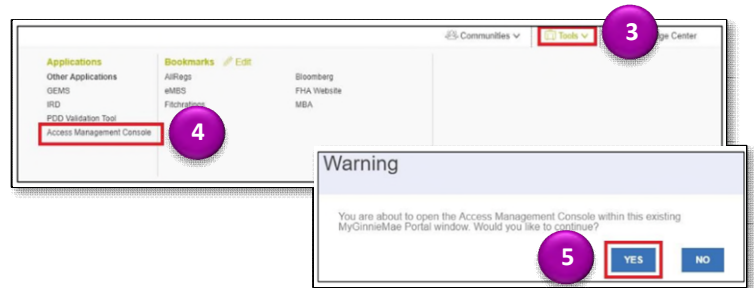


Organization Administrators can reset a password for a user if the user is unable to reset the password themselves or if they suspect their account has been compromised. Users should be instructed to try resetting the password on their own first using the Forgot Password function. **Organization Administrators cannot reset their own passwords. They must use the Forgot Password link.**

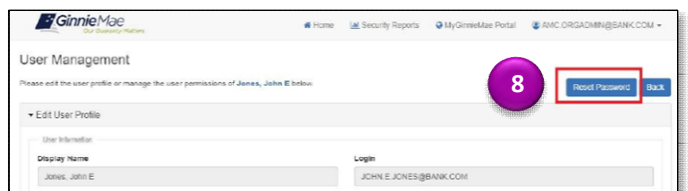
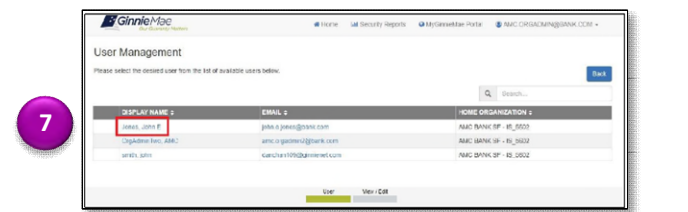
RESET A USER'S PASSWORD

1. Navigate to <https://my.ginniemae.gov> to access MyGinnieMae.
2. Enter your username and password to login.
3. Select the **Tools** dropdown.
4. Select **Access Management Console**.
5. Select **Yes** to continue when prompted.
6. Select **User Management**.



The system will display a list of all users in alphabetical order by last name.

7. Select the appropriate user's name.
8. Select **Reset Password**. If the Reset Password button is inactive, then the user's account has already been disabled.
9. Select **Confirm** when the Confirm Password Reset dialog box appears.



A ribbon will be displayed stating "Password reset was successful." The system will send an auto-generated password to the user's email address. The user will need to log in with the auto-generated password and reset their password.