browsing history > Ensure that the Cookies and website data checkbox is checked > Select Delete. Then close and re-open the browser and log in again.

To create home name tabs, type each add	ess on its own line	websites to retain preferences and display faster.	
https://mysource2.bnymellon.net/		Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.	
Use current Use default	Use new tab	Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.	
Startup Start with tabs from the last session Start with home page		History List of websites you have visited.	
TabsChange how webpages are displayed in tabs.	Tabs	Download History List of files you have downloaded.	
Browsing history	words and wah	Saved information that you have typed into forms.	
form information.	10.03, 010 100	Passwords     Saved passwords that are automatically filled in when you sign in     to a website you've previously visited.	
Appearance Colors Languages Fonts	Settings	Tracking Protection, ActiveX Filtering and Do Not Track d A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing deta about your visit, and exceptions to Do Not Track requests.	ils
Some settings are managed by your system ad	ministrator.		

In Google Chrome: Select Customize and control Google Chrome > Settings > Select Clear browsing data under Privacy and security > Ensure that the Cookies and other site data checkbox is checked > Select Clear data. Then close and re-open the browser and log in again.





If the user has cleared the browser cache and is still not able to access the system, follow the steps below:

- 1. Determine which application the error message relates to (MyGinnieMae or a specific application within the portal).
  - a. Review the error message text to see if a specific application or system name is identified.
- 2. Contact the Organization Administrator to ensure proper system access.
- 3. Contact Ginnie Mae Customer Support.

### USER CANNOT PROCEED FROM THE MULTI-FACOR AUTHENTICATION LOGIN SCREEN

**Issue:** The user logs into the Multi-Factor Authentication login screen using username/password and/or OTP and is presented with the Multi-Factor Authentication login screen again.

1)Enter username/password	2)Enter OTP	3)Looped back Login page
Initial Authentication Please provide your username and password. johndae LOGIN Forgot Password?	Multi-Factor Authentication Enteryour One-Time PIN below 	Initial Authentication Please provide your username and password. johndae LOGIN Forgot Password?

Resolution: Clear the browser cache (follow the steps in Basic Error Handling).

#### **NEW PASSWORD MISMATCH ERROR**

**Issue**: In the process of resetting a password, if a user incorrectly enters two new passwords that do not match, the system generates the error, "New passwords entered do not match."

Ginnie Mae Cur Guaranty Matters	*	Home	Q Links 👻	Cmcnichols@deloitte.com +
Change Password				
<ul> <li>Password must not be longer than 20 character(s).</li> </ul>	Current Password:			
<ul> <li>Password must be an least a character(s) long.</li> <li>Password must contain at least 2 alphabetic character(s).</li> </ul>	New Password:			
<ul> <li>Password must contain at least 1 numeric character(s).</li> <li>Password must contain at least 3 dishara meric character(s).</li> </ul>	Confirm New Password:			
<ul> <li>Password must contain at least 1 special character(s).</li> </ul>	*Password de	oes not ma	atch	
Password must contain at least 1 uppercase letter(s),     Password must contain at least 1 lowercase letter(s),     Password must not match or contain user ID,     Password must not be one of 24 previous passwords.     Any particular character in the password must not be repeated more than 2 time(s),     Password must start with an alphabetic character.			Sub	mit



**Resolution**: The user should clear browser cache (follow the steps in Basic Error Handling).and retry making sure to enter matching passwords.

#### **INVALID USERNAME OR PASSWORD**

**Issue**: When a user incorrectly enters either their username or password, they will receive the following error (the Portal validates both username and password simultaneously, rather than separately, for security purposes).

Initial Authentication
Please provide your username and password.
Username or password entered incorrectly. Please select the Forgot Password link if you require a password reset.
Username
Password
LOGIN
Forgot Password?

Resolution: The user must retry and enter the correct username and password.

#### **INCORRECT ONE-TIME PIN (OTP)**

#### Issues:

**Scenario 1:** When a user enters an invalid OTP during login, they will receive the system generated error, "Invalid One-Time PIN." If you opted for email delivery and did not receive a One Time PIN, refresh the page (press "F5" on the keyboard or the refresh icon on the browser) to generate a new OTP which will be emailed to the user within 10 minutes.

Scenario 2: If the user did not enter the OTP, they can click on the refresh icon for a new OTP.

Ginnie Mae Our Guaranty Matters	
Notice:	Multi-Factor Authentication
Delivery of the One-Time PIN (OTP) may not be immediate. Email delivery may experience a delay due to the email policy and security scars on incoming messages at some organizations. Check Junk and Spam folders before requesting a new OTP.	Invalid One-Time PIN Enter your One-Time PIN below
Oracle Mobile Authenticator (OMA)	One-Time PIN
MyGinnieMae now allows for your One-Time PIN (OTP) to be generated with the Oracle Mobile Authenticator (OMA) on your smart device. Click the below link for instructions on how to download and sync the application with your MyGinnieMae account. Oracle Mobile Authenticator Instructions	LOGIN Didn't receive OTP? Click the browser refresh button (C) to resend. Expired OTP? <u>Return to Portal Login.</u>



**Resolution**: Check the OTP email and verify the correct OTP has been entered.

# **ONE-TIME PIN (OTP) NOT RECEIVED**

**Issue**: A user enters their username and password and is prompted to enter their OTP but has not received the email with the OTP.

**Resolution**: Users are advised to Register with the Oracle Mobile Authenticator for reliable delivery of the OTP. Refer to the Registering with the Oracle Mobile Authenticator QRC for the steps to register with the Oracle Mobile Authenticator.

Allow for a reasonable amount of time (a few minutes) for messaging and email clients to deliver the OTP notification. The user should also check "Junk" and other filtered folders to determine if the email was misdirected. If the user has still not received an email with the OTP after several minutes, select the Refresh icon to prompt re-sending of the OTP email.

### **DISABLE POP-UP BLOCKER**

**Issue**: A user enters their username and password and is prompted to enter their OTP but has not received it.

**Resolution**: Disable the pop-up blocker of the internet browser being utilized. For Internet Explorer, select the "Tools" button and then select Internet options. On the Privacy tab, uncheck the "Turn on Pop-up Blocker" checkbox and select "OK." If the OTP has still not been received after a few minutes, contact an Operations Administrator via Ginnie Mae Customer Support to reset the OTP email.

Internet Options			?	×
General Security Privacy Con	ntent Connection	ns Programs	Advanced	
Settings				-
		Sites	Advanced	
Location				_
Never allow websites to n physical location	equest your		Clear Sites	
Pop-up Blocker				-
Turn on Pop-up Blocker			Settings	
InPrivate Disable toolbars and extended	nsions when InPr	ivate Browsing	starts	
InPrivate	nsions when InPr	ivate Browsing	starts	
InPrivate → Disable toolbars and extended	nsions when InPr	ivate Browsing	starts	



# ACCOUNT LOCKED

Issue: A user enters their username and password and receives an error message, "Your Account is Locked."

innieMae Portal and Security	
	Your Account is Locked.
	Access Denied
	Por assistance, please contact costoner service at Onrineliae Purtal Holline (800) 234-4952 Option 1.

Resolution: User should contact their Organization Administrator to request their account be unlocked.

# MYGINNIEMAE PORTAL PROFILE ACCOUNTS TAB: GMEP 1.0 OR GINNIENET ACCOUNT IDS ARE UNAVAILABLE

**Issue:** The error message, "Sorry, currently not available. Please try again later", is displayed in MyGinnieMae Portal Profile Accounts tab under 'GMEP 1.0' and 'Ginnie*NET* ID section. The service for retrieving the GMEP 1.0 and Ginnie*NET* accounts is temporarily unreachable, probably due to a network issue.

**Resolution**: There are automated alerts for the potential network issue, and it is likely that the issue is already being investigated. Contact an Operations Administrator via Ginnie Mae Customer Support.

# **REGISTRATION INVITATION FORM ERRORS**

**Issue:** If an incorrect email format has been entered in the Email field, the following validation message appears. The system is validating for the typical email format: <a href="mailto:sample@sample.sam">sample@sample.sam</a>.

<ul> <li>Job Title</li> <li>Org Id</li> </ul>	AVP BNY Mellon	Error: The format is incorrect. Entered Email Address steve john is incorrect. Please provide correct Email Address.
* Email	steve john	

If a correct email format is then entered and the 'Submit' button is selected, the following error is displayed: "ADF\_FACES...".

accessua	at.ginniema	e.gov says			
ADF_FACE log for an during PF	entry begin R, #1	more inform ning with: A	nation, please DF_FACES-600	see the serve 096:Server Exc	r's error eption
					OF



The registration page then displays the Error 500 shown below.

Error 500	Interna	Sei	ver Error									
From RFC :	2068 Hyper	text 7	ransfer Pro	tocol HT	P/1.1:							
10.5.1 500 Int	ernal Server	Error										
The server	encounter	ed an	unexpected	condition	which	prevented	10	from	fulfi	illing	the	request

**Resolution**: When an incorrect email format is entered and the "Error: The format is incorrect" appears, close the user registration form, and follow the steps to start a new registration invite. Do not proceed to populate the same registration.

# **REGISTRATION CONFIRMATION ERROR**

**Issue:** The error message, "Error 500--Internal Server Error", is displayed when completing the user registration.

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File Edit View Favorites Tools Help
🚖 🥵 ITMgrs 🚯 FsNe 🔌 Micr 🚯 BOB 🚯 Blend 👌 HPQC 🚯 BCR 🗿 BUL 🚯 Enco 🔞 GSNX 🗿 EM R 🚯 FSUAT 🚯 FSSTG 🦉 Test 🦉
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An error has occurred processing your request. Please call the help desk number at (855) 435-4357
Error 500Internal Server Error
From RFC 2068 <i>Hypertext Transfer Protocol HTTP/1.1</i> : 10.5.1 500 Internal Server Error
The server encountered an unexpected condition which prevented it from fulfilling the request.
Registration waiting for Approval
You may close this window and once your request is approved, you will get notified

**Resolution:** Contact an Operations Administrator via Ginnie Mae Customer Support .**Do not call the number listed in the error message.** 

#### **VERIFY ROLE ASSIGNMENT IN GMEP 1.0 WHEN CHANGING ISSUER IDS**

**Issue:** When switching Issuer IDs in the MyGinnieMae Profile and selecting **Verify Role Assignment** tab from the **Tools** menu, the previous Issuer ID may appear without data.



END USER QUICK REFERENCE CARD

PROCESSING & SERVICIN	G - REPORT CENTER	SECURID TOKEN VALIDATION	VERIFY ROLE ASSIGNMENT			
L vcheta4062	Company ID :	Display				
Y AUTHORIZED GINNIENE	T SIGNER ROLE					

**Resolution:** Sign out of the MyGinnieMae Portal and GMEP 1.0 and then re-log into MyGinnieMae Portal and select the desired Issuer ID. Select the **Tools** menu and click on the **Verify Role Assessment** link.