Logging In to MyGinnieMae with a Passkey

END USER QUICK REFERENCE CARD

This Quick Reference Card (QRC) is for users accessing the MyGinnieMae portal using a passkey, including instructions for **creating and saving a passkey during sign-in** when no Okta-based multi-factor authentication (MFA) methods are set up on the device for the MyGinnieMae account. **Navigate to the end of this QRC** to the section on **"USE PASSKEY AS SECURITY METHOD FOR FUTURE SIGN INS"** for instructions if **passkey setup has already been completed.**

All users must have at least one **Okta-based MFA method set up on the same device being used to access MyGinnieMae portal** (for example, a mobile device cannot be used to complete authentication for MyGinnieMae on a desktop device).

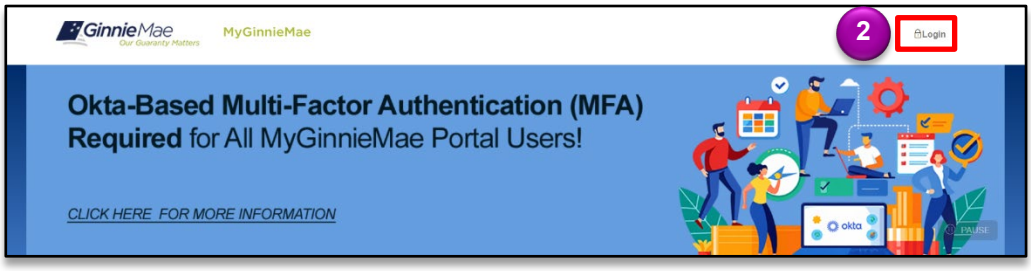
NOTE: For **Window** devices, you must configure **Windows Hello** before starting this process. Follow the Microsoft instructions to enable a Windows Hello sign-in option [https://www.microsoft.com/en-us/windows/tips/windows-hello]. Available options may vary based on your organization's settings.

For **Mac** devices, you must set up **Touch ID** before starting this process. Follow the Mac User Guide instructions to set up Touch ID [https://support.apple.com/guide/mac-help/use-touch-id-mchl16fbf90a/mac]. Availability may vary based on your version and your organization's settings.

NOTE: Depending on your operating system configurations and browser settings, your screens may differ from the examples shown in this QRC, and some steps may not be required.

LOG IN WITH USERNAME AND PASSWORD

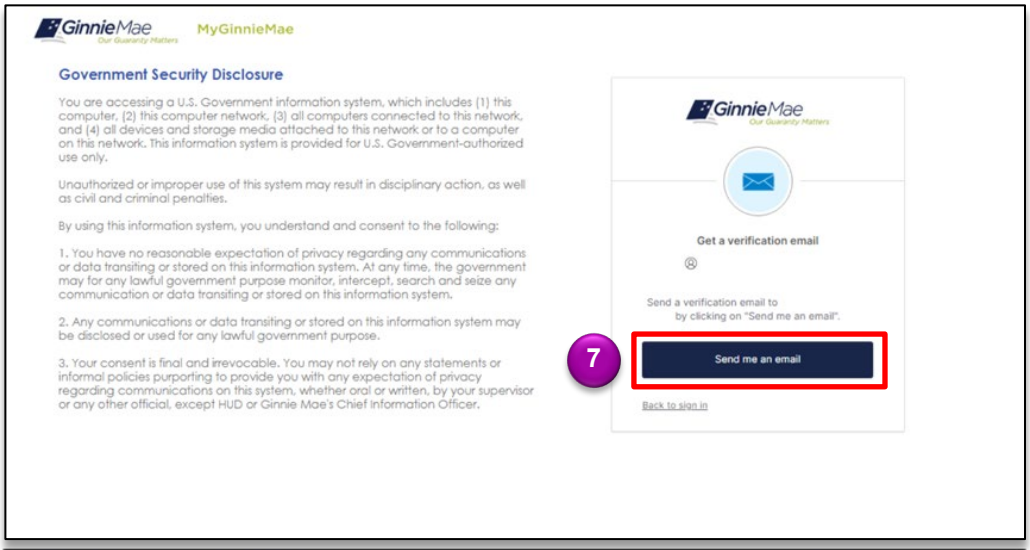
1. Navigate to https://my.ginniemae.gov to access MyGinnieMae.
2. Select **Login** in the upper right-hand corner.



3. Enter your **Username** (email address).
4. Select **Next**.

5. Enter your **Password**.
6. Select **Verify**.

7. Select **Send me an email**.



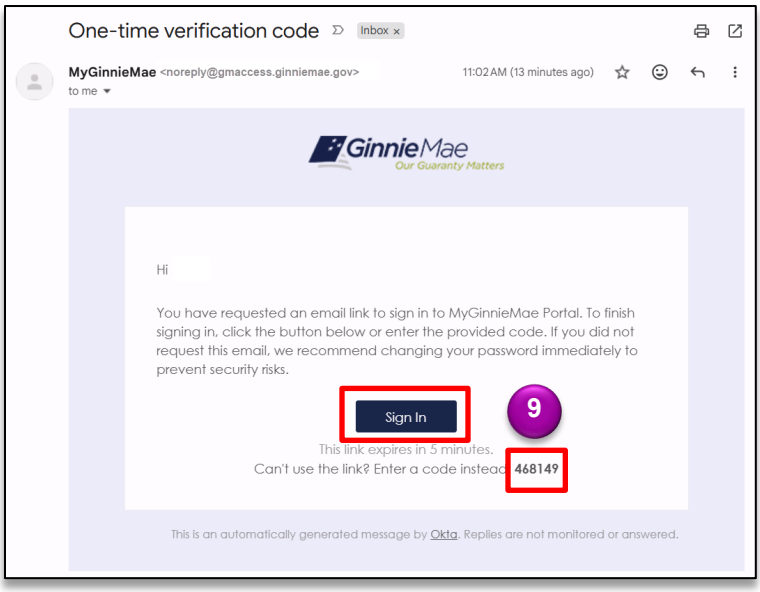
8. A message displays, indicating that an email was sent to you.

VERIFY WITH EMAIL

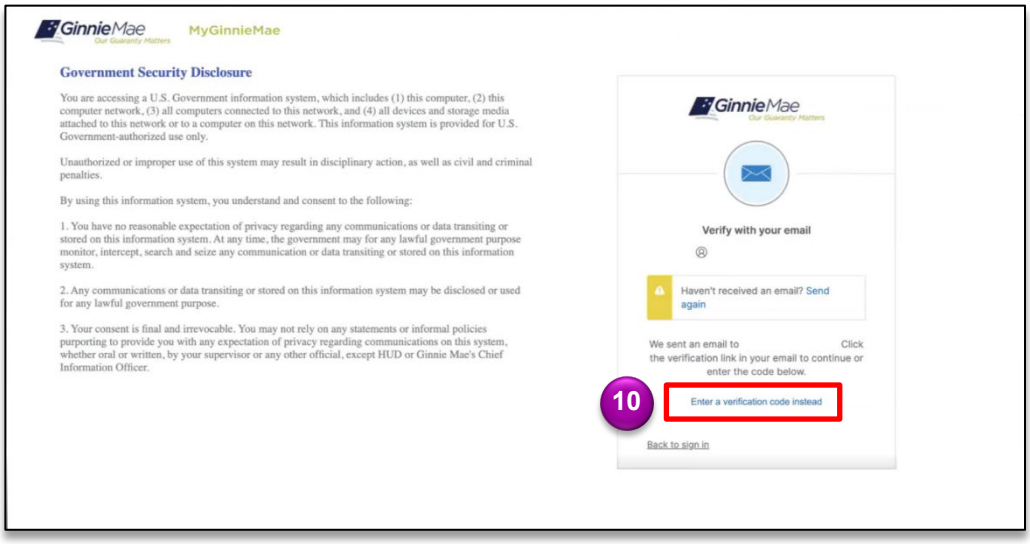
NOTE: The email from MyGinnieMae provides two options to finish signing in: select the Sign in button or enter the code.

9. Navigate to your email and select **Sign In** or note the verification code.

NOTE: Users who select **Sign In** should select **Yes, it's me**, follow the prompt to return to the original browser tab, enter their **Password**, and select **Verify**. Users who choose to verify with a code should note the verification code and proceed with Step 10.

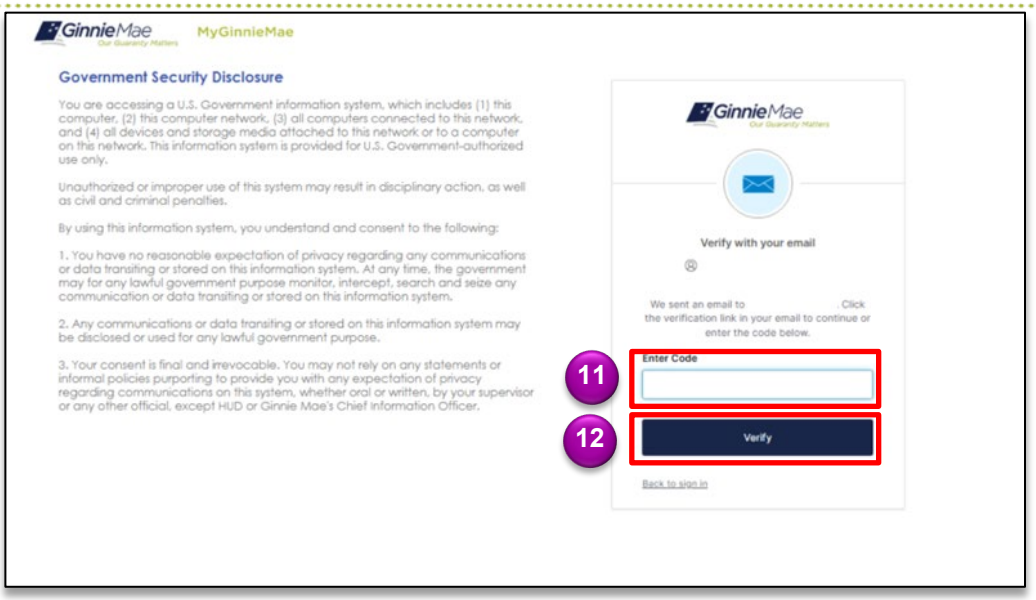


10. Select **Enter a verification code instead**.



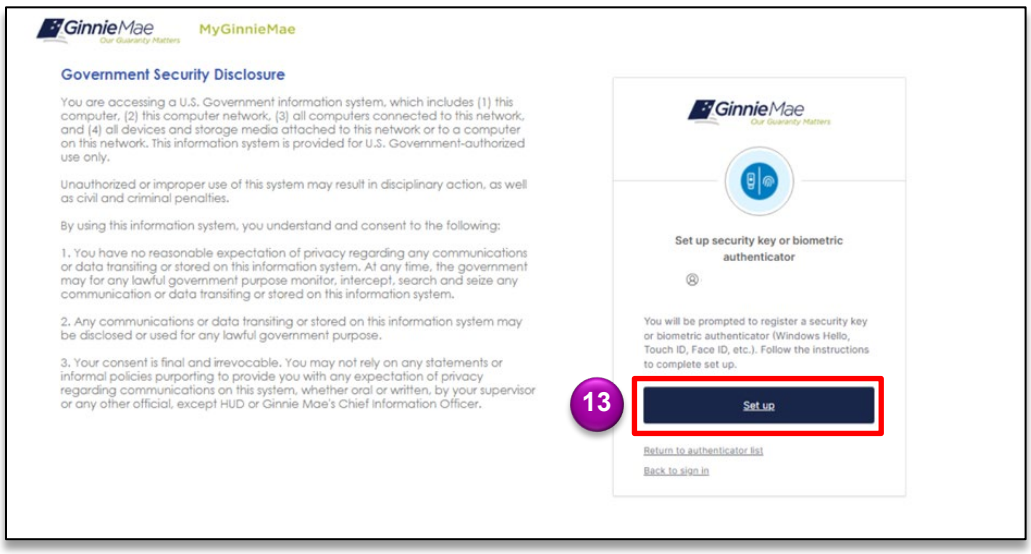
11. In **Enter Code**, enter the verification code from your email.

12. Select **Verify**.

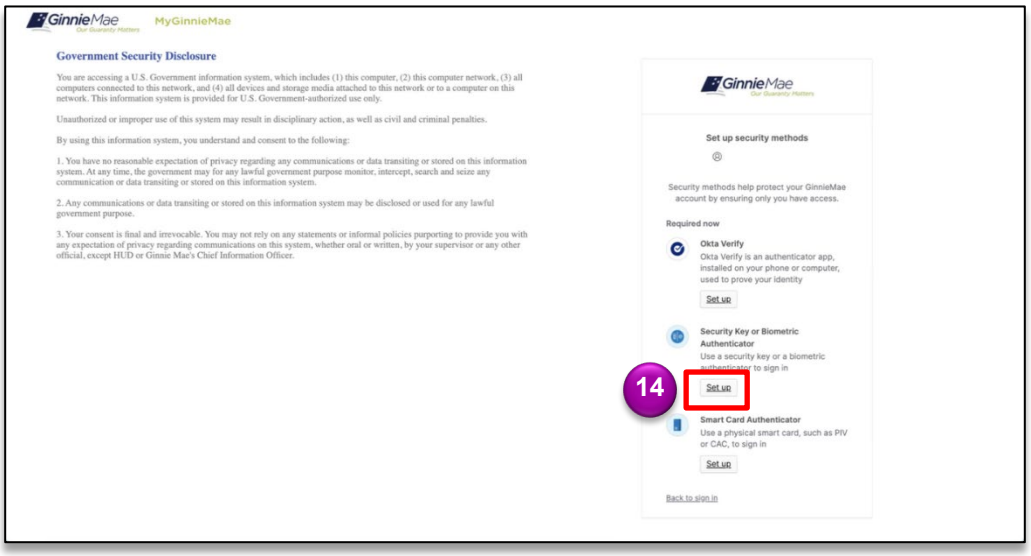


SET UP SECURITY METHOD

13. Select **Set up** under Security Key or Biometric Authenticator.



14. Select **Set up**.

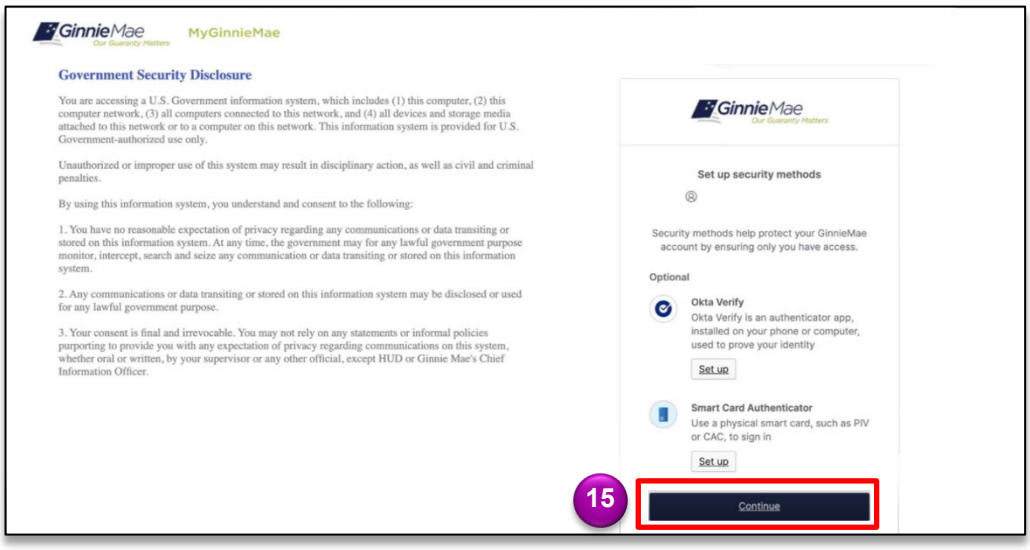


CREATE/SAVE A PASSKEY AND COMPLETE DEVICE VERIFICATION

NOTE: Follow the prompt(s) on your computer to create/save a passkey and verify the identity using the security key or biometric you created with Touch ID on Mac or Windows Hello on Windows.

NOTE: You receive an email from MyGinnieMae, indicating that a security method has been enrolled for your account.

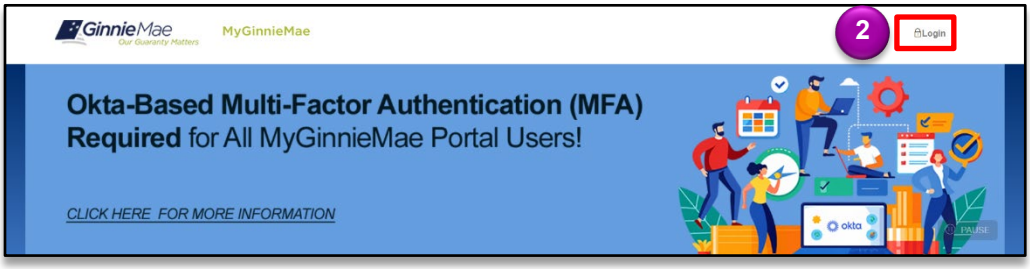
15. If prompted to add additional MFA methods, select **Continue** to access MyGinnieMae.



NOTE: If you want to set up Okta Verify at this time, refer to the QRC on "Logging In to MyGinnieMae with Okta Verify" and begin at Step 13 within that QRC.

USE PASSKEY AS SECURITY METHOD FOR FUTURE SIGN INS

1. Navigate to https://my.ginniemae.gov to access MyGinnieMae.
2. Select **Login** in the upper right-hand corner.



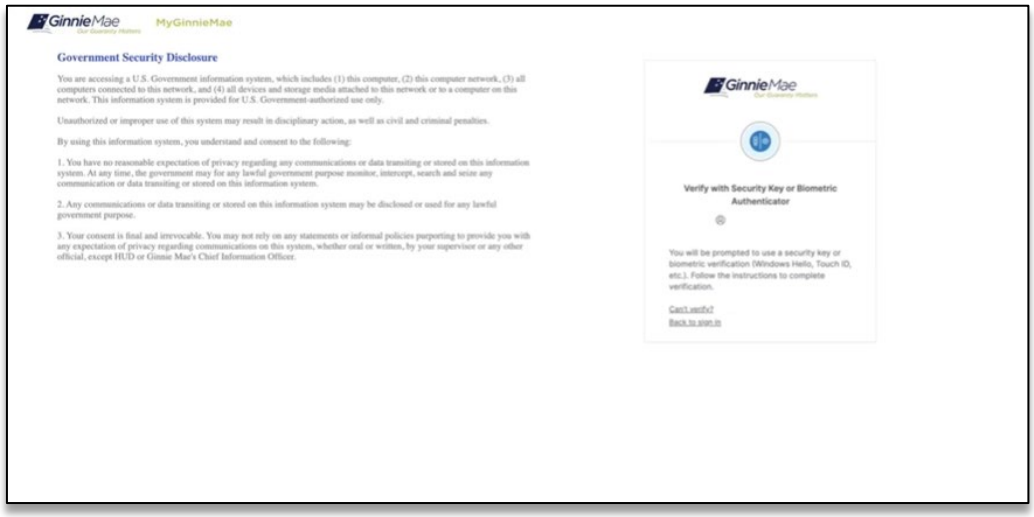
3. Enter your **Username** (email address).
4. Select **Next**.

NOTE: If prompted, complete Steps 5-6.

5. Enter your **Password**.
6. Select **Verify**.

NOTE: If you have multiple security methods set up (e.g., Security Key or Biometric Authenticator (Passkey) and Okta Verify), choose **Select** next to Security Key or Biometric Authenticator.

NOTE: Follow the directions on the pop-up window that displays after this screen to verify with your Security Key or Biometric Authenticator.



After signing in with a passkey, you are taken to your MyGinnieMae dashboard.