

Modernization Bulletin

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This publication will be used periodically to provide notifications and information about Ginnie Mae Modernization efforts. This is not a device to implement official policy changes to Ginnie Mae's Mortgage-Backed Securities (MBS) programs. If you have any comments or suggestions on how to make this publication more informative and helpful, please contact askGinnieMae@hud.gov.

MyGinnieMae Portal User Inactivity Behavior Changes

As part of regular securitization platform enhancements, effective October 21, 2023, Ginnie Mae will be upgrading security features in the MyGinnieMae portal so that:

- After 90 days of inactivity, user accounts will be locked, as opposed to disabled. This will allow for existing Functional Roles to be retained. Organization Administrators can unlock the user account without the need to reassign functional roles to the End User. Organization Administrators will continue to contact Ginnie Mae Customer Support if their account is inactive for 90 days.
- After 365 days of inactivity, user accounts will be disabled.

Organization Administrators continue to have the responsibility of managing End User access and accounts within their organization. This includes removing no longer needed functional roles and disabling user access as employees leave the organization or have work responsibility changes.

For additional questions and assistance please visit the [MyGinnieMae Getting Started User Manual](#) on GinnieMae.Gov or contact askGinnieMae@hud.gov.

Ginnie Mae is a wholly owned government corporation within the U.S. Department of Housing and Urban Development. Ginnie Mae pioneered the mortgage-backed security (MBS), guaranteeing the very first security in 1970. An MBS enables a mortgage lender to aggregate and sell mortgage loans as a security to investors. Ginnie Mae securities carry the full faith and credit of the United States Government, which means that, even in difficult times, an investment in Ginnie Mae is one of the safest an investor can make.

