Logging In to MyGinnieMae with Okta Verify

END USER QUICK REFERENCE CARD

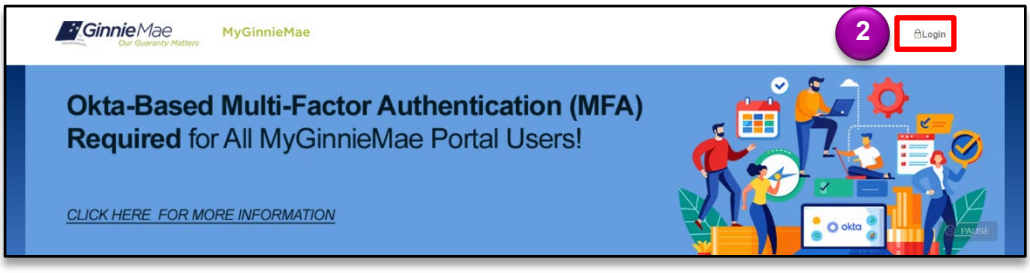
This Quick Reference Card (QRC) is for users accessing the MyGinnieMae portal with Okta Verify, including instructions for **installing the application and setting up Okta Verify during sign-in**, when no Okta-based multi-factor authentication (MFA) methods are set up on the device for the MyGinnieMae account. **Navigate to the end of this QRC** to the section on **"USE OKTA VERIFY AS SECURITY METHOD FOR FUTURE SIGN INS"** for instructions if **Okta Verify 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: These instructions involve the use of the Okta Verify application. Before getting started, please confirm that your organization permits the download and use of Okta Verify. 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.

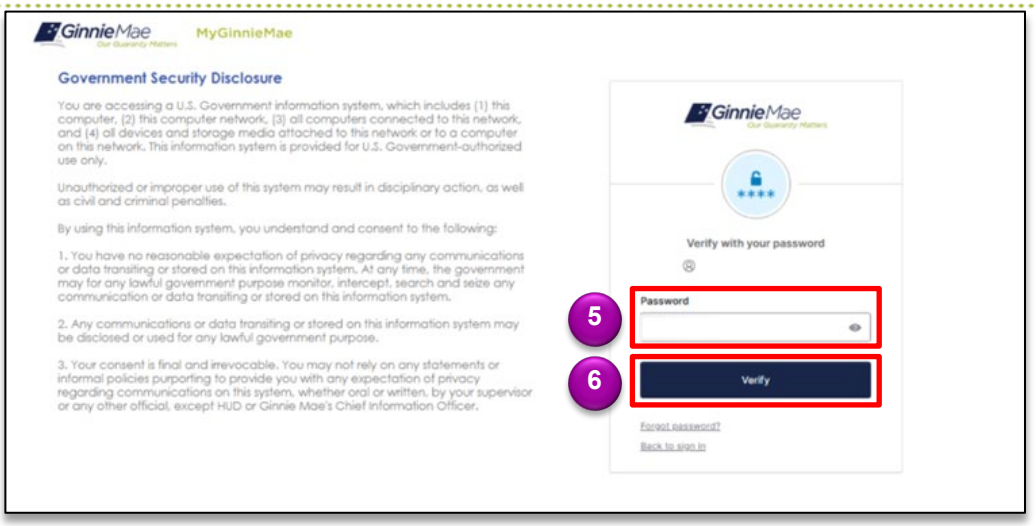
LOG IN WITH USERNAME AND PASSWORD

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

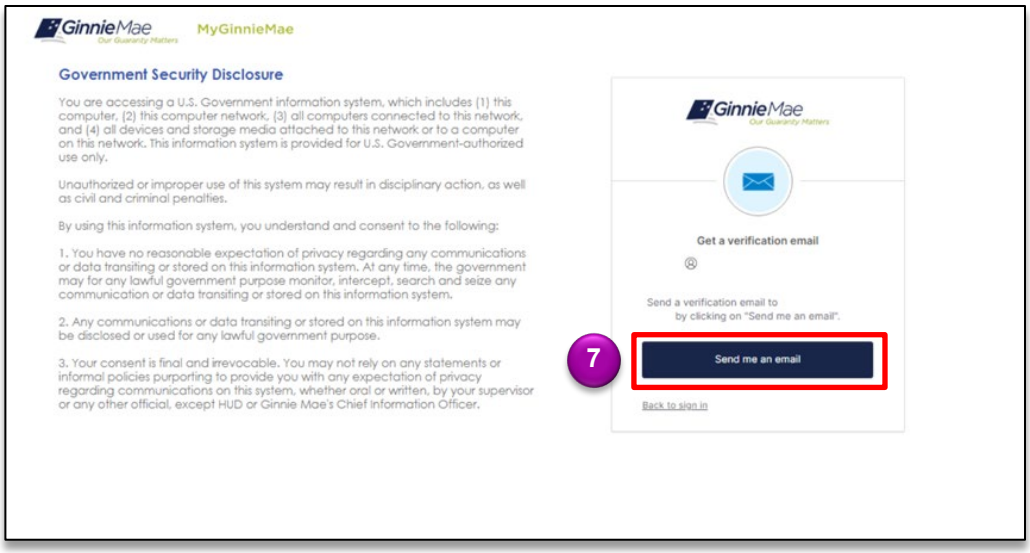


3. Enter your **Username** (email address).
4. Select **Next**.

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



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



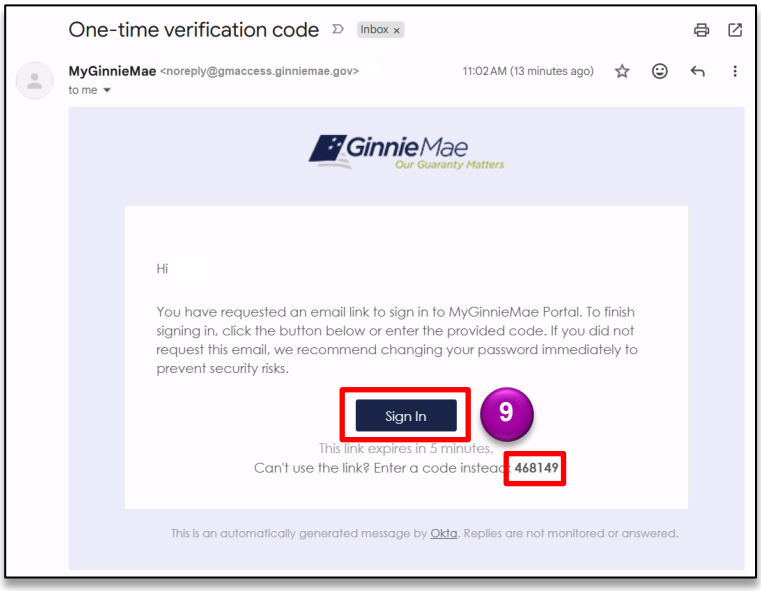
8. A message displays, indicating that an email was sent to you.

VERIFY WITH EMAIL

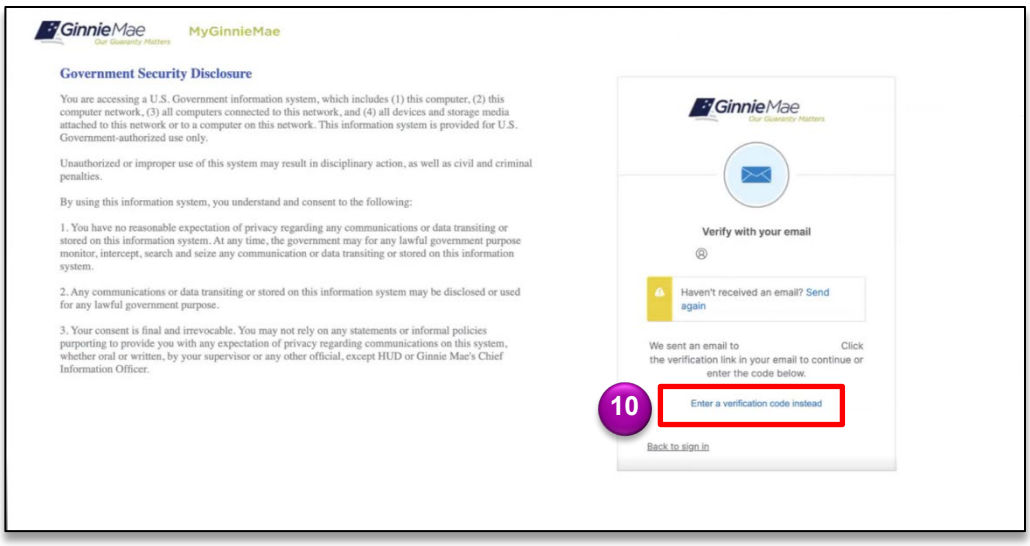
NOTE: The email from MyGinnieMae provides two options to finish signing in: select the Sign in button or enter the code.

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**.

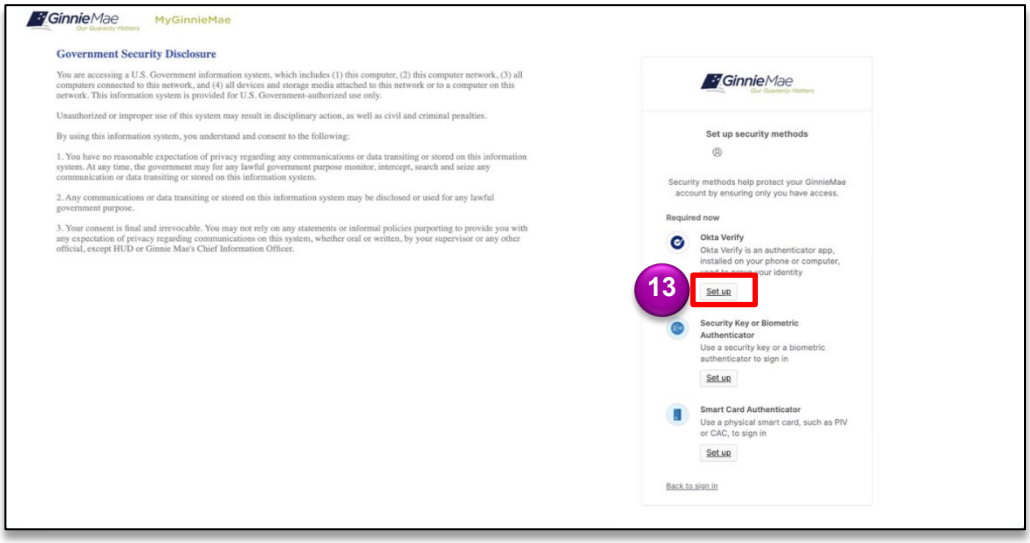


11. In **Enter Code**, enter the verification code from your email.

12. Select **Verify**.

INSTALL AND SET UP OKTA VERIFY AS SECURITY METHOD

13. Select **Set up** under Okta Verify.



NOTE: For users who do NOT have Okta Verify installed on their device, complete Steps 14-15 and proceed to Step 16.

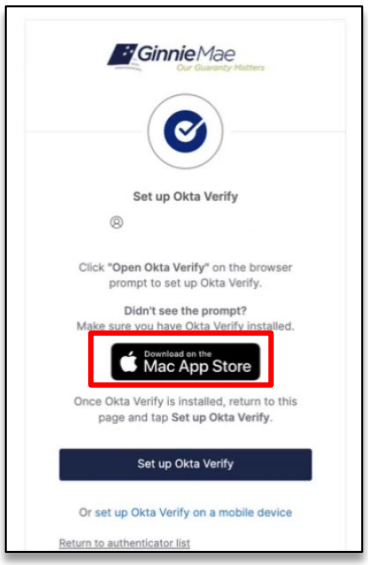
NOTE: For users who already have Okta Verify installed on their device (including users with other Okta Verify accounts), skip Steps 14-15.

- If you do NOT see the prompt to open Okta Verify, proceed to Step 16.
- If you see the prompt to open Okta Verify, proceed to Step 17.

14. Select **Download on the Mac App Store** or **Download** (for Windows) to begin the download process for the Okta Verify application onto your device.

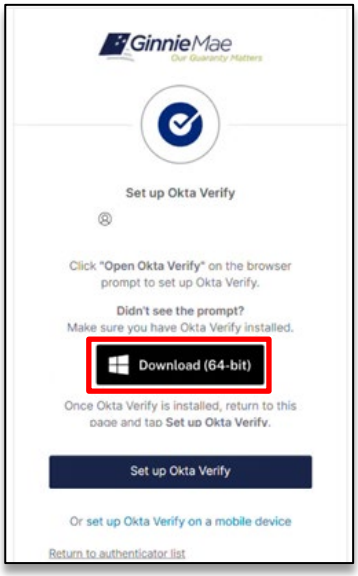
NOTE: If your organization restricts downloads, you may see a desktop pop-up to confirm the download. Please proceed with the download and installation and contact your organization's IT help desk if you need support enabling Okta Verify on your computer.

Mac User



14

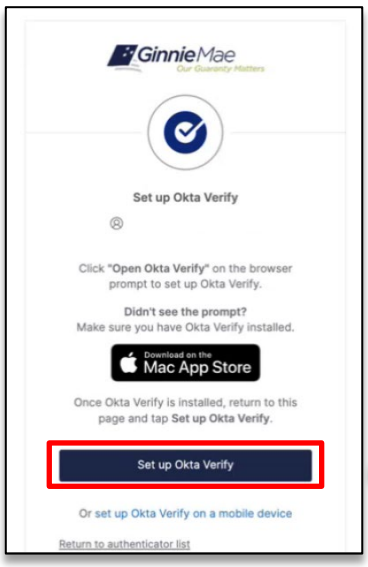
Windows User



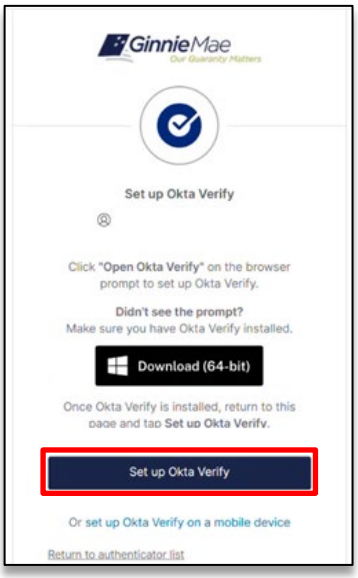
15. After completing the steps to install Okta Verify, return to the MyGinnieMae sign-in browser tab.

16. Select **Set up Okta Verify**.

Mac User



Windows User



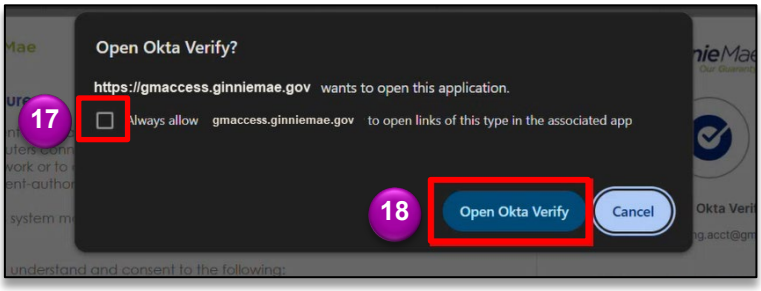
16

17. Select **Always allow gmaccess.ginniemae.gov to open links of this type in the associated app**.

18. Select **Open** (Mac users) or **Open Okta Verify** (Windows users).

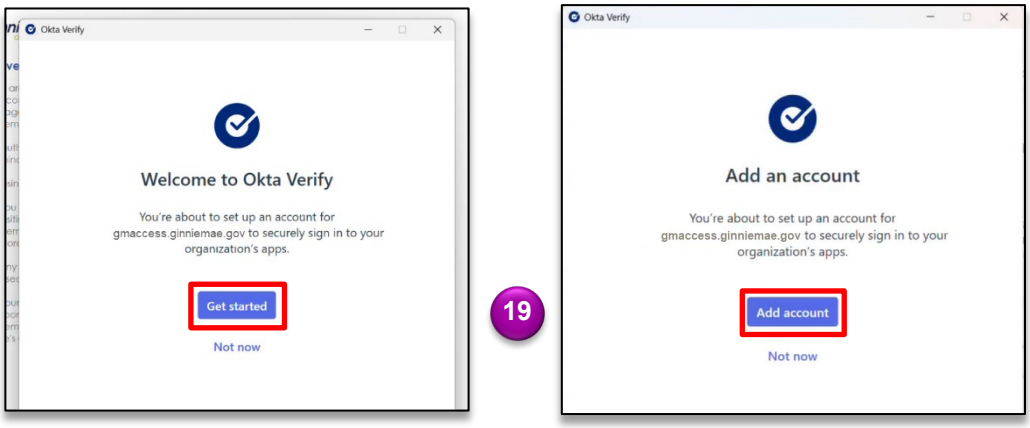
Mac User

Windows User



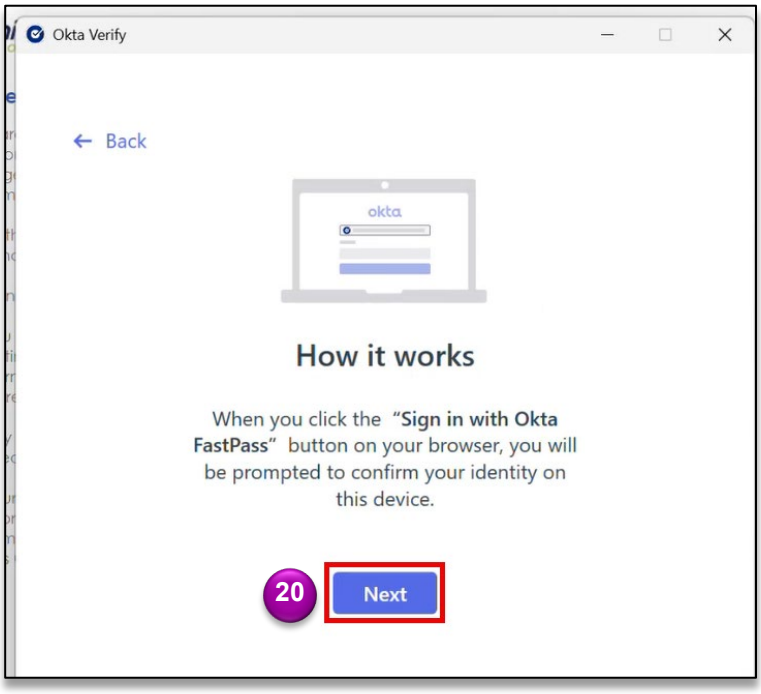
NOTE: Users with other Okta Verify Accounts may see a pop-up window at this time with their existing Okta accounts. New users see a “Welcome to Okta Verify’ pop-up window. Existing Okta users see an “Add an account’ pop-up window.

19. From the Okta Verify pop-up window, select **Get started** or **Add account**.

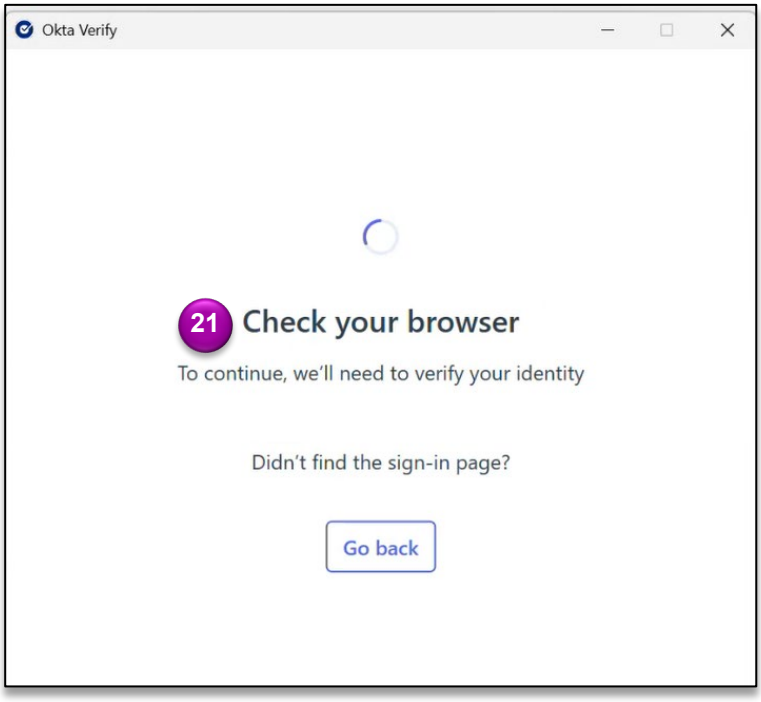


NOTE: Users who select **Get started** should proceed with Step 20. Users who select **Add account** should skip to Step 21. Mac users who select **Get started** may skip to Step 25.

20. From the Okta Verify pop-up window, select **Next**.



21. The Okta Verify pop-up window displays 'Check your browser' and opens a new MyGinnieMae sign-in browser tab.



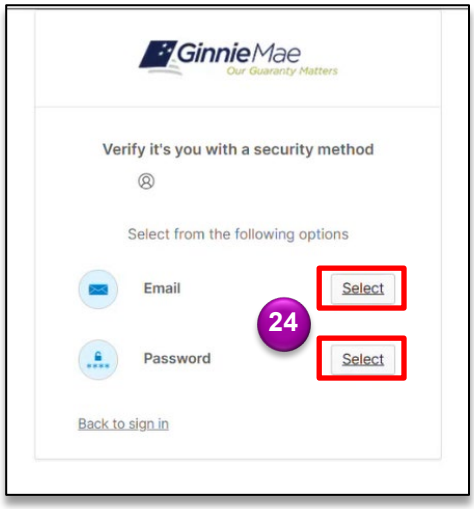
COMPLETE OKTA VERIFY SETUP

22. Enter your **Username** (email address).

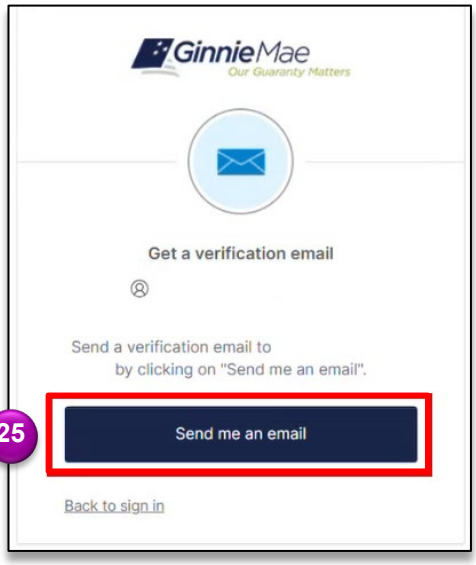
23. Select **Next**.

24. Choose **Select** next to the appropriate security method.

NOTE: For this step, select Email. Users are later prompted to verify using Password.

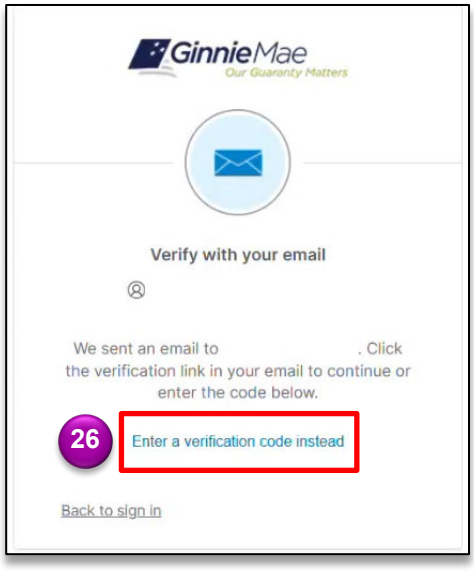


25. Select **Send me an email**.



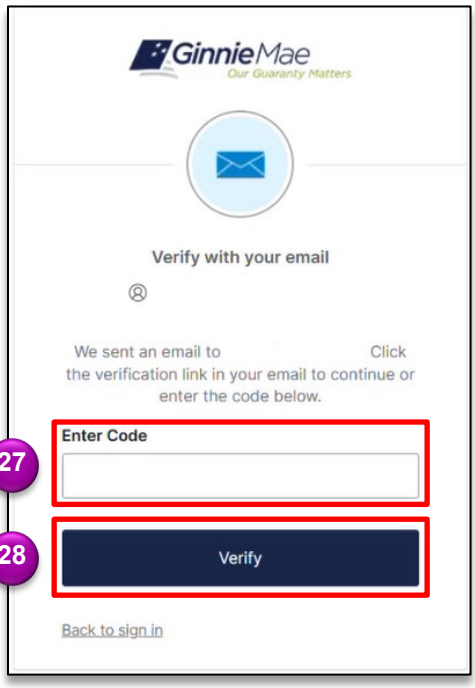
NOTE: You receive an email from MyGinnieMae (similar to the image in Step 9). The email from MyGinnieMae provides two options to finish signing in: select the Sign in button or enter the code. Navigate to your email and select Sign in or note the verification code. Users who select **Sign in** from their email instead 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 26.

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



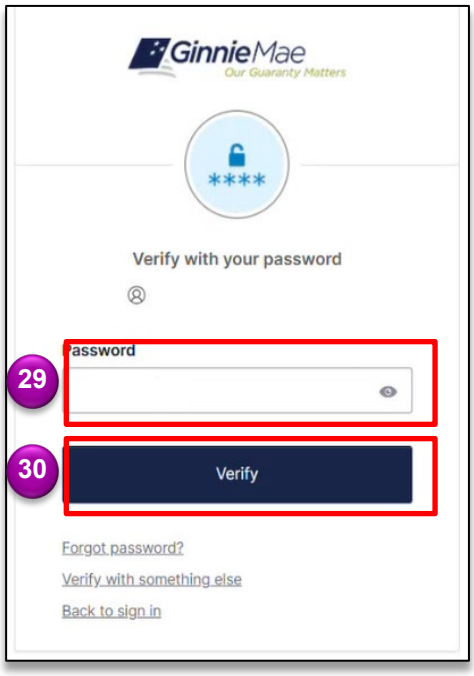
27. Using the code from the email, **Enter Code**.

28. Select **Verify**.



29. Enter your **Password**.

30. Select **Verify**.

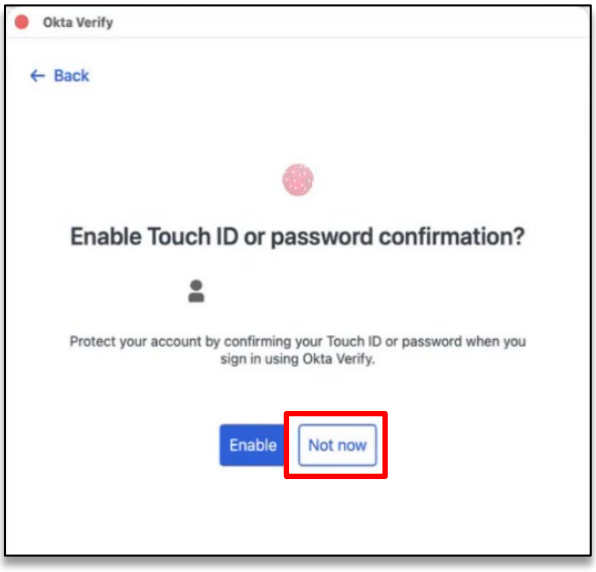


NOTE: The new MyGinnieMae sign-in browser tab which opened for verification displays 'Your identity is verified'. You may return to your original MyGinnieMae sign-in browser tab.

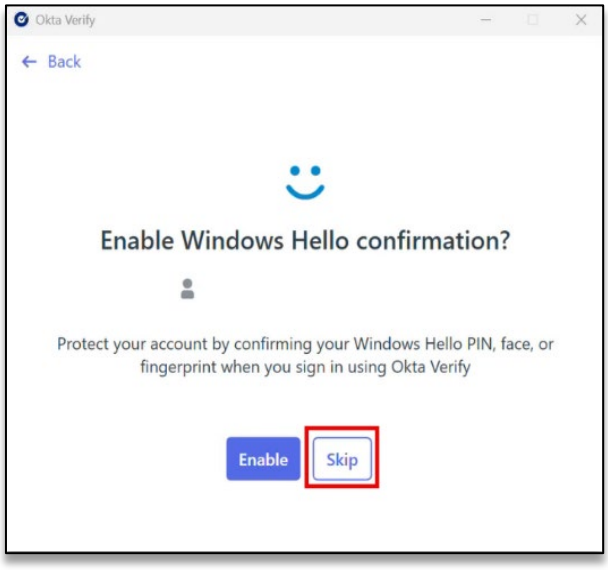
NOTE: If prompted to 'Enable Touch ID or password confirmation?' or 'Enable Windows Hello confirmation?' in an Okta Verify pop-up window, complete Step 31.

31. Select **Not now** or **Skip**.

Mac User

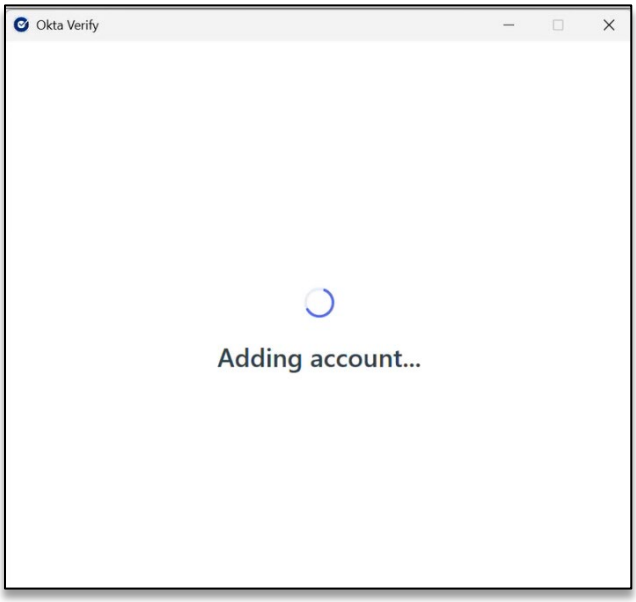


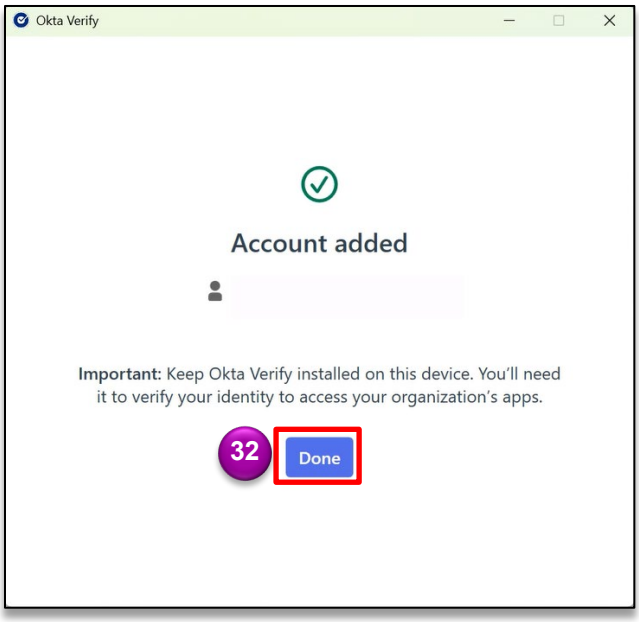
Windows User



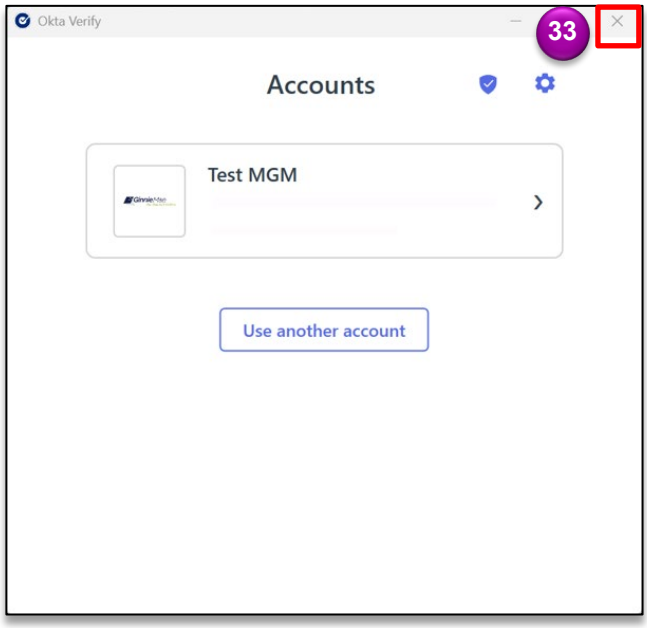
31

32. The Okta Verify pop-up window displays 'Adding account' and then 'Account added'. When 'Account added' displays, select **Done**. Your MyGinnieMae account has been added to Okta Verify and is ready for future sign-ins.





33. The Okta Verify pop-up window may display the user's Accounts. Select the **X** in the upper right-hand corner of the pop-up window.



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

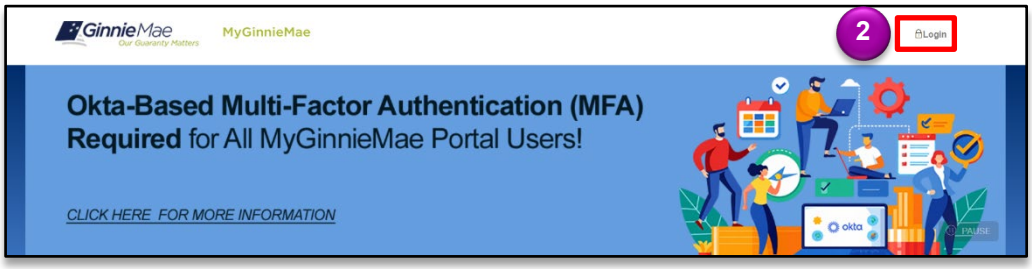
34. If prompted to add additional MFA methods in your original MyGinnieMae sign-in browser tab, select **Continue** to access MyGinnieMae.

NOTE: If you want to set up a Security Key or Biometric Authenticator (Passkey) at this time, refer to the QRC on "Logging In to MyGinnieMae with a Passkey" and begin at Step 13 within that QRC.

USE OKTA VERIFY AS SECURITY METHOD FOR FUTURE SIGN INS

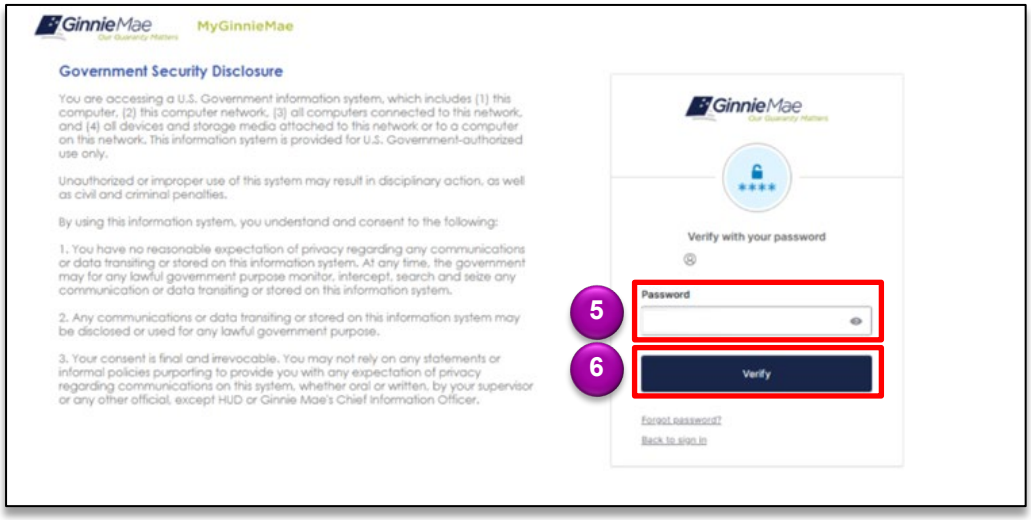
NOTE: If a browser pop-up message displays during login stating that the website wants to access other apps and services on your device, select **Allow**.

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**.



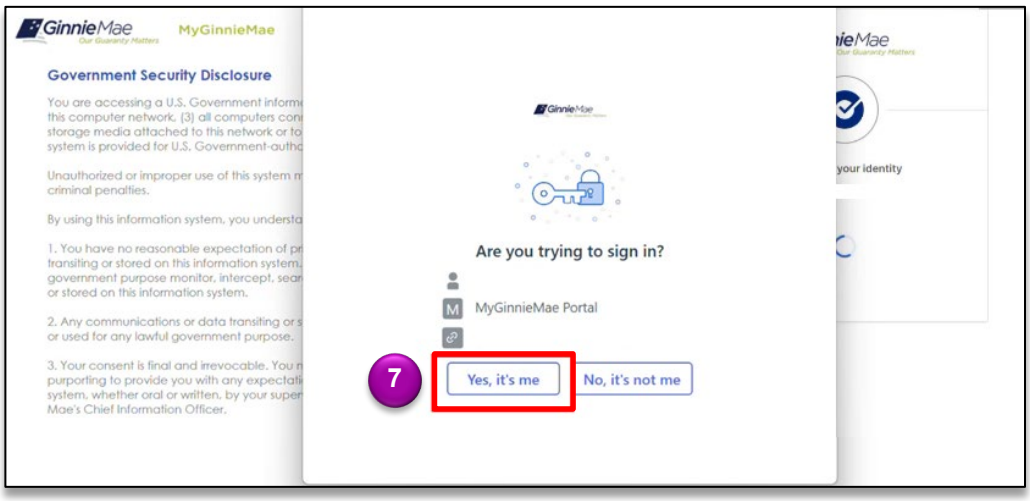
NOTE: If prompted, complete Steps 5-6.

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 Use Okta FastPass.

7. From the 'Are you trying to sign in?' pop-up window, select **Yes, it's me**.



After Okta verifies your identity, you are taken to your MyGinnieMae dashboard.