# MyGinnieMae Portal – Getting Started Manual

U.S. Department of Housing and Urban Development (HUD)

Ginnie Mae, Office of Securities Operations (OSO) Prepared by Name of Organization

Version 2.3



# **Application Details**

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Application Acronym	MGM
Ginnie Mae SVP, Sponsor	John Daugherty, SVP OSO
Ginnie Mae Application Owner	
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# **1** INTRODUCTION

This manual is written to provide instructions on how to use the MyGinnieMae Portal. End Users utilize the MyGinnieMae Portal to access Ginnie Mae's systems, applications, and resources.

Below are links that address common topics that pertain to the MyGinnieMae Portal.

- Logging In to MyGinnieMae
- System Prerequisites
- <u>Creating a User Account</u>
- Entering a One Time PIN (OTP)
- <u>Managing Your MyGinnieMae Account</u>
- <u>Resetting Passwords</u>
- MGM Portal Dictionary
- <u>Troubleshooting and System Errors</u>

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#### 1.1 Application Overview

Ginnie Mae successfully developed a single gateway to Ginnie Mae's systems, applications, and resources through the MyGinnieMae (MGM) Portal. MGM replaced the Ginnie Mae Enterprise Portal, commonly known as GMEP 1.0, and now serves as the primary platform for extending information technology capabilities to the Ginnie Mae community.

The MyGinnieMae Portal includes multi-factor authentication to improve security and reduce identity administration costs. It also connects to applications as defined in the application prioritization briefing to include enabling federated Single Sign-On to GMEP 1.0 and Ginnie*NET*.

# 1.2 Business Workflow

The high-level Workflow for onboarding users into the MyGinnieMae Portal is shown in the figure below:



Figure 1.2-1 MyGinnieMae Onboarding Workflow

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# 2 USING THE MYGINNIEMAE PORTAL

This section provides a general walkthrough of the process for requesting a user account and functional roles to access business applications, as well as step-by-step instructions on how to log into the MyGinnieMae Portal, navigate its security features and manage your account.

#### 2.1 System Prerequisites

The Organization Administrator must be an authorized signer listed on the relevant Form HUD-11702 (Resolution of Board of Directors and Certificate of Authorized Signatures) found on the <u>MBS Guide: Forms website</u>. To set up an Organization Administrator account in MyGinnieMae, the Operations Administrator team must initiate the registration process and assign the proper roles to the new Organization Administrator. As an added level of security, each unique organization must have at least two Organization Administrators. To complete registration

and access approvals, one Organization Administrator will submit requests and the other Organization Administrator will approve requests.

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#### 2.1.1 Compatibility Settings

MyGinnieMae can be accessed using one of the following supported web browsers—Google Chrome 42+, Internet Explorer 11.x, and Mozilla Firefox 31+. Google Chrome has resulted in fewer errors for Portal users. However, some functions in the legacy systems, GMEP 1.0 and Ginnie*NET*, may still require the use of Internet Explorer. If using IE, ensure browser is up to-date; validate with your System Admin before selecting one of the download links 32-bit system / 64-bit system.

NOTE: You must disable the browser's pop-up blocker prior to accessing MyGinnieMae.

**NOTE:** Screens with a resolution greater than 1920X1080 (23") may render differently than images shown in this manual.

To access MyGinnieMae via Internet Explorer, the user may need to disable the browser compatibility settings as follows:

- 1. Open Internet Explorer.
- 2. Select the "Tools" icon.
- 3. Select "Compatibility View Setting."
- 4. Make sure the "Display intranet sites in Compatibility View" option is not checked.
- 5. Select "Close" to continue.



Figure 2.1-1 Compatibility View Settings

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#### (1) Support TLS 1.2

If using Internet Explorer, the user must set up the browser to support TLS 1.2. (This supersedes SSL 2.0, SSL 3.0, TLS 1.0, and TLS 1.1.). The user may need to adjust the user interface as follows:

- 1. Select "Tools" from the menu bar.
- 2. Select "Internet Options."
- 3. Select the "Advanced" tab.
- 4. From the "Settings" menu, scroll down to the "Security" leaf and select the checkbox to enable "Use TLS 1.2."
- 5. Select "Apply" to save the update.
- 6. Select "OK" to close the window.

eneral	Security	Privacy	Content	Connections	Programs	Advances
Setting	s					
	Enable     Enable     Enable     Enable     Enable     Enable     Send     Use S     Use T     Use T	e memory e native X e SmartSc e Strict P3 Do Not Tr. SL 2.0-OF SL 3.0-OF LS 1.0-ON LS 1.1-ON LS 1.2-ON	protection MLHTTP su reen Filter P Validatio ack reques F F	to help mitigat pport-OFF -OFF n*-OFF n*-OFF ts to sites you	e online atta	net E
	Varn Warn	about cer if changin if POST si	tificate ad g between .omittal is	dress mismatch secure and no redirected to a	-ON* t secure mo zone that d	de-O oes n *
•	Warn Warn	about cer if changin if POST si	tificate ad g between Jomittal is	dress mismatch secure and no redirected to a	-ON* it secure mo zone that d	de-O
۲ هTa	Warn Warn Warn	about cer if changin if POST si after you	tificate ad g betweer Jomittal is in restart yo	dress mismatch a secure and no redirected to a ur computer	-ON* t secure mo zone that d	de-O
r "Ta Reset	Warn Warn Warn kes effect	about cer if changin if POST si after you plorer set	tificate ad g between Jomittal is ministrat yo restart yo tings	dress mismatch secure and no redirected to a ur computer Restore	-ON* it secure mo zone that d	de-O II oes n •
*Ta *Ta leset Resi	Warn Warn Warn kes effect	about cer if changin if POST si after you plorer set t Explorer	tificate ad g between ibmittal is restart yo tings 's settings	dress mismatch a secure and no redirected to a ur computer Restore to their default	-ON* It secure mo zone that d advanced s	de-O

Figure 2.1-2 Use TLS 1.2

**NOTE:** Chrome and Firefox provide support for TLS 1.2 by default within their current releases. The setting is not user adjustable through the standard user interface.

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#### (2) Accessing Video Files

When attempting to access a video file stored in MyGinnieMae, the user must download the file before opening it to play within Windows Media Player. Follow these steps if Internet Explorer is the default web browser.

1. To download a file shared via a link within a message or email, right-click the file link.

#### Figure 2.1-3 Download File



- 2. Select "Save target as..." to initiate the download.
- 3. Specify a file location and select "Save."
- 4. Select "Open" from the action prompt to view the file's content.

If the user is not currently logged into MyGinnieMae, the user will be prompted for their credentials in order to initiate the download.

NOTE: Chrome and Firefox automatically prompt users to download before playing video files.

#### 2.1.2 Prerequisites to Accessing MyGinnieMae Portal

Before being granted access to the MyGinnieMae Portal, the user must complete the registration process. Privileged users called Organization Administrators, formerly known as Security Officers and Enrollment Administrators, facilitate the registration and access provisioning process within each organization. The Organization Administrator will register the account and, once registered, will arrange access for the account. See the <u>Creating a User Account</u> section for more information on the user registration process.

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#### 2.1.3 Functional Roles

In MyGinnieMae, users are provided access based on their business activities which are organized into meaningful access profiles called Functional Roles. Use of Functional Roles ensures users have appropriate level of access in relation to their job functions/responsibilities, enforces the "least privilege principle," and makes the account provisioning/deprovisioning actions easier for Organization Administrators. These roles are grouped and vary by type (Single-Family, Multifamily, HECM, etc.) as summarized in the <u>Functional Roles Matrix</u>. For more detail, refer to the <u>Requesting Functional Roles</u> section.

Functional Roles are based upon general responsibilities for a specific position which a user may share with other users. If a user sees a link that may not be applicable to their specific role, the user should contact their Organization Administrator for assistance. If a user is an Organization Administrator who also performs business functions, Functional Roles must be added to that user profile in addition to the Organization Administrator access. The following portal users can have customized Functional Roles:

- Issuers (such as Single-Family, Multifamily, HECM)
- Subservicers
- Document Custodians
- Depositors
- Agents
- Operations
- Ginnie Mae

#### 2.1.4 Contingencies and Alternate Modes of Operation

The MyGinnieMae Information System (IS) Contingency Plan exists to ensure resumption of time-sensitive operations and services in the event of an emergency and/or disaster (fire, power or communications blackout, tornado, hurricane, flood, earthquake, civil disturbance, etc.). The MyGinnieMae Contingency Plan applies to the functions, operations, and resources necessary to restore and resume operations applicable to MyGinnieMae.

Full Plan activation occurs in the event of a major system failure. At that time, the system fails over to the alternate processing site. Users of the system are notified in accordance with standard IT Operations notification – first that full plan activation is in progress, and again when activation is complete. In addition, <u>Ginnie Mae Customer</u> <u>Support</u> is provided with regular system status updates.

If there is a minor system failure or a planned outage, related outage information including start time, end time, and estimated duration is posted to the MyGinnieMae Portal <u>Public Landing Page</u>. Ginnie Mae is notified, and a message is provided to <u>Ginnie Mae Customer Support</u> for assisting users when they call. This notification is provided a week in advance for planned outages such as a Disaster Recovery exercise.

If users observe any security related abnormal behavior in MyGinnieMae, they must report the observation to the Pool Processing Agent (PPA) by contacting <u>Ginnie Mae Customer Support</u>.

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#### 2.2 Creating a User Account

The MyGinnieMae Account Management Console (AMC) is a self-service user registration process which collects, verifies, and creates a new user account. It provides a single identity, enabling users to access the portal and the business applications that reside within the portal. This process automates user account creation and access request provisioning and provides an audit history of user access.

The following conditions must be met for user registration and access provisioning to be completed successfully:

- 1. The invitation has been sent to an end user's organization business email address five or fewer times.
- 2. The individual must be employed by an organization which has been on-boarded and authorized to do business with Ginnie Mae.
- 3. The participant organization approves of their employee being granted access to Ginnie Mae's systems.
- 4. The participant organization approves the level of access requested for the user.

5. Operations agrees with the level of access requested.

An email with a link to register for MyGinnieMae is sent only after the Organization Administrator submits an invitation to register.

**NOTE**: Platinum Application users have a different registration process. For more information, refer to the <u>Platinum Pool Processing</u> section.

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### 2.3 Registration Email Invitation

- 2.3.1 Required User Information
  - 1. Navigate to the unique registration link in the MyGinnieMae registration email.

#### NOTE: The link is only active for 24 hours.

#### Figure 2.3-1 MyGinnieMae Registration Email

<ul> <li>Welcome to MyGinnieMae Registration (CAMO UAT)</li> </ul>		Yahoo/Inbox 🕁
<ul> <li>noreply@access.uat.ginniemae.gov <noreply@access.uat.ginniemae.gov></noreply@access.uat.ginniemae.gov></li> <li>To: mgmtestaccount1@yahoo.com</li> </ul>	Ē	Wed, Oct 11 at 2:04 PM 🖌
Dear MGM,		
You have been invited to register for the MyGinnieMae Portal. In order to complete the registration pro below:	cess, j	please follow the steps
<ol> <li>Navigate to https://access.uat.ginniemae.gov/register/index.html?key=23d51773-ebd5-4a3e-ab3e-3 only valid for 7 days from delivery**)</li> <li>Complete the following user registration fields:         <ul> <li>a. Work phone number</li> <li>b. Mobile phone number</li> <li>b. Mobile phone number</li> <li>c. Title</li> <li>d. Password</li> <li>e. Confirm password</li> <li>3) Click Finish.</li> </ul> </li> <li>Once your registration request has been approved and your account has been confirmed, you will recomplication processing the MyGinnieMae Portal.</li> <li>Should you have any questions or issues during the registration process, please refer to the <u>User Reg</u> or contact your Organization Administrator for assistance. Ginnie Mae truly appreciates your participat Portal a success for all of us.</li> </ol>	eive a istratic on in r	<u>152d9cf</u> . (**this link is <i>Welcome to</i> on <u>Quick Reference Card</u> making the MyGinnieMae

- 2. Fill out the following fields on the New User Registration Form:
  - Work Phone Number (be in the (555) 555-5555 format and cannot begin with a 1 or a 0.)
  - Mobile Phone Number (optional)
  - Title
  - Password
  - Confirm Password
  - RSA Token Serial Number (if applicable)

Our Guaranty Matters
New User Registration Form This wizard will guide you through Ginnie Mae's registration process. 1. Additional Information
Additional Information
Le MGM Aiddle Name Le Test
mgmtestaccount1@yahoo.com
Ms   Work Phone  Mobile Phone
<ul> <li>Password</li> <li>♥ Verify Password</li> </ul>
I agree with the Terms and Conditions.
I accept the privacy policy.
Finish

**NOTE**: Select the question mark icon to reveal the Password Policy. Make sure the password meets the following password policy requirements:

- Must not match or contain the user's first name or last name
- Must be 8-20 characters long
- Must contain at least 2 alphabetic character(s), and at least 1 uppercase and lowercase letter(s)
- Must contain at least 1 numeric character(s).
- Must contain at least 1 special character(s).
- 3. Select the "I agree with the Terms and Conditions" link or checkbox.
  - a. When the message box displays, review the text, scroll to the bottom, and Yes (Agree).
  - b. The "I agree with the Terms and Conditions" checkbox is now checked.

#### Figure 2.3-3 Rules of Behavior

I acknowledge that I have read the attached Rules of Resources. I understand, accept, and agree to compl these Rules of Behavior.	Behavior for Use of Information y with all terms and conditions of
	Cancel Yes (Agree)

- 4. Select the "I accept the privacy policy" link or checkbox.
  - a. Select the "Ginnie Mae Privacy Policy" link when the message box displays.

b. Review the text and select Yes.

Figure 2.3-4 Privacy Policy



5. Select Finish once the Privacy Policy and Terms and Conditions have been accepted.

Mae Juaranty Matters	

Figure 2.3-5 New User Registration Form - Completed

s wizard will guide you throug . Additional Information Additional Informa	h Ginnie Mae's registration process.			
🚔 Test		A Middle Name	۵	MGM
□ mgmtestaccount1	Øyahoo.com			
Ms	*	°	ę,	Mobile Phone
<ul> <li>I agree with the Terms</li> </ul>	and Conditions.			
I accept the privacy pr	olicy.			

6. A message will display confirming the form was submitted successfully and is awaiting approval by the Organization Administrator.





7. Once the request is approved and access is granted, both a Welcome Email and a New Functional Role Assignment Email will be sent to the user's email address and the portal can be accessed using the enterprise ID (email address) and password.

**NOTE**: In the event users login to the portal before functional roles are assigned, they will not yet be able to view My Dashboard or access business applications.



D To O New, Us	Tue 5/5/2020 9:57 AM DoNotReply@access.dev.ginniemae.gov Welcome to the MyGinnieMae Portal! eer
Dear New, U	User,
Welcome to	o the MyGinnieMae Portal! Your registration and access request has been approved, your account has been confirmed, and you are now able to login to the
MyGinnieM	lae Portal. You will receive another notificiation when your Functional Role(s) has been confirmed.
Logging into	o the MyGinnieMae Portal
1) Navigat	ie to <u>https://my.ginniemae.gov/</u>
2) Select ti	he Login link on the MyGinnieMae landing page.
3) Enter yo	our email address based <b>Username</b> and <b>Password</b> , then select Finish.
Registering	If or the Oracle Mobile Authenticator
1) Navigat	fe to <u>Mobile Authenticator Instructions</u>

#### Figure 2.3-8 New Functional Role Assignment Email



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#### 2.3.2 Expiration of Email Invitation

A registration link is active for only 7 days. Contact the Organization Administrator should there be any questions or issues with the access and registration process. If the Organization Administrator has questions, contact <u>Ginnie</u> <u>Mae Customer Support</u>.

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#### 2.3.3 Invitation Limits

If an invitation has already been sent to the email address a total of five times, the email address will be flagged, and the Organization Administrator will not be able to send another request. In order to send another invitation, contact <u>Ginnie Mae Customer Support</u>.

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#### 2.4 Requesting Functional Roles for My User Account

Functional Roles have been introduced to combine existing Ginnie Mae business systems/applications access roles from GMEP 1.0 and Ginnie*NET* into meaningful access profiles. Use of Functional Roles ensures users have the appropriate level of access in relation to their job functions/responsibilities, enforces the "least privilege principle," and makes the account provisioning/de-provisioning actions easier for Organization Administrators. These roles are grouped and vary by type (Single Family, Multi-Family, HECM, etc.). For details on functional roles, refer to the <u>Functional Role Matrix</u>. Contact the Organization Administrator to ensure access to the appropriate Functional Roles for the user's MyGinnieMae account.

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#### 2.5 Accessing the One-Time PIN (OTP) via Smart Device

In addition to email delivery, portal users will have the option to receive their OTP via Oracle Mobile Authenticator (OMA) which offers ease of delivery and enables users to securely verify their identity by using their smart device as an authentication factor. The mobile authenticator OTP is a six-digit code and will be valid for 30 seconds.

For the instructions on how to download and sync the OMA App with your MyGinnieMae account, follow these steps:

- 1. From a computer, log in to MyGinnieMae via <u>https://my.ginniemae.gov</u>.
  - a. Enter Username
  - b. Enter Password
  - c. Select LOGIN
- 2. The system will direct to the Multi-Factor Authentication Page.
  - a. Select the link for Oracle Mobile Authenticator Instructions on the left side of the page
  - b. This will open the OMA Instructions with QR Code so you can register with OMA

Cur Guaranty Matters MyGinnieMae	
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 scans on incoming messages at some organizations. Check Junk and Spam folders before requesting a new OTP.	Enter your One-Time PIN below One-Time PIN
Oracle Mobile Authenticator (OMA)	LOGIN
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	Didn't receive OTP? Click the browser refresh button ( ${f C}$ ) to resend. Expired OTP? Return to Portal Login.

**NOTE:** Alternatively, you can access the Oracle Mobile Authenticator Instructions using your smart device. This page is accessible either via a link in the Welcome Email received upon registration approval, via a link on the Multi-Factor Authentication page with the OTP prompt, or by directly accessing <a href="https://my.ginniemae.gov/gnma/oma.html">https://my.ginniemae.gov/gnma/oma.html</a>.

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2.5.1 Register with the Oracle Mobile Authenticator

To register with the Oracle Mobile Authenticator App, follow these steps:

- 1. If you do not already have OMA installed on your smart device,
  - a. Go to Google Play Store (Android) or Apple App Store (iPhone)
  - b. Download the Oracle Mobile Authenticator

Figure 2.5-2 The Oracle Mobile Authenticator Icon



- 2. Once downloaded,
  - a. Open the Oracle Mobile Authenticator App

b. Select the + button on the bottom of the display or the **Add Account** button if you are a first-time user. This will launch the camera on your smart device.

Figure 2.5-3 (Left) Oracle Mobile Authenticator (OMA) no prior accounts (Center) OMA List View (Right) OMA Grid View



3. Use your smart device to Scan the **QR Code** found in the **OMA Instructions with QR Code** on your computer.



Figure 2.5-4 OMA Instructions with QR Code

- a. Use your MyGinnieMae credentials to, Enter your Username
- b. Enter your Password
- c. Select Sign In

1:15				- 114	-
K Back	Add /	Account			
	Login F	Requir	red		
	Logini	ioqui			
Ente	er usernam	e and p	assy	vora.	
Usen	neme				
Pass					
	AC 724.71   1				
	Si	gn In			
			-		
	Ca	Incel			
24	20			1	_
q w	e r t	y u	u	i o	p
a s	d f	g h	j	k	1
Section 1	xc	v b	n	m	æ
l⇔ z	1 1 1 1				
		pace		ret	turn

#### Figure 2.5-5 Oracle Mobile Authenticator Login

**NOTE**: If you attempt to re-register the OMA with your MyGinnieMae account on the same device after having deregistered the account, you will be prompted to either "Create a New Account", "Overwrite", or "Cancel". The user should select "**Overwrite**." If you select "Cancel", you will have to de-register your device and re-register again in order to user the Oracle Mobile Authenticator. If you select "Create New Account", the account must be saved with a unique name, different from your previous registration.

**NOTE**: The MyGinnieMae account may only be connected to one smart device. If you attempt to register OMA with a MyGinnieMae account that is already registered, either on the same device or a different device, you will be prompted with the following error message after entering credentials.

	Error
This account another a	is already configured on device. Contact your administrator
	ок

Figure 2.5-6 Oracle Mobile Authenticator Error for Already Registered Accounts

4. On your next login to MyGinnieMae, you will be given the option to receive either One Time Pin through Email or One Time Pin from Oracle Mobile Authenticator as shown below:



**NOTE**: If you attempt to register with the Oracle Mobile Authenticator and your MyGinnieMae account is disabled, or you enter your credentials incorrectly, the following error message is displayed.



Figure 2.5-8 Disabled User / Invalid Credentials Error

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#### 2.5.2 De-register with the Oracle Mobile Authenticator

A user may need to de-register their smart device if they replace their current device with a new one, if they delete and re-download the Oracle Mobile Authenticator, or if they no longer wish to see OTP generated by the Oracle Mobile Authenticator as an option. To de-register a smart device, follow these steps:

- 1. Follow the instructions for Logging into MyGinnieMae.
- 2. From My Dashboard, select the user avatar or initials from the Global Header at the top of the page.

Figure 2.5-9 Edit My Profile



- 3. Select Edit My Profile.
- 4. Select the Account tab.

#### 5. Select Change Security Settings.

ly Dashboard	Finance	SFPDM Pools & Loans	SFPDM Maintenance	Platinum Processing	SFPDM Reports
ly Profile					
			$\frown$		
			(AO)		
			EDIT PHOTO		🖾 SAVE
			Organt, Alivia		
Contact	🛱 Work	Account			

#### Figure 2.5-10 User's Profile Account Tab

6. The system will redirect to the Password Change Authentication screen. Enter the username and current password.



Ginnie Mae Our Guaranty Matters MyGinnie Mae	
Password Change Notice You are being required to re-authenticate to change your password. This ensures that the registered email address is still valid.	Password Change Authentication         Please provide your username and password.         Username         Password         ENTER         Forgot Password?

**NOTE:** This page may open in a new tab, however the Portal session in the original tab will continue. It is recommended that, once the user has changed their password, the user close one of these tabs.

7. The system will prompt the Multi-Factor Authentication through Delivery of the OTP via Email delivery.

ae MyGinnieMae		
Notice: Delivery of the One-Time PIN (OTP) may not be immediate. Email delivery may experience a delay due to the email policy and security scans on incoming messages at some organizations. Check Junk and Spam folders before requesting a new OTP.	Multi-Factor Authentication Enter your One-Time PIN below One-Time PIN ENTER Didn't receive OTP? Click the browser refresh button (C) to resend. Expired OTP? <u>Return to Portal Login</u> .	

**NOTE:** Oracle Mobile Authenticator cannot be used to complete the OTP for Password Change Authentications. The user can only proceed with the OTP via Email delivery.

8. Once re-directed to the Change Password screen, select **De-register** on the Change Password Page.

Figure 2.5-13 Change Password Page

	# Home Q Links - @ cmcnichols@deloite.com -
Change Password  Password must not match or contain first or last name.  Password must be 8-20 characters long.  Password must be 8-20 characters long.  Password must contain at least 2 alphabetic characters, and at least 1 uppercase and lowercase letter(s).  Password must contain at least 1 special character(s).  Password must contain at least 1 special character(s).	Current Password: New Password: Confirm New Password:
<ul> <li>Password must not contain the username or match the last 24 previous passwords</li> </ul>	De-register Oracle Mobile Authenticator To de-register the Oracle Mobile Authenticator from your occount, click the De-register button below.
	Return to Portal

9. Select **Confirm** in the Confirmation window.

Figure 2.5-14 De-registration Confirmation Window

	🖀 Home 📿 Links 🗸
	Confirm De-registration of Oracle Mobile Authenticator
l	Are you sure you want to de-register your Oracle Mobile Authenticator?
iare ) Ic	Cancel Confirm
bet	c character(s).

10. A message that the de-registration was successful will display. To return to the portal, select **Return to Portal**.

Ginnie Mae	Q Links +	iopp.tester@yahoo.com +
Oracle Mobile Authenticator successfully de-registered for IOPPTESTER@YAHOO	OM. OIM status: COMPLETED	×
Change Password		
Password Policy		

**NOTE:** If you need to re-register a smart device with the Oracle Mobile Authenticator follow the instructions in the <u>Register with Oracle Mobile Authenticator</u> section.

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#### 2.6 Managing Your MyGinnieMae Account

2.6.1 Profile Management

To manage a user profile, select the user avatar. A drop-down menu will appear with the Issuer profile.

2.6.2 Issuer ID

Issuers associated with multiple Issuer IDs can toggle their view to display data specific to each individual business entity. This data is shown within the Commitment Authority Chart and Pool Numbers Chart.

**NOTE:** Subservicers will **not** be able to see Commitment Authority or to Request Pool Numbers.



Figure 2.6-1 Toggle View

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2.6.3 Edit Profile

Select "Edit My Profile" to:

- View the user's profile picture as well as change and delete the current photo. Select "Edit Photo" to select a new profile photo. Select "Delete Photo" to remove the current profile photo.
- Toggle between editing contact and work information.
- View "Connections" to display assigned Ginnie Mae Account Executive with their contact information.
- Edit public work profile information such as:
  - Start Date duration of organizational experience
  - Title current job title
  - o Job Functions details about the user's responsibilities
  - o Professional Background Summary brief biographical sketch of a user's professional experience

			部 Communities イ	Tools 🗸	C Knowle	idge Center
Ginnie Mae Our Guaranty Matters MyGin	nieMae			Q 🧕	Hello Jeff	1648 M
My Dashboard IPIM Pools	& Loans Maintena	nce				
My Profile						
		CENTRADO				E SAVE
Contact Work A	Connections (2)	Account				
Orgenization Name Bank of New York - BP_02						
issuer 02 -		2045 - GERSHMAN INVESTMENT CORP.				
3153 - PRUDENTIAL HUNTOON PAIGE ASSOCIAT 4042 - QUICKEN LOANS INC.	ES, LLC.	3998 - WELLS FARGO MULTIFAMILY CAPITAL 4188 - HIGHLAND COMMERCIAL MORTGAGE, LLC.				
Trie	Start Date					
Issuer		Ë				
Les Fundame El Audit a Compliance El Document Acquisition El Document Costadian El Document Catadian El Lacan payment occessing El Lacan payment occessing El Pool Ammentation El Pool Ammentation						

Figure 2.6-2 Manage Profile

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#### 2.6.4 Associated Accounts

Select the "Account" tab to view and update the profile setting for Single Sign-On identity association with other applications such as GMEP 1.0 or Ginnie*NET*. Use the drop-down menu to select a default ID for each application.

#### Figure 2.6-3 Associated Accounts



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#### 2.7 Resetting Passwords

There are several reasons for why a user may want or need to reset their password. In most cases this can be done without the assistance of a system administrator. This section of the guide identities the various circumstances for resetting a password and provides detailed instructions on what to steps to take in each instance.

#### 2.7.1 Change Password

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 these steps:

- 1. Follow the instructions for Logging into MyGinnieMae.
- 2. Select the user avatar or initials from the Global Header at the top of the page on My Dashboard.
- 3. Select Edit My Profile.



Figure 2.7-1 Edit User's Profile

- 4. Select the Account tab.
- 5. Select Change Security Settings.

Figure 2.7-2 Change Security Settings

my Frome		
	AO	
	C EDIT PHOTO	E SAVE
	Organt, Alivia	
🖹 Contact 📋 Work	Account	
Contact 🔂 Work	Account	
Previous Login	12:21.204 from IP Address 167.219.88.140	
Contact 🗇 Work Previous Login Last successful login on 2019-05-13 13:1	Jess Account           16.21.204 from IP Address 167.219.88.140	
Contact Work Previous Logn Last successful login on 2019-05-13 13:1 Change Security Settings	18:21.204 from IP Address 167.219.88.140	
Contact Work Previous Logn Last successful login on 2019-05-13 13:1 Change Security Settings Deter Decomm Cogness Decom	IB-21.204 from IP Address 167.219.88.140 OpeneNET	

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

Figure 2.7-3 Password Change Notice

Ginnie Mae Our Guaranty Matters My Ginnie Mae	
Password Change Notice You are being required to re-authenticate to change your password. This ensures that the registered email address is still valid.	Password Change Authentication Please provide your username and password. Username Password ENTER Forgot Password?

7. 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.

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

Figure 2.7-4 Password Change Notice

e MyGinnieMae		
Notice: Delivery of the One-Time PIN (OTP) may not be immediate. Email delivery may experience a delay due to the email policy and security scans on incoming messages at some organizations. Check Junk and Spam folders before requesting a new OTP.	Multi-Factor Authentication Enter your One-Time PIN below One-Time PIN ENTER Didn't receive OTP? Click the browser refresh button (C) to resend. Expired OTP? Return to Partal Login.	

**NOTE:** If a user account is disabled, the user will see the following error message. This error message will also show up if an invalid username and password are submitted:



<b>Ginnie</b> Our Guara	BC nty Matters Security
	Your Credentials Were Not Accepted.
	Please ensure that the username and password were entered correctly. If they are not accepted, it may be because your account has been disabled. For further assistance please contact your Organization Administrator. If they are unable to help, please contact the Ginnie Mae Customer Support Hotline by dialing (833) GNMA HELP or (833) 466-2435.

- 9. On the Change Password page,
  - a. Enter the Current Password
  - b. Enter a New Password
  - c. Confirm New Password
  - d. Select Submit

Password Policy Password must not match or contain first or last name. Password must be 8-20 characters long. Password must contain at least 2 alphabetic characters, and at least 1 uppercase and	Current Password:
lowercase letter(s). • Password must contain at least 1 numeric character(s). • Password must contain at least 1 special character(s). • Password must not contain the username or match the last 24 previous passwords.	Confirm New Password: Submit
	Display RSA Token QR Code To display RSA Token QR Codes for importing into mobile devices, click the RSA Q Code button below.
	RSA QR Code

- 7. A successful password change message will display,
  - a. Select OK

Figure 2.7-7 Successful Password Change Message

Ginnie Mae MyGini Dur Guaranty Matters	Successful Password Change	
Password change successful.	Your password change was successful. Redirecting you to the MyGinnieMae Portol site.	
You have successfully changed your password. Please logout and re-login utilizing this new password.	ox	

8. The user will receive a confirmation email that their password has been changed.

Figure 2.7-8 Change Password Confirmation Email

D To tali210@gi	Fri 1/3/2020 4:54 PM donotreply_access@ginniemae.gov MyGinnieMae Password Change Confirmation nnienet.com		
This notice is to confirm that the MyGinnieMae password has been changed for user <u>TALI210@GINNIENET.COM</u> . If you did not initiate this action, please contact your Organization Administrator for assistance. If they are unable to help, contact the Ginnie Mae Help Desk at (833) GNMAHELP or (833) <sup>-</sup> 466-2435.			
This email h For more in	as been scanned by the Symantec Email Security.cloud service. formation please visit <u>http://www.symanteccloud.com</u>		

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#### 2.7.2 Forgotten Password

If a user has forgotten their password, they may change it on own their own by following the instructions below.

- 1. Navigate to the Public Landing Page at https://my.ginniemae.gov/.
- 2. Select Login.
- 3. Select Forgot Password?

Ginnie Mae Our Guaranty Matters MyGinnie Mae	
Sovernment Security Disclosure ou are accessing a U.S. Government information system, which includes (1) this computer, (2) this monuter network. (3) all computers connected to this network, and (4) all devices and storage	Initial Authentication Please provide your username and password.
nedia attached to this network or to a computer on this network. This information system is provided or U.S. Government-authorized use only.	Username
criminal penaities.	
I. You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government suppose monitor, intercept, search and setze any communication or data transiting or stored on this nformation system.	Forgot Password?
<ol> <li>Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.</li> </ol>	
3. Your consent is final and irrevocable. You may not rely on any statements or informal palicies supporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except HUD or Ginnie Mae's Chief information Officer.	

Figure 2.7-9 Login Page

**NOTE:** If the user enters the incorrect username or does not have a registered MGM account, they will see the following error message:



Multi-Factor Authentication	
Invalid One-Time PIN	
Enter your One-Time PIN below	
One-Time PIN	
ENTER	
Didn't receive OTP? Click the browser refresh button ( ${f C}$ ) to resend. Expired OTP? Return to Portal Login.	

**NOTE:** If a user account is disabled, the user will see the following error message. This error message will also show up if an invalid username and password are submitted:

	e ty Matters	
MyGinnieMae Portal and S	Your Credentials Were Not Accepted.	
	Please ensure that the username and password were entered correctly. If they are not accepted, it may be because your account has been disabled. For further assistance please contact your Organization Administrator. If they are unable to help, please contact the Ginnie Mae Customer Support Hotline by dialing (833) GNMA HELP or (833) 466-2435.	

4. The system will redirect to the Password Change Authentication screen. **Enter your username**, then select "Login."

Figure 2.7-12:	Forgot	Password	Username	Prompt
----------------	--------	----------	----------	--------

Ginnie Mae Our Guaranty Matters MyGinnie Mae		
Password Change Notice You are being required to re-authenticate to change your password. This ensures that the registered email address is still valid.	Password Change Authentication Please provide your username. Username ENTER	

5. After successfully entering their username, Enter the OTP received via email in the One-Time PIN field and select Login.

**NOTE:** Oracle Mobile Authenticator cannot be used to complete the OTP for Password Change Authentications. The user can only proceed with the OTP via Email delivery.



Gur Gurranty Matters MyGinnieMae	
Notice: Delivery of the One-Time PIN (OTP) may n experience a delay due to the email pol messages of some organizations. Check requesting a new OTP.	be immediate. Email delivery may and security scans on incoming ik and Spam folders before Didn't receive OTP? Click the browser refresh button { C} to resend. Expired OTP? <u>Return to Portal Login</u> ,

- 6. After successfully entering the OTP, the user will be directed to the Reset Password page to,
  - a. Enter a New Password
  - b. Confirm New Password
  - c. Select Submit

Figure	2.7-14:	Reset	Password	Page

<ul> <li>Password Policy</li> <li>Password must not match or contain first or last name.</li> <li>Password must be 8-20 characters long.</li> <li>Password must contain at least 2 alphabetic characters, and at least 1 uppercase and lowercase letter(s).</li> <li>Password must contain at least 1 numeric character(s).</li> <li>Password must contain at least 1 upecial character(s).</li> <li>Password must contain at least 1 upecial character(s).</li> </ul>	Reset Password Please enter and confirm your new password. New Password: Confirm New Password: Cancel Submit
--	--

- 7. A successful password change message will display,
  - a. Select OK



Ginnie Mae Our Guaranty Matters MyGint	Successful Password Change	
Password change successful.	Your password change was successful. Redirecting you to the MyGinnieMae Portal site.	
You have successfully changed your password. Please logout and re-login utilizing this new password.	ОК	

8. The user will be redirected to the Login Page, where they can login using their new password.

Figure 2.7-16: Redirect to Login Page

Our Guaranty Matters	
Government Security Disclosure	Initial Authentication
You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network. (3) all computers connected to this network, and (4) all devices and storage	Please provide your username and password.
redia attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.	Username
Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.	Password
By using this information system, you understand and consent to the following:	LOGIN
<ol> <li>You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any lime, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system.</li> </ol>	Forgot Password?
<ol> <li>Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.</li> </ol>	
3. Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or withen, by your supervisor or any other official, except HUD or Ginnie Mae's Chief information Officer.	

9. The user will receive a confirmation email that their password has been changed.

Figure 2.7-17: Password Change Confirmation Email

D	Fri 1/3/2020 4:54 PM donotreply_access@ginniemae.gov MyGinnieMae Password Change Confirmation
This notice is to confirm that the MyGinnieMae password has been changed for user <u>TALI210@GINNIENET.COM</u> . If you did not initiate this action, please contact your Organization Administrator for assistance. If they are unable to help, contact the Ginnie Mae Help Desk at (833) GNMAHELP or (833)-466-2435.	
This email h For more inf	as been scanned by the Symantec Email Security.cloud service. formation please visit <u>http://www.symanteccloud.com</u>

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#### 2.7.3 Expired Password

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 will have to follow the instructions to change passwords upon next login. If the user has forgotten the expired password, contact the Organization Administrator to have the password reset. After three unsuccessful attempts to enter a password, the account will be locked, and the user must contact the Organization Administrator to have the account the Organization Administrators section.

**NOTE**: Users will receive a daily email notification of impending password expiration starting the 81<sup>st</sup> day until the 90<sup>th</sup> day or until the password has been reset. A password expiration email is sent after the 90<sup>th</sup> day.

- 1. Navigate to the Public Landing Page at <u>https://my.ginniemae.gov/</u> and select Login.
- 2. Login using the Username and Expired Password. See the Entering a Username and Password section.

Our Guaranty Matters	
Government Security Disclosure	Initial Authentication
(ou are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage	Please provide your username and password.
nedia attached to this network or to a computer on this network. This information system is provided or U.S. Government-authorized use only.	Usemame
Inauthorized or improper use of this system may result in disciplinary action, as well as civil and riminal penatties.	Password
By using this information system, you understand and consent to the following:	LOGIN
. You have no reasonable expectation of privacy regarding any communications or data transiting sr stored on this information system. At any time, the government may for any lawful government suppose monitor, intercept, search and seize any communication or data transiting or stored on this nformation system.	Forgot Password?
<ol> <li>Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.</li> </ol>	
3. Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether orai or written, by your supervisor or any other official, except HUD or Ginnie Mae's Chief information Officer.	

#### Figure 2.7-18: Login Page

3. The system will redirect to the Password Change Authentication screen. Enter your username, then select "Enter."

#### Figure 2.7-19: Forgot Password Username Prompt



4. Upon successfully entering your username, you will receive a One Time PIN (OTP) via your registered email. Enter your **OTP** and select **Enter**.



De MyGinnieMae		
Notice: Delivery of the One-Time PIN (OTP) may not be immediate. Email delivery may experience a delay due to the email policy and security scans on incoming messages at some organizations. Check Junk and Spam folders before requesting a new OTP.	Multi-Factor Authentication Enter your One-Time PIN below One-Time PIN ENTER Didn't receive OTP? Click the browser refresh button (C) to resend. Expired OTP? <u>Return to Portal Login</u> .	

- 5. After successfully entering the OTP, the user will be directed to the Reset Password page to,
  - a. Enter a New Password
  - b. Confirm New Password
  - c. Select Submit



<ul> <li>assword Policy</li> <li>Password must not match or contain first or last name.</li> <li>Password must be 5-20 characters long.</li> <li>Password must contain at least 2 alphabetic characters, and at least 1 uppercase and lowercase letter(s).</li> <li>Password must contain at least 1 numeric character(s).</li> <li>Password must contain at least 1 upecial character(s).</li> <li>Password must not contain the username or match the last 24 previous passwords.</li> </ul>	Reset Password Please enter and confirm your new password. New Password: Confirm New Password: Cancel	Submit
--	---	--------

6. A successful password change message will display.

Figure 2.7-22: \$	Successful	Password	Change	Message

Ginnie Mae Our Guaranty Matters MyGint	Successful Password Change
Password change successful.	Your password change was successful. Redirecting you to the MyGinnieMae Portal site.
You have successfully changed your passward. Please logout and re-login utilizing this new password.	ОК

7. The user will be redirected to the Login Page, where they can login using their new password.

Figure 2.7-23: Redirect to Login Page

Our Guaranty Matters	
Government Security Disclosure	Initial Authentication
(ou are accessing a U.S. Government information system, which includes (1) this computer, (2) this	Please provide your username and password.
being and achieved to this network or to a computer on this network, this information system is provided or U.S. Government-authorized use only.	Username
Jnauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penaities.	Password
By using this information system, you understand and consent to the following:	LOGIN
. You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government suppose monitor, intercept, search and seize any communication or data transiting or stored on this information system.	Forgot Password?
<ol> <li>Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.</li> </ol>	
3. Your consent is final and irrevocable. You may not rely on any statements or informal policies surporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except HUD or Ginnie Mae's Chief information Officer.	

8. The user will receive a confirmation email that their password has been changed.

Figure 2.7-23 Password Change Confirmation Email

D To tali210@gir	Fri 1/3/2020 4:54 PM donotreply_access@ginniemae.gov MyGinnieMae Password Change Confirmation		
This notice is to confirm that the MyGinnieMae password has been changed for user TALI210@GINNIENET.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 Help Desk at (833) GNMAHELP or (833) <sup>2</sup> 466-2435.			
This email has been scanned by the Symantec Email Security.cloud service. For more information please visit <u>http://www.symanteccloud.com</u>			

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#### 2.7.4 Logging In After an Admin Reset a User's Password

If an Organization or Operations Admin has reset a user's password using the Access Management Console, the user will receive an email containing a temporary password. The user will no longer be able to sign into the Portal with their old password and will be prompted to change their password upon first time login with the new, temporary password.

Figure 2.7-24 Temporary Password Email



- 1. Navigate to the Public Landing Page at <a href="https://my.ginniemae.gov/">https://my.ginniemae.gov/</a> and select Login.
- 2. Login using the Username and **Temporary Password**. See the <u>Entering a Username and Password</u> section.

Figure	2.7-25	Login	Page
--------	--------	-------	------

Ginnie Mae MyGinnie Mae	
Government Security Disclosure	Initial Authentication
(ou are accessing a U.S. Government information system, which includes (1) this computer, (2) this	Please provide your username and password.
computer remotive to fail computers connected to his remotive, this information system is provided or U.S. Government-authorized use only.	Username
Jnauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.	Password
By using this information system, you understand and consent to the following:	LOGIN
I. You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government suppose monitor, intercept, search and seize any communication or data transiting or stored on this nformation system.	Forgot Password?
<ol> <li>Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.</li> </ol>	
3. Your consent is final and irrevocable. You may not rely on any statements or informal policies supporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except HUD or Ginnie Mae's Chief information Officer.	

3. Select your Preferred Method of receiving a One-Time PIN (OTP) and select OK.

Ginnie Mae Our Guaranty Matters	MyGinnieMae	
Notice: Please select the me The Oracie Mobile A can have your OTP o	thod of retrieving your One-Time PIN (OTP). uthenticator, on your smart device, will generate your OTP, or you lefvered to you via the registered email address.	Multi-Factor Authentication Please choose your preferred method © One Time Pin through Email © One Time Pin from Oracle Mobile Authenticator OK

4. Enter your **OTP** and select **Login**.

#### Figure 2.7-26 OTP Page

Ginnie Mae Our Guaranty Matters MyGinnie Mae	
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 scans on incorning messages at some arganizations. Check Junk and Sparn folders before requesting a new OTP.	Enter your One-Time PIN below One-Time PIN
Oracle Mobile Authenticator (OMA)	LOGIN
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	Didn't receive OTP? Click the browser refresh button ( ${\bf C}$ ) to resend. Expired OTP? Return to Portal Login.

- 5. After successfully entering the OTP, the user will be directed to the Reset Password page to,
  - a. Enter a **New Password**
  - b. Confirm New Password
  - c. Select Submit

Figure 2.7-27 Enter New Password Page

<ul> <li>Paravord must not match or combin first or last name.</li> <li>Paravord must be 2-0 characters long.</li> <li>Paravord must be 2-0 characters long.</li> <li>Paravord must be 2-0 characters long.</li> <li>Paravord must contain at least 1 special character(s).</li> <li>Paravord must contain at least 1 special character(s).</li> <li>Paravord must not contain at least 1 special character(s).</li> </ul>	Reset Password       Please enter and confirm your new password.       New Password:       Confirm New Password:       Cancel   Submit
--	--

- 6. A successful password change message will display.
  - a. Select **OK**

#### Figure 2.7-28 Successful Password Change Message



- 7. The user will be redirected to the Login Page, where they can login using their new password.
- 8. The user will receive a confirmation email that their password has been changed.

Figure 2.7-29 Password Change Confirmation Email

D To tali210@gir	Fri 1/3/2020 4:54 PM donotreply_access@ginniemae.gov <b>MyGinnieMae Password Change Confirmation</b> nnienet.com
This notice is	s to confirm that the MyGinnieMae password has been changed for user <u>TALI210@GINNIENET.COM</u> .
If you did no	Initiate this action, please contact your Organization Administrator for assistance. If they are unable to help, contact the
Ginnie Mae	Help Desk at (833) GNMAHELP or (833):466-2435.
This email ha	as been scanned by the Symantec Email Security.cloud service.
For more inf	formation please visit <u>http://www.symanteccloud.com</u>

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#### 2.8 Logging into MyGinnieMae

To successfully log into the portal, users must correctly enter their username, which is the corporate email address used to register for the MyGinnieMae account, the current password, and One-Time PIN (OTP) sent to the corporate email address or through the Oracle Mobile Authenticator (OMA). Once entered users can navigate freely within the portal and its business applications.

- 2.8.1 Entering a Username and Password
  - 1. Navigate to the Public Landing Page at <a href="https://my.ginniemae.gov/">https://my.ginniemae.gov/</a> and select Login.

Ginn	MyGinnieMae		⊡1.opin
Ginnie Ma <b>Moder</b>	e's nization Effort		
Welcome to	MyGinnieMae the new Ginnie	Patrum Pat Potentia Pote	
MyGinnieMae is a se first release MyGinni	elf-servicing portal that will provide a one-stop-shop eNae, which is being introduced with a controlled of	INDED CLINES PHOSE CONCENT for the Gimme Mae business community. It offers advanced portal features that connects users, promotes collabor set of features and is made accessible to a selective set of users.	ation, and shares organizational knowledge. This is the
150	Doing Business with Ginnle Mae	Ginnie Mae's Role in Housing Finance	Media Center

**NOTE:** It is recommended that users bookmark the Public Landing Page at <u>https://my.ginniemae.gov</u>. Bookmarking any other page will cause navigation issues.

- 2. On the Login Page,
  - a. Enter Username
  - b. Enter **Password**
  - c. Select Login

Figure 2.8-2 Login Page

Ginnie Mae MyGinnie Mae	
Government Security Disclosure	Initial Authentication
You are accessing a U.S. Government intomation system, which includes (1) this computer, (2) this	Please provide your username and passwo
composer network, space and so the computer commence to the network, that is a devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.	Username
Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penaltiles.	Password
By using this information system, you understand and consent to the following:	LOGIN
1. You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any tawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system.	Forgot Password?
<ol><li>Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.</li></ol>	
3. Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except HUD or Ginnie Mae's Chief Information Officer.	

**NOTE:** If a user enters an incorrect username or password, or their account is disabled or locked, they will see the following error message. The user must retry and enter the correct username and password.

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?

#### Figure 2.8-3 Incorrect Username/Password Error

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#### 2.8.2 Choosing and Entering a One-Time PIN (OTP)

After successfully entering a username and password, the Multi-Factor Authentication Page will display.

- 1. If the user has enrolled with the Oracle Mobile Authenticator (OMA), the user will be prompted to select:
- 2. If the user has not enrolled with OMA, the system will automatically send the OTP through email.
- 3. A One-Time PIN field will appear,
  - a. Enter the OTP received
  - b. Select LOGIN

Figure 2.8-4 (Above) One-Time PIN (OTP) through email / (RIGHT) OTP from Oracle Mobile Authenticator (OMA)

Ginnie Mae OTP Code	W sodializedati	Accounts
donotreply_access@g:riniemae.gov     To: mgm.opstester@yahoo.com     MyGinnieMae One-Time Pin is 14124083 This OTP is valid for 10 minutes.	Aug 14 at 451 PM 🚖	BYNM_DEV
Ginnie Mae MyGinn e Mae		204761
Notice: Delivery of the One-Time PH (OTIP may not be immediate. Crist delivery may experience a detay due to the immedication of excert y cans on incoming memory at some experiments. Just and Scherobastic reveals upperformed on the operating set of the operating set.	Mutti-Factor Authentication orier your One-Trime PNI bettee One-Trime PIN	$\square$
Oracle Mobile Authenticator (OMA)	LOGIN (	

**NOTE:** The OTP from OMA will regenerate every 30 seconds and the user must enter the OTP currently displaying. The OTP through email is valid for 10 minutes; once 10 minutes has elapsed, a new OTP must be generated. If the OTP has expired or a System Error displays, close the browser and return to the Public Landing Page to log in

again. If you requested an OTP through email and did not receive it, select the browser refresh button to generate a new OTP.

The Multi-Factor Authentication Page will timeout after 15 minutes if the user does not make a selection or enter an OTP and a System Error will be generated. The user must close the browser and return to the Public Landing Page to log in again.

#### Figure 2.8-5 System Error Message



4. Once all credentials are successfully entered, the system will direct to the My Dashboard landing page.

Figure 2.8-6 My Dashboard

Ginnie Mae My Ginnie Mae		Q 💮 🗹 204 🚍 🗚
My Dashboard Pools & Loans Maintenance Va	lidation Tool Reports	
MISMO Pools Technology Preview	118.	
Express of Work	Technologie Proview MISBO Proview MISBO Proview Car	stors Tel 1
Inbox	Notes	
Messages E Tasks Evenis 204 new O cutstanding 2 upcoming		Q. Filter by note title
A new event has been added to the calendar.	2.01 PM ET No notes found	
A new event has been added to the calendar.	Jan 9, 2017 at 11.46 AM ET	NEW

**NOTE:** If the user does not have functional roles assigned, the system will not direct the user to My Dashboard and the user will see an error. The user should contact their Organization Administrator to request a role(s).

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#### 2.8.3 Logging In After an Admin has Enabled User's Account

If the user's account has been disabled due to 90 days of inactivity or for any other reason, the account must be reenabled, and Functional Roles must be access must again be provisioned by the Organization Administrators. See the <u>Organization Administrators</u> section. Once the account is re-enabled, a user must log into the account the same day; if the user does not log in to MyGinnieMae on the same day the account is re-enabled, the system will disable the account again the following day. It is suggested that the user log into MyGinnieMae while on the phone or in contact with their Organization Administrator.

**NOTE:** The recommendation is for users to log in to MyGinnieMae at least once each 90-day period to avoid the account becoming inactive and to ensure that access is readily available whenever urgently needed at short notice.

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#### 2.9 Exiting

Users may exit the portal in one of two ways manually and automatically. Whichever way the user chooses to exit the portal it is important to know that closing a portal session does not close any application sessions that have opened in new browser windows. For security reasons, a user should make sure to properly exit all open sessions when finished working.

2.9.1 Manually Exiting MyGinnieMae

1. To exit MyGinnieMae at any point, select the lock icon at the top right of the page.



Figure 2.9-1 Logout Lock Icon

2. Select LOG OUT.

#### Figure 2.9-2 Portal Logout



**NOTE:** For security reasons, always select "LOG OUT" after finishing a session and before closing the browser.

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#### 2.9.2 Automatic Logout

The Portal Session Timeout timer is a security feature that automatically logs the user out after 20 minutes of inactivity while also indicating how much time is left before the session times out. The session timer will automatically extend when the user:

- Manually refreshes the page,
- Selects the Extend button to extend the session, or
- Navigates from page to page within the Portal

To reveal the Portal Session Timeout timer, select the 📫 lock icon in the top right corner of the page.

Figure 2.9-3 Portal Session Timeout Timer



The timeout period for business applications on the Portal is the federal security standard 20 minutes of inactivity. If the session times out, close the browser and open a new browser session before attempting to log back into MyGinnieMae.

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# 2.10 Navigating the Portal

#### 2.10.1 Accessing Business Applications

MyGinnieMae Portal is protected with Multi-Factor Authentication (MFA) via a One-Time PIN (OTP) sent to the corporate email address or through the Oracle Mobile Authenticator. Once entered users can navigate freely within the portal and its business applications.

If the user has access to multiple organizations, that user must select the preferred organization ID before navigating to business applications to avoid navigation errors. See the <u>Issuer ID</u> section for more information on selecting the proper organization ID on the user's profile.

- 1. Once logged into the portal, select the "Tools" drop-down from the Global Header top of the page.
- 2. Select the business application (i.e. Ginnie*NET*) to be accessed.

**NOTE**: If the application does not open immediately, wait 10 to 20 seconds before selecting the link again.



Figure 2.10-1 Accessing a Business Application

**NOTE:** The first time a new portal user selects a GMEP 1.0 or Ginnie*NET* application from the Tools drop-down, a one-time dialog box will be displayed. Choose "Select" to pick the Default User ID. Users with multiple GMEP 1.0 accounts (for example, organizations sub-servicing for other Issuers) must keep track of the access/orgs provided to them for each account when selecting those accounts in My Profile.

3. When switching between business applications, if the user has access to multiple organizations and wants to view data for one organization in particular, the user must first select the preferred organization ID before navigating to another business application. See the <u>Issuer ID</u> section for more information on selecting the proper organization ID on the user's profile.

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#### 2.10.2 Marquee

On both the MyGinnieMae Public Landing Page and My Dashboard, the user can navigate through the marquee content and pause the carousel rotation. Use the left or right navigation arrows to cycle through content and select the Pause button to stop the carousel's rotation. Users may select on the marquee to open the full article detail which can display text, images, and video content.

#### Figure 2.10-2 Marquee



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#### 2.10.3 My Dashboard

Upon authentication, the user will be directed to their tailored landing page.



Figure 2.10-3 My Dashboard

On the My Dashboard page, the user is able to preview all the MyGinnieMae news, updates, and activities in the Portal. For instance, the user can:

- Access Communities, Tools, Files, and the Knowledge Center using the Global Header. Select Communities or Tools to view a drop-down menu of predefined links.
- View recent messages. Select on an individual list item to view the entire message. Additionally, the user can view all their messages by selecting the VIEW ALL MESSAGES link.
- Access the Activity Feed for summarized updates from shared components such as community forums and files. Feed items include navigation links allowing the user to view or download a file or view a forum post or comment.

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#### 2.10.4 Bookmarks

In the "Tools" drop down, each user has a section titled "Bookmarks." Users can manage visibility preferences for the items available in this section. Select the "Edit" link to access the personalization control panel. Select to hide or show bookmarks. When done, select "Save" to display the personalized view of bookmarks within Tools.

elect the bookmarks you'd like to appear in your list.		_
BOOKMARK LIBRARY	MY BOOKMARKS	
AliRegs		- i
Bicomberg	×	
Desk Manual		
eMBS	×	
FHA Website		
Fitchratings		

#### Figure 2.10-4 Bookmarks

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#### 2.10.5 Industry News

Select a news feed from the drop-down menu to see currently available news content from a particular publisher. Select the two-line summary to view the full article summary. Select the headline to view the complete article in a separate tab that will redirect to the publisher's site.



Mortpage News Daily		/ t==
Bortgage Bankers Association		
Semandadaya wee Slowlows Ahaad		10 kgr 22 20 10 10 10 40 40
Instant To Mild News/New		
Herdans of the National Association of Hume 8 to prog haveld's Remodering Manac brass (Rn 9 the pror duarter) than report to is lower. These subcomponentian region politicine and alternati	Aders (NAHB) remodaling driven reported that mannel condition remained about the same grane ine point of 41. The respiration makes above the treatment period that is also that components is the that, the two can expect and pointer period point of 0 which same in the provided time point (b) 55. million and participation period terms of content mannel in expension time point (b) 55. million and participations (b) which many and the provided terms point (b) 55. million and participations (b) which many (b) which is the the the provided terms and administrics. (b) which many (b) which is the point (b) 55. million and participations (b) which many (b) which is the point (b) set (b) which is the point of the point of the point of the point (b) which is the point (b) set (b) which is the point of the poi	In the final surely (#2215 as in the last quarks of 2215 his event indicators of future work that more reconsist report in NAHEs regions survey that manual scheme, is higher compare compares to the survey of the survey of the survey that manual scheme is the compares to the survey of the surv
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#### 2.10.6 Messages

Users can send, view, and filter messages in their inbox. Select the "IMPORTANT" and/or "UNREAD" buttons to filter messages being displayed. Users can view individual messages with the ability to Flag, Mark as

Read/Unread, and Delete. Ginnie Mae Account Executives also have a "New Message" option to send a message.

Figure 2.10-6 Messages

	📇 Communities 🗸 👘 Tools 🗸 👘 Files 🖓 Knowledge Center
Ginnie Mae My Ginnie Mae	🔍 🚯 Halo UAT 🗹
My Dashboard Issuers	
Messages	
16 Messages Reminificant 28 unitad	
Today	
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Yesterday	
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ethiopith (	Predivodas al 12 15 448 ET
Aug 14 , 2015	
All Portal Users - Mag Test     All Portal Users - Mag Test	Aug 14, 2011 #11 41 888 (1



#### 2.11 Dashboard Components/Widgets

Dashboard components/widgets provide business information based on "persona type" such as Issuer, Document Custodian, and Ginnie Mae Staff. A user's persona type determines which components/widgets will show on their dashboard.

#### 2.11.1 Commitment Authority Dashboard Chart

Users with the assigned Functional Role that includes access to the Commitment Management (CM) application may view the organization's available and used Commitment Authority. The user will only be able to access their organization's information. Select the associated Issuer ID list to view data specific to each business entity for which the user is responsible.

When the user hovers over the pie-chart widget, a rounded dollar value will display along with the assigned expiration date for those funds, including available and used.

A low balance alert will display when available funds fall below the predefined 25% threshold.

Select the "View Details" button to access the appropriate module to retrieve details or request additional Commitment Authority.

#### Figure 2.11-1 Commitment Authority Details



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#### 2.11.2 Pool Numbers Dashboard Chart

Users with the assigned Functional Role that includes access to the Request Pool Number (RPN) application may view their organization's utilization of pool numbers over time. The user will only be able to access their organization's information.

When users hover over any bar-chart segment, the number of pool numbers used and available in the selected month is displayed.

Select the "View Details" button to access the appropriate module within the GMEP 1.0 Portal.



Figure 2.11-2 Pool Number Details

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#### 2.11.3 Issuer Operational Performance Profile (IOPP) Scorecard

Ginnie Mae Issuers have a high-level view of their respective Issuer Operational Performance Profile (IOPP) information. The user can access more detailed issuer performance information by navigating to IOPP via the "View in IOPP" link from the Dashboard component/widget, including:

- Issuer details for the currently selected issuer,
- Overall Operational score,
- Overall Default score (Single-Family Issuers only), and
- Full Issuer report in IOPP (GMEP 1.0).
- The "View in IOPP" hyperlink will redirect to the IOPP application.







#### 2.12 Communities

Provides access to blog posts and discussion forums to share information on a variety of business topics. Not all "personas" are granted discussion forum access. Currently, Ginnie Mae Account Executives may initiate and respond to discussions, while some users are able to comment on existing discussions, and others do not have access to this feature at all.

#### 2.12.1 Leadership Blog

Ginnie Mae leadership may use blog posts to communicate industry events and information and Ginnie Mae announcements with the MyGinnieMae user community. Select "Communities" in the header and select "Leadership Blog" from the drop-down. A list of blog posts will display. The user will see only blog posts targeted to them. Select "Read More" to display the full-page view of the blog post.

	⊕ Communities ∨ □ Tools ∨ □ Files ♀ Knowledge Center
Ginnie Mae Cor Gueranty Matters My Ginnie Mae	CU Hello CommunicationAdmin
My Dashboard	
Leadership Blog	
blog moderator testtest adhiwat edit 123 456	
test	
P1	READ MORE

Select "Comments" to display all comments made to the blog post. To add a comment, enter the text in the "Leave a Comment" field and select "Post Comment."

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#### 2.12.2 Discussion Forums

Discussion forums provide a central location where a user can create and discuss relevant Ginnie Mae topics with other users. The user can view discussions details including:

- Topics
- Author
- Thread Started
- Replies
- Last Post

Select the "New Discussion" link to create a new discussion topic. A window will appear in which the user may start a discussion. Current forums include an Account Executive to Issuer Forum and an Account Executive to Account Executive Forum. Additional forums may be added based on input and feedback from Portal users.

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#### 2.13 Knowledge Center

The Knowledge Center provides a central location to view and download approved resources. A Ginnie Mae Content Manager manages the Knowledge Center.

#### Figure 2.13-1 Knowledge Center

Ginnie Mae My Ginnie Mae	Commundeer V 🔄 Tools V 🔄 Files V Koonledge Gener Q 🖉 Teols UAT 💆 🗄
My Dashboard issuers Knowledge Center	
Knowledge CENTER	
KG TEST TEST TEST File to hong Suffee Randow	AE Contern Manager + Tiganizar an Aug 17, 2011 al 16 (Par et
KC over aphranet KC operative 2	All: Character 1 National Concept 1 National Concept 1, 2017, at 4 10 PM 211
KC Housing, France, Conterence, 20150316     KC -quark let 3	AC Control Municipal 1 (palmini on ongo 11, 3015 at 21, 2141 (1

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#### 2.14 Portal Search

The search function allows a user to quickly find items such as files, forums, and people within MyGinnieMae. It is represented by a magnifying glass icon and located above the Marquee.

		and Continuation on California on California A Methodale California
Ginnie Mae My Ginnie Mae		Q_1 🔄 🔯 Heaturt 🖄 🛔
My Dashboard issuers		
1 1 1 1 1 1 1 1	1.10	
	· · · · · · · · · · · · · · · · · · ·	
1		
-		
	-	The second second
My Circle	The Querity Ostant SPE 1	P3-spaden den Aregus fort Image //ACEDOK
	Calls And I	Contri Blue.
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TESTING ALL AF MERIAGER The message I'll with Fullter ACs are I	transactor	Site Seath registed - on the tapic Test Tapic in the Yorker source to Account - Training Seather Franks
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Test 107/77/7     Test 102/77/7/	14040a #140 P#10	Mile Svalle control for topic Tent Tapic is the forum hower to Account 3 here's tips Executive Forum. The is a set of the forum
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Figure 2.14-1 Portal Search

When the user selects the magnifying glass icon, a search bar will expand in which the user enters search keyword(s). Select the "Go" button to initiate the search. The system will display the search results page, which shows relevant items within MyGinnieMae based on the search criteria and permissions. Users can filter search results by Files, Forums, Knowledge Center, and People. The total match count is displayed on the top right of the filter bar and subset result counts are shown next to each filter.

#### Figure 2.14-2 Search Results

			-El-Communi	ties ✓	ols 🗸 🛛 😨 Knowl	edge Center
Ginnie Mae	MyGinnieMae	Q ginnie		GO	Hello Jeff	1648 M
My Dashboard IPIM	Pools & Loans Maintenan	nce				
earch Results						
7 results for ginnie in the following locations	s selected					
Porums (10)	Knowledge Center (33)	Blogs (10)	People (334)			
Forum Message Indicated and SecureD Token for Gr process of replacing the biometric scann means that anyone who will submit any in	innieNET Users The "Authorited GinnieNET Sig er uned in GinnieNET with a BecurtD Token solu rdomadion via GinnieNET for p	gner" role and the new "Verify Role Assig ution. All Issuers and Document Custodi	nment" interface are now available i ans must be ready to migrate to the	n GMEP. As previous new SecuriD Token f	sly announced, Ginnie It functionality as soon as	tae is in the possible. This
Forum Message implementation of SecureD Token for Gi process of niplacing the biometric scalars means that anyone who will submit any is motimementation of SecureD Token for Gi process of niplacing the biometric scalars means that anyone who will submit any a	InniekET Usere The "Authorities GinnenET Sig er sage in GinnehET with a Becuito Token sou retemation via GinnehET for p InnehET Users The "Authorized GinnehET Sig er used in GinnehET with a Becuito Token sou relamation via GinnehET for p	priet" role and the new "Verify Role Assig Lifer. Al Issuers and Document Costos priet" role and the new "Verify Role Assig utton. Al Issuers and Document Custodi	nment" inbeface are now available in ans must be ready to migrate to the nment" inbeface are now available in ans must be ready to migrate to the	n GMEP. As previous new SecuriD Token t n GMEP. As previous new SecuriD Token t	By announced, Ginnie II functionality as soon as sty announced, Ginnie II functionality as soon as	tae is in the possible. This fae is in the possible. This
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Contact information for people results includes basic contact information such as Title, Email, and Phone Number.

# 2.15 Requesting an RSA SecurID Soft Token for The First Time

To request an RSA SecurID Soft Token, a user must reach out to their Organization Administrator. The Organization Administrator will verify the user is an authorized signer in the HUD-11702 and request an Authorized Signer Functional Role for the user. If the role provisioning is completed, the new RSA SecurID Soft Token will automatically be assigned and distributed to the user.

# 2.16 Self-Service RSA SecurID Soft Token Replacement

A user may need to replace their RSA SecurID Soft Token if they no longer have the device their soft token was installed on or want to switch the device their soft token is installed on. The self-service process below only applies to replacement soft tokens.

- 1. Follow the instructions for Logging into MyGinnieMae.
- 2. From My Dashboard, select the user avatar or initials from the Global Header at the top of the page.



Figure 2.151 Edit My Profile

- 3. Select Edit My Profle.
- 4. Select the **Account** tab.

#### 5. Select Change Security Settings

GinnieMae	MyGinnieMae	
y Dashboard		
Profile		
		MT
		E LOIT PHOTO
		Testing, MGM
🗄 Contact 🛛 🛱 W	lork Account	
revious Login		
est successful login on 2023-	9-19 17:20:53.018 from IP Address 52.22	12.94.52
hange Security Settings		

Figure 2.152 User's Profile Account Tab

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



Password Change Notice You are being required to re-authenticate to change your password. This ensures that the registered email address is still valid.	Password Change Authentication         Please provide your username and password.         Username         Password         ENTER         Forgot Password?

7. 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.

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

Figure 2.154 Password Change Notice

Cur Guaranty Matters	lyGinnieMae		
Notice: Delivery of the experience a a messages at so requesting a ne	One-Time PIN (OTP) may not be immediate. Email delivery may delay due to the email policy and security scans on incoming me arganizations. Check Junk and Spam folders before ew OTP.	Multi-Factor Authentication Enter your One-Time PIN below One-Time PIN ENTER Didn't receive OTP? Click the browser refresh button (C) to resend. Expired OTP? Belum to Parta Login.	

**NOTE:** If a user account is disabled, the user will see the following error message. This error message will also show up if an invalid username and password are submitted:



MyGinnieMae Portal and S	e ty Matters ecurity
	Your Credentials Were Not Accepted.
	Please ensure that the username and password were entered correctly. If they are not accepted, it may be because your account has been disabled. For further assistance please contact your Organization Administrator. If they are unable to help, please contact the Ginnie Mae Customer Support Hotline by dialing (833) GNMA HELP or (833) 466-2435.

6. Select **RSA QR Code** on the Change Password Page.



Password Policy	
<ul> <li>Password must not match or contain first or last name.</li> <li>Password must be \$20 obstanting lang.</li> </ul>	Current Password:
<ul> <li>Password must be s-co-characters long.</li> <li>Password must contain at least 2 alphabetic characters, and at least 1 uppercase and</li> </ul>	New Password:
lowercase letter(s).	Confirm New Password:
<ul> <li>ransvord must contain at least 1 numeric character(s).</li> <li>Password must contain at least 1 special character(s).</li> <li>Password must not contain the username or match the last 24 previous passwords.</li> </ul>	Submit
	Display RSA Token OR Code
	To display RSA Token QR Codes for importing into mobile devices, click the RS. Code button below.
	Return to Portal

7(A). Mobile Use Only – Select the mobile device type in which you will be installing the soft token.

Figure 2.157 Select Device

Ginnie Mae		🖗 Links 👻 🍙 👻
Our Guaranty Matters	Select Mobile Device	
Change Password	Please select the mobile device for your RSA Securid Authenticator.	
Password Policy • Password must not match or contain first or las • Password must be 8-20 characters ion, • Password must contain at least 1 alphabetic ch letter(c). • Password must contain at least 1 mumeric alpha- • Password must contain at least 1 mumeric alpha- r Password must contain the username or must • Password must not must no	Apple Device       Android Device       Windows Phone       File Delivery         Cancel       Display RSA Token QR Code       To display RSA Token QR Code       To display RSA Token QR Code         Return to Portal       Return to Portal       Return to Portal	Submit to mobile devices, click the RSA QR Code button

8(A). **Mobile Use Only** – Stay on this page as you will need the QR code. Open the <u>"How to Install and</u> <u>Authenticate Soft Tokens – Mobile"</u> QRC and follow the steps to Install and Authenticate your RSA SecurID Soft Token.

#### Figure 2.158 RSA Soft Token QR Code

Ginnie Mae		😪 Links 👻	
Our Guaranty M	RSA Soft Token QR Code for Apple device		
Change Password Password Policy - Password must be 8-20 che - Password must contain at le - Password must not contain at - P	To support the installation and authentication, Ginnie Mae has published Quick Reference Cards (QRCs) to the Modernization Initiatives page on GinnieMae gov: • QRC:RSA:2.0 How to Install and Authenticate Your Soft Token - Mobile The password to load this token into your mobile app is: eL3( 17v,aFz	Submit to mobile devices, click th QR Code	e R

#### 7(B). Desktop Use Only – Select File Delivery

#### Figure 2.159 Select Device

<b>Ginnie</b> Mae		🖗 Links 👻 🌒 👻
Our Guaranty Matters	Select Mobile Device	
Change Password	Please select the mobile device for your RSA SecurId Authenticator.	
Password Policy Password must not match or contain first or las Password must be 8-20 characters long. Password must contain at least 1 shubblic chi letter(s). Password must contain at least 1 special charac Password must contain at least 1 special charac Password must not contain the username or mi	Apple Device       Android Device       Windows Phone       File Delivery         Cancel       Display RSA Token QR Code       To display RSA Token QR Code         To display RSA Token QR Code       To display RSA Token QR Code         Return to Portal       Return to Portal	Submit to mobile devices, click the RSA QR Code button

8(B). You will receive an email from <u>noreply@access.ginniemae.gov</u> with the subject **Reissue Ginnie Mae Soft Token** containing your soft token file. Follow the instructions in the email to Install and Authenticate your RSA SecurID Soft Token.

noreply@dev.oinniemae.cloud				4	) Reply	(5) Reply All	→ Forward	6	
To Pillow, Kenneth							Wed 8/9/	2023 11	24 AM
KPILLOW@DELOITTE.COM_001880617516.sdtd 3 K8	~ -	KPILLOW@DELOITTE.COM_001880617516_loS.jpg 31 K8	~		KPILLOW( 31 KB	DELOITTE.COM	001880617516 <sub>,</sub> A	ndroid (p	<sup>9</sup> ~
Hello Ken Pillow,									
You are receiving this email because you requested to ha	e your RS	A SecurID Soft Token (Soft Token) redelivered to	you. Plea	se find	attached	your Soft Toke	n file and QR co	de (for	
mobile setup). You will be responsible for installing and a	thantiest		at the los	tallatio	an and see	the strengthe of	and a store have a	Alteba	
and the second to be the second to be the second to be se	internation	ing your Soft Token as soon as possible. To suppo	art the mo	ranatic	on and au	thentication, G	innie Mae nas p	ounsing	s two
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Quick Reference Cards (QRCs) to the Modernization Initia QRC-RSA-1.0 How to Install and Authenticate Yos QRC-RSA-2.0 How to Install and Authenticate Yos As a reminder, you will need to choose between installin more than one device.	ives page Soft Toke Soft Toke and auth ur soft to	ing you zort i oken as soon as possible. Io suppo on GinnieMae.gov: en Desktop en Mobile enticating your Soft Token on a Desktop OR Mobi ken, please reference the 7How to Use a Soft Tok	ile Device	. You c	annot ins Mae? Qui	tall and authen	ticate your Soft ard (QRC) and G	Token o	an wo
Quick Reference Cards (QRCs) to the Modernization Initia QRC.856-1.0 How to Install and Authenticate Yos QRC.856-2.0 How to Install and Authenticate Yos As a reminder, you will need to choose between installin more than one chance and excessivally installed and authenticated y Reference Video (UVI) for step by step instructions on ho	Soft Toke Soft Toke and auth ur soft to w to use	ing you 2011 loten as soon as possible. Io suppo en Desktop en Adobie enticating your 2011 Token on a Desktop OR Mobi enticating your 2011 Token on a Desktop OR Mobi ken, please reference the 7How to Use a Soft Tok your soft token:	ile Device	. You c	annot ins Mae? Qui	tall and authen ck Reference Ci	ticate your Soft ard (QRC) and C	Token ( uick	an an
Queck Reference Cardis (QRC) to the Modernization Initia • QRCR54.1.0 Store to Initial and Authencisate Yos • QRCR54.2.0 Shore Ionisitial and Authencisate Yos • QRCR54.2.0 Shore Ionisitial and Authencisate Yos Na a reminder, you will need to choose between installin more than one device. Draw you here sociesfully installed and authenticated y Reference Video (QRT) for stop yotep instructions on ho • QRCR54.2.0 Note to the s 36T for them Information	Soft Toke Soft Toke and auth ur soft to w to use	ing your Josh as soon as possible. To suppo en <u>Chestop</u> en <u>Mobile</u> entrasting your Soft Token on a Desktop OR Mobile ken, please reference the 'How to Use a Soft Tok your soft token:	ile Device en in My	. You c	annot ins Mae? Qui	tall and authen ck Reference Ci	ticate your Soft	Token ( uick	an sin
Quick Reference Cards (QRCs) to the Modernization Initia • QRC-RSA-1.0 Hore to Initial and Authenticate Yos • QRC-RSA-2.0 Hore to Initial and Authenticate Yos • QRC-RSA-2.0 Hore to Initial and Authenticate Yos As a reminder, you will need to choose between initialin more than one device. They you have successfully initialized and authenticated yo beforence 'Vdios (QRC) for step-sitep instructions on the • QRC-RSA-3.0 Hore to Use a Soft Token Ini Myclim • QRC-RSA-3.0 Hore Token a Soft Token Ini Myclim • QRC-RSA-3.0 Hore Token a Soft Token Ini Myclim	Soft Toke Soft Toke and auth ur soft to w to use Mae	Ing your Josh (Joshn as soon as possible, Io suppo on GimineMuago: en Chestago enticating your Soft Token on a Desitop OR Mobile enticating your Soft Token on a Desitop OR Mobile entic token of the Soft Token on a Desitop OR Mobile entic token of the Soft Token on a Desitop OR Mobile entit your Soft Token on a Desitop OR Mobile e	ile Device ten in Myt	. You c	annot ins Mae? Qui	tall and authen ck Reference Ci	ticate your Soft	Token i	an

Figure 2.160 Reissue Ginnie Mae Soft Token Email

# 3 TROUBLESHOOTING AND SYSTEM ERRORS

This section is designed to help identify common errors a user may encounter and other troubleshooting issues.

#### 3.1 Basic Error Handling

**Issue**: An error message appears on the page that indicates the user should contact a System Administrator.

Error System error. Reade refly your action, If you contribut to get the error, plane contact the Administrator.

Figure 3.1-1 System Error Message

**Resolution**: Follow the steps below to troubleshoot the issue:

- 1. Determine which application the error message relates to whether it is MyGinnieMae or a specific application within the portal.
  - a. Look to see if a specific application is mentioned in the error message text.
  - b. On the page on which the error message is displayed, check if there is a system name.
- 2. Review the documentation in the <u>Applications</u> section related to the appropriate application to ensure proper system usage.
- 3. Contact the Organization Administrator to ensure proper system access.
- 4. Contact Ginnie Mae Customer Support.

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#### 3.2 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."

Change Password	
<ul> <li>Password Policy</li> <li>Password must not match or contain first or last name.</li> <li>Password must be 8-20 characters long.</li> <li>Password must contain at least 2 alphabetic characters, and at least 1 uppercase and lowercase letter(s).</li> <li>Password must contain at least 1 numeric character(s).</li> <li>Password must contain at least 1 special character(s).</li> <li>Password must not contain the username or match the last 24 previous passwords.</li> </ul>	Current Password:

**Resolution**: The user must retry and enter a matching password.

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#### 3.3 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 pas	sword.
Username or password entere Please select the Forgot Passy require a password reset.	ed incorrectly. vord link if you
Username	
Password	
LOGIN	
Forgot Password?	

Figure 3.3-1 Invalid Password Error

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

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# 3.4 Incorrect OTP

**Issue**: 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 (select "F5" on the keyboard or the refresh icon on the browser) to generate a new one.

Figure 3.4-1 Incorrect OTP Error

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

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

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# 3.5 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**: 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. If this second request still produces no results, contact the Operations Administrator via <u>Ginnie Mae Customer Support</u> to reset the OTP email.

Users are advised to Register with the Oracle Mobile Authenticator for reliable delivery of the OTP.

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#### 3.6 Disable Pop-Up Blocker

**Issue**: A user enters their username and password and is prompted to enter their OTP but has not received it. Allow for a reasonable amount of time (a few minutes) for messaging and email clients to deliver the OTP notification.

**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 <u>Ginnie Mae Customer Support</u> to reset the OTP email.

nternet Options	?	$\times$
General Security Privacy Content Connections Progr	ams Advanced	
Settings		_
Sites	Advanced	
Location		
Never allow websites to request your physical location	Clear Sites	
Pop-up Blocker		
Turn on Pop-up Blocker	Settings	
InPrivate		

Figure 3.6-1 Disable Pop-Up Blocker

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#### 3.7 Account Locked

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

Figure 3.7-1 Account Locked



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

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#### 3.8 MyGinnieMae Portal Profile Accounts tab: GMEP 1.0 or GinnieNET IDS are Unavailable

**Issue:** "Sorry, currently not available. Please try again later." Error is displayed in MyGinnieMae Portal Profile Accounts tab under 'GMEP 1.0' and 'GinnieNET' ID section. The service for retrieving the GMEP 1.0 and GinnieNET 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 <u>Ginnie Mae Customer Support</u>.

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#### 3.9 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: sample@sample.sam.

Figure 3.9-1 Registration Email Form Error

<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...".

Figure 3.9-2 Email Submit Error

accessuat.ginnien	nae.gov says
ADF_FACES-60097:F	or more information, please see the server's error
og for an entry beg	inning with: ADF_FACES-60096:Server Exception
during PPR, #1	
	OK

The registration page then displays the Error 500 shown below.

Figure 3.9-3 Registration Email Form Error

En	or 500Internal Server Error
Fro	m RFC 2068 Hypertext Transfer Protocol HTTP/1.1:
10.	5.1 500 Internal Server Error
The	server encountered an unexpected condition which prevented it from fulfilling 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.

# 4 **RESOURCES**

The Resources section provides information and resources to help navigate the MyGinnieMae portal application.

#### 4.1 Organization Administrators

Organization Administrators, formerly known as Security Officers and Enrollment Administrators, are privileged users inside each Ginnie Mae business partner organization that are responsible for creating and managing End User accounts in Ginnie Mae systems on behalf of their organization. Organization Administrators are responsible for the following functions:

- Create an End User Account
- Update Account Attributes, including First/Middle/Last Name
- Reset Password
- Add/Remove Functional Roles for an End User Account
- Disable/Enable an End User Account
- Lock/Unlock an End User Account

End Users that need their One-Time PIN (OTP) reset or have questions about how to use portal applications should seek assistance from Ginnie Mae Customer Support.

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#### 4.2 Training Resources

For additional help, training sessions and materials can be found on the <u>Issuer Training Page</u> of the Ginnie Mae website at <u>https://www.ginniemae.gov/issuers/issuer\_training/pages/modernization.aspx</u>.

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#### 4.3 QRCs

A Quick Reference Card or QRC is an abbreviated one to two-page reference document with step-by-step instructions on how to complete a specific action. A list of QRCs for the content provided in this User Manual is available in the <u>Appendix</u>. QRCs are posted to the Ginnie Mae website at <u>https://www.ginniemae.gov/issuers/issuer\_training/pages/grcs.aspx</u>.

#### 4.4 Help Desk Contact Information

To contact Ginnie Mae Customer Support call 1-833-GNMA HELP (1-833-466-2435) or email at ginniemae1@bnymellon.com.

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#### 4.5 MyGinnieMae Portal Dictionary

The MyGinnieMae Portal Dictionary is a reference resource for all portal users. The dictionary contains definitions for terms that provide clarification around portal pages, applications, processes, and general functionality pertaining to the MyGinnieMae portal. Refer to the MyGinnieMae Portal Dictionary.

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#### 4.6 MyGinnieMae Self Help Tools

Users should first reference the appropriate section of the MyGinnieMae Getting Started User Manual for information on creating a user account, requesting functional roles, and managing a user account. Some functions a user may complete without the assistance of a system administrator such as:

- Changing a password every 90 days <u>Changing a Password in MyGinnieMae QRC</u>
- Resetting a forgotten password Forgot Password in MyGinnieMae QRC
- Updating profile information <u>Managing My Profile in MyGinnieMae QRC</u>
- Registering for mobile delivery of the OTP <u>Registering with the Oracle Mobile Authenticator QRC</u>
- Troubleshooting Errors in MyGinnieMae <u>Troubleshooting and Common Errors in MyGinnieMae QRC</u>

To get more help, users may access the training sessions and materials on the Issuer Training Page of the Ginnie Mae website at <u>https://www.ginniemae.gov/issuers/issuer\_training/pages/modernization.aspx</u>.

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# 5 APPENDIX

### 5.1 MyGinnieMae Business Features

MyGinnieMae provides the following security and business features:

- Tailored, functional role-based landing pages called My Dashboard.
- One central access point to all Ginnie Mae business applications including Single Sign-On (SSO) to GMEP 1.0 and Ginnie NET.
- Marquee and Event Calendar to communicate important announcements and events happening at Ginnie Mae.
- Enterprise **social** capabilities that promote collaboration and networking, including Discussion Forums, Messaging, RSS Feeds, Activity Feeds, and the collection of user feedback.
- Search Capabilities for MyGinnieMae content such as documents, people profiles, and discussion forums.
- Productivity Widgets:
  - o Notepad: Create and manage personal notes. Notes are user specific.
  - o Task List: Create and manage task lists and list items. Set reminders on the list items.
  - o Ginnie Mae Calendar of Events: View and receive notifications on upcoming Ginnie Mae events.
- **Application Access Controls**: Utilizes Functional Roles to enforce Portal access security for all users and systems. MyGinnieMae provides a means to associate authenticated system users with applicable rights and privileges within the Portal and associated application programs.
- Web-Based Self-Service Interface: Provides self-service password management capabilities through a standard web-based interface.
- Audit Support: Provides relevant reports and email notifications for Ginnie Mae business users to enable transparency across the organization. For Organization Administrators, MyGinnieMae provides reports reflecting user access, workflow request/approval details, and account status.
- **Invitation Model:** Automates the user registration process through an invitation model. Registration must be completed before being granted access to the system.
- **Portal Capabilities:** Provides a central access point to all Ginnie Mae business applications including Single Sign-On (SSO) to GMEP 1.0 and Ginnie*NET*. Includes communications via the Marquee, Event Calendar, and messaging from Ginnie Mae Account Executives, instructional materials, and notes and tasks/lists feature for capturing action items and/or reminders for Ginnie Mae business activities.
- Multi-Factor Authentication via One-Time PIN (OTP): Provides an additional level of security for access to Ginnie Mae business applications through a single use password received via email. Users also have the option to receive the OTP via Oracle Mobile Authenticator (OMA) app.

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#### Table 5-1 MGM Getting Started QRCs

User Manual	QRC#	QRC Name	Description
MyGinnieMae Getting Started	QRC-GS:3.1.1	Registering for an Account in MyGinnieMae	QRC with the steps to complete the MyGinnieMae portal registration form when a user receives the email invitation to register for an account.
MyGinnieMae Getting Started	QRC-GS:3.2.2	Forgot Password in MyGinnieMae	QRC with the steps for using the Forgot Password link on the Login page of MyGinnieMae to create a new portal password when the user is unable to remember their password.
MyGinnieMae Getting Started	QRC-GS:3.2.3	Expired Password in MyGinnieMae	QRC with the steps to change the MyGinnieMae portal password when it has expired.
MyGinnieMae Getting Started	QRC-GS:3.2.4	Logging into MyGinnieMae After an Admin Resets a User's Password	QRC with the steps for logging into the MyGinnieMae portal using the temporary password that is sent via email when an Org Admin has reset a user's password.
MyGinnieMae Getting Started	QRC-GS:3.3.3	Registering with the Oracle Mobile Authenticator	QRC with the steps for users to register for Oracle Mobile Authenticator (OMA) so they can get the One-Time PIN (OTP) on their smart device.
MyGinnieMae Getting Started	QRC-GS:3.3.4	Deregistering with the Oracle Mobile Authenticator	QRC with the steps for deregistering a smart device with the Oracle Mobile Authenticator (OMA) so they can register a different smart device.
MyGinnieMae Getting Started	QRC-GS:3.4	Logging into MyGinnieMae & Accessing Business Applications	QRC with the steps for logging into the MyGinnieMae portal and for accessing business application using the tabs in My Dashboard or the Tools drop-down.

User Manual	QRC#	QRC Name	Description
MyGinnieMae Getting Started	QRC-GS:3.4.2	Entering a One Time Pin (OTP) in MyGinnieMae	QRC with the steps for requesting a One- Time PIN (OTP) and entering the OTP on the Multi-Factor Authentication page when logging in to the MyGinnieMae portal.
MyGinnieMae Getting Started	QRC-GS:3.5	Navigating the Dashboard in MyGinnieMae	QRC with the steps to access news, updates and activities on the Dashboard in MyGinnieMae.
MyGinnieMae Getting Started	QRC-GS:3.6.1	Changing a Password in MyGinnieMae	QRC with the steps to change a password in the MyGinnieMae portal.
MyGinnieMae Getting Started	QRC-GS:4.2.1	Selecting Organization IDs in MyGinnieMae	QRC that explains how Issuers and Subservicers with multiple Organization IDs can toggle between IDs to display data specific to each individual business entity.
MyGinnieMae Getting Started	QRC-GS:4.2.2	Confirming the Organization ID via GMEP 1.0	QRC with the steps to verify which Organization ID is being used once a user has chosen the Issuer or Custodian ID in the profile.
MyGinnieMae Getting Started	QRC-GS:4.2.3	Selecting Issuer or Subservicer ORG IDs via Ginnie <i>NET</i>	QRC with the steps for Issuers and Subservicers with multiple Organization IDs to choose the appropriate Organization ID when accessing Ginnie <i>NET</i> via the MyGinnieMae portal.
MyGinnieMae Getting Started	QRC-GS:4.2.4	Confirming Document Custodian ORG IDs via Ginnie <i>NET</i>	QRC with the steps for Document Custodians to confirm they have chosen the appropriate Organization ID in Ginnie <i>NET</i> .
MyGinnieMae Getting Started	QRC-GS:4.3	Managing My Profile in MyGinnieMae	QRC with the steps a user would follow to manage their profile in MyGinnieMae

User Manual	QRC#	QRC Name	Description
			such as updating contact details, profile photo and other information.
MyGinnieMae Getting Started	QRC-GS:4.4	Troubleshooting and Common Errors in MyGinnieMae	QRC that explains common error messages a MyGinnieMae user may encounter and the steps to troubleshoot and resolve the issues.
MyGinnieMae Getting Started	QRC-GS:4.6	Exiting MyGinnieMae	QRC that explains the two ways to exit the MyGinnieMae portal and the proper way to exit all open sessions.
MyGinnieMae Getting Started	QRC-RSA:1.0	How to Install and Authenticate Soft Token - Desktop	QRC with the steps to install an RSA SecurID Soft Token on a desktop computer.
MyGinnieMae Getting Started	QRC-RSA:2.0	How to Install and Authenticate Soft Token - Mobile	QRC with the steps to install an RSA SecurID Soft Token on a mobile device.
MyGinnieMae Getting Started	QRC-RSA:3.0	How to use a Soft Token in MyGinnieMae	QRC with the steps to use an RSA SecurID Soft Token when prompted for RSA validation.
MyGinnieMae Getting Started	QRC-RSA:3.0	Video - How to use a Soft Token in MyGinnieMae	Video that demonstrates the steps for using an RSA SecurID Soft Token when prompted for RSA validation.
MyGinnieMae Getting Started	QRC-RSA:4.0	Requesting a Replacement Token Via Self-Service	QRC with the steps to generate a new soft token via self-service if the token holder is transferring the device installed or has a new device

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