

Navigating Using MyGinnieMae Messages

SFPDM QUICK REFERENCE CARD

For Login instructions please refer to the MyGinnieMae Getting Started Guide. This QRC addresses additional SFPDM functionality for Navigating Using Messages.

NAVIGATING USING MESSAGES

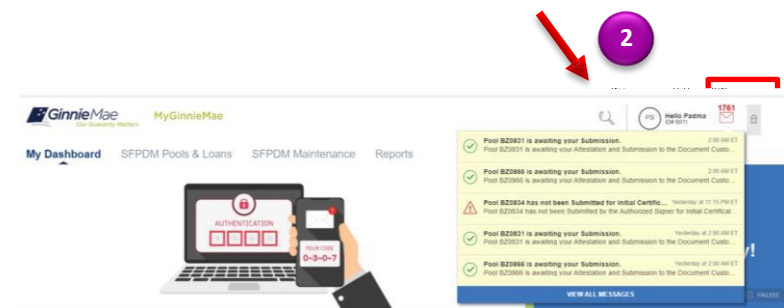
SFPDM provides messages regarding actions performed on a pool. Users can navigate from the messages screen back to the “Pool Details” page. In addition, the user can flag, mark as unread, and delete messages.

1. Locate the **Messages** icon in the top right corner of the Portal screen.

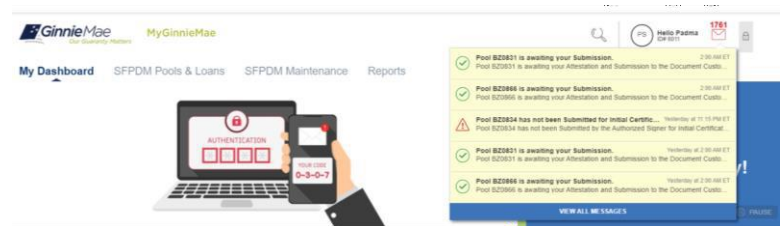
NOTE: The messages can also be viewed by navigating to the Inbox on My Dashboard in step 4.



2. Select the **Messages** icon to view the most recent messages.



3. Select **View All Messages** to navigate to the **Messages** screen.



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4. Select the individual message to view details.

Inbox

Messages 1761 new | Tasks 0 outstanding | Events 0 upcoming

✓ Pool BZ0831 is awaiting your Submission. 2:00 AM ET
Pool BZ0831 is awaiting your Attestation and Submission to the Document Custodian for Initial Certific...

✓ Pool BZ0866 is awaiting your Submission. 2:00 AM ET
Pool BZ0866 is awaiting your Attestation and Submission to the Document Custodian for Initial Certific...

⚠ Pool BZ0834 has not been Submitted for Initial... Yesterday at 11:15 PM ET
Pool BZ0834 has not been Submitted by the Authorized Signer for Initial Certification.

✓ Pool BZ0831 is awaiting your Submission. Yesterday at 2:00 AM ET
Pool BZ0831 is awaiting your Attestation and Submission to the Document Custodian for Initial Certific...

✓ Pool BZ0866 is awaiting your Submission. Yesterday at 2:00 AM ET
Pool BZ0866 is awaiting your Attestation and Submission to the Document Custodian for Initial Certific...

VIEW ALL MESSAGES | NEW

5. Select the **Pool ID** to view details.

FLAG IMPORTANT | MARK UNREAD | DELETE

✓ Pool BZ0831 is awaiting your Submission.
Yesterday at 2:00 AM ET
Pool BZ0831 is awaiting your Attestation and Submission to the Document Custodian for Initial Certification. Please take action to Attest and Submit to the Document Custodian for Initial Certification.

For assistance contact **Ginnie Mae Customer Support** at 1-833-GNMA HELP / 1-833-466-2435 or askGinnieMae@hud.gov.