

Using Self Service - Forgot Password

MYGINNIEMAE QUICK REFERENCE CARD

This Quick Reference Card (QRC) guides MyGinnieMae users on how to use the Forgot Password link on the Login page, to create a new portal password in the event they are unable to recall their password.

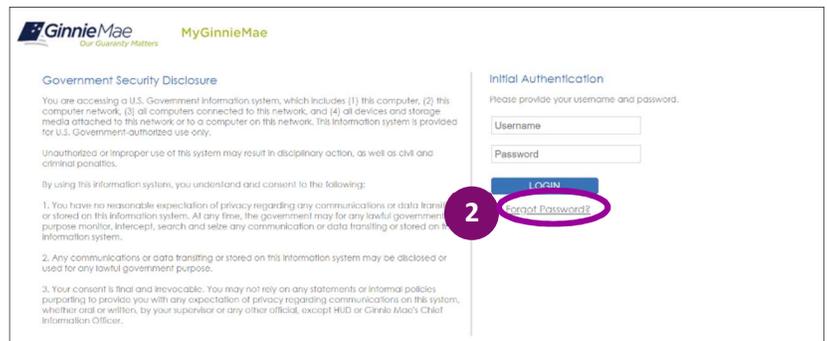
FORGOT PASSWORD

Log in to MyGinnieMae via <https://my.ginniemae.gov>

1. Select the **Login** button.



2. The system will direct to the MyGinnieMae Login page. Select **Forgot Password?**



3. The system will prompt the user for their Username.

- Enter the **Username**
- Select **LOGIN**.



4. The Multi-Factor Authentication page will display. Users enrolled with the Oracle Mobile Authenticator (OMA) will be prompted to select to receive a PIN to their email or via OMA.

- Choose the preferred method.
- Select **OK**



NOTE: IF THE USER HAS NOT ENROLLED WITH THE ORACLE MOBILE AUTHENTICATOR (OMA), THEN THEY WILL AUTOMATICALLY BE DIRECTED TO THE PAGE WHERE THEY ARE PROMPTED TO ENTER THE OTP THAT HAS BEEN EMAILED TO THEM.

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5. Enter the **One-Time PIN**, delivered via email or generated by the OMA, and select **LOGIN**.

Notice:
Delivery of the One-Time PIN (OTP) may not be immediate. Email delivery may experience a delay due to the email policy and security scans on incoming messages at some organizations. Check Junk and Spam folders before requesting a new OTP.

Oracle Mobile Authenticator (OMA)
MyGinnieMae now allows for your One-Time PIN (OTP) to be generated with the Oracle Mobile Authenticator (OMA) on your smart device. Click the below link for instructions on how to download and sync the application with your MyGinnieMae account.
[Oracle Mobile Authenticator Instructions](#)

Multi-Factor Authentication
Enter your One-Time PIN below

LOGIN
Didn't receive OTP? Click the button to resend. Expired OTP? [Return to Portal Login](#).

6. The Reset Password page will appear.
 - a. Enter a **New Password**
 - b. Then **Confirm New Password**.
 - c. Select **Submit**.

Password Policy

- Password must not match or contain first name.
- Password must not match or contain last name.
- Password must not be longer than 20 character(s).
- Password must be at least 8 character(s) long.
- Password must contain at least 2 alphabetic character(s).
- Password must contain at least 1 numeric character(s).
- Password must contain at least 3 alphanumeric character(s).
- Password must contain at least 1 special character(s).
- Password must contain at least 1 uppercase letter(s).
- Password must contain at least 1 lowercase letter(s).
- Password must not match or contain user ID.
- Password must not be one of 24 previous passwords.
- Any particular character in the password must not be repeated more than 2 time(s).

Reset Password
Please enter and confirm your new password.
New Password:
Confirm New Password:
Cancel Submit

7. A successful password change message will display. Select **OK**.

Successful Password Change
Your password change was successful.
Redirecting you to the MyGinnieMae Portal site.
OK

8. The Login Page will display, the user may login using the new password.
 - a. Enter **Username**
 - b. Enter **Password**
 - c. Select **LOGIN**.

Government Security Disclosure
You are accessing a U.S. Government Information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This Information system is provided for U.S. Government-authorized use only.
Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
By using this Information system, you understand and consent to the following:
1. You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system.
2. Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.
3. Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except HUD or Ginnie Mae's Chief Information Officer.

Initial Authentication
Please provide your username and password.
Username
Password
LOGIN
Forgot Password?

For assistance contact Ginnie Mae Customer Support at 1-833-GNMA HELP / 1-833-466-2435 or

ginniemae1@bnymellon.com