

Navigating Using MyGinnieMae Messages

SFPDM QUICK REFERENCE CARD

For Login instructions please refer to the MyGinnieMae Getting Started Guide. This QRC addresses additional SFPDM functionality for Navigating Using Messages.

NAVIGATING USING MESSAGES

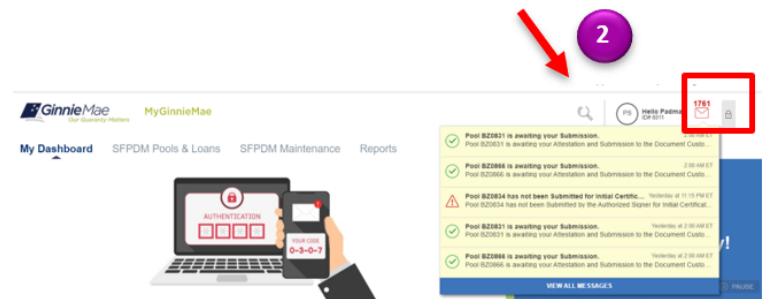
SFPDM provides messages regarding actions performed on a pool. Users can navigate from the messages screen back to the “Pool Details” page. In addition, the user can flag, mark as unread, and delete messages.

1. Locate the **Messages** icon in the top right corner of the Portal screen.

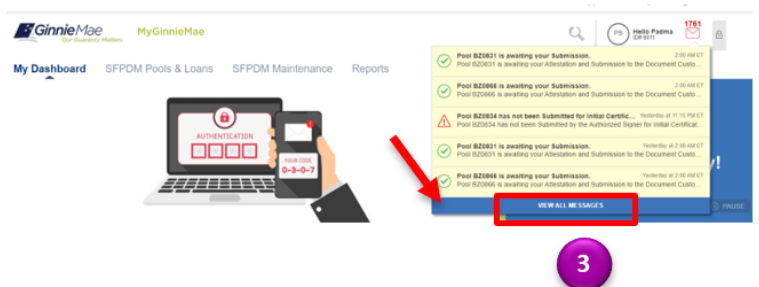
NOTE: The messages can also be viewed by navigating to the Inbox on My Dashboard in step 4.



2. Select the **Messages** icon to view the most recent messages.



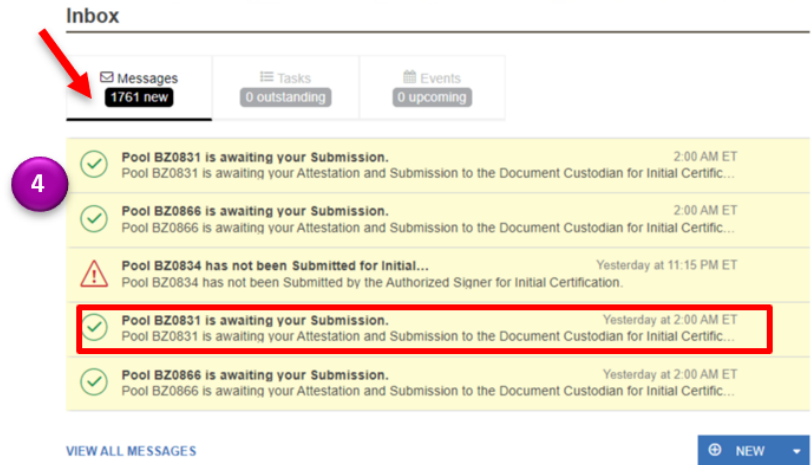
3. Select **View All Messages** to navigate to the **Messages** screen.



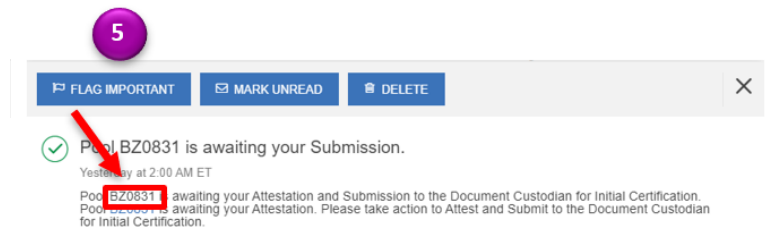
Navigating Using MyGinnieMae Messages

SFPDM QUICK REFERENCE CARD

4. Select the individual message to view details.



5. Select the **Pool ID** to view details.



For assistance contact **Ginnie Mae Customer Support** at 1-833-GNMA HELP / 1-833-466-2435, option 1 or askGinnieMae@hud.gov