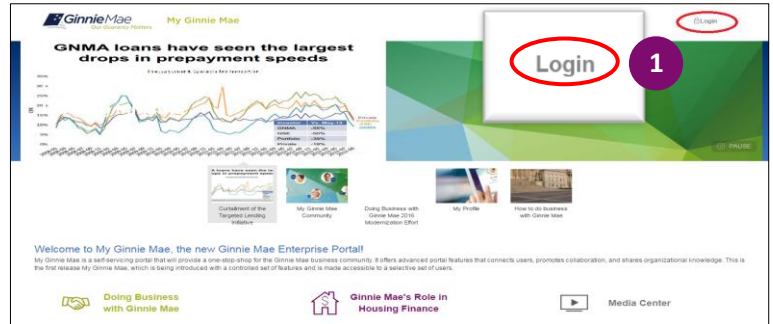


This Quick Reference Card (QRC) guides MyGinnieMae users on how to use the Forgot Password link on the Log In page, to create a new portal password in the event they are unable to recall their password.

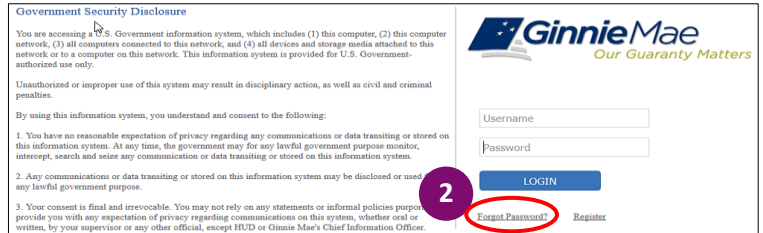
USING SELF SERVICE – FORGOT PASSWORD

Navigate to <https://my.ginniemae.gov> to access MyGinnieMae.

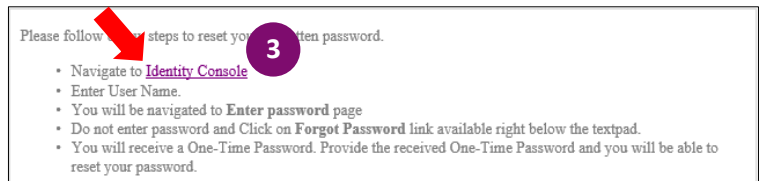
1. Select the **Login** button.



2. On the MyGinnieMae Log In page select **Forgot Password?**



3. A dialog box will appear. Read the instructions and select the **Identity Console** hyperlink.



4. Enter the username/email address in the "Username" field and select **Continue**.



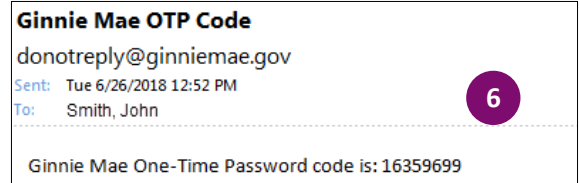
5. The user will be directed to the Secure Image and Phrase. **DO NOT enter a password** – instead, select the **Forgot your password?** link on the bottom of the page.

Note: *In the event the One-Time Password (OTP) has been previously locked (entered incorrectly three times) security challenge questions must be answered.*



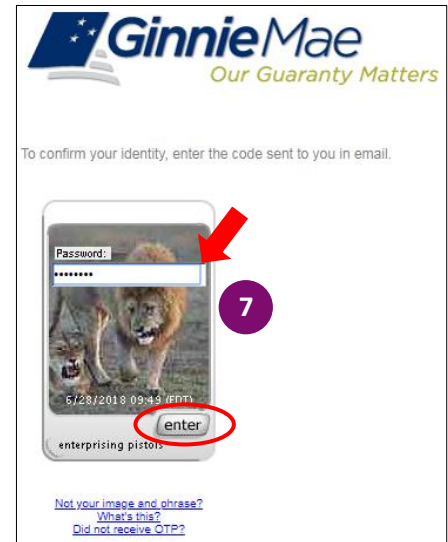
- A system generated OTP will be sent to the registered email address with the subject "Ginnie Mae OTP Code". Navigate to the email and retrieve the OTP.

Note: *The OTP is valid for 10 minutes.*



- Navigate back to the Secure Image and Phrase and type the OTP code in the "Password" box and select **Enter**.

Note: *The system allows three attempts to enter the OTP code correctly.*

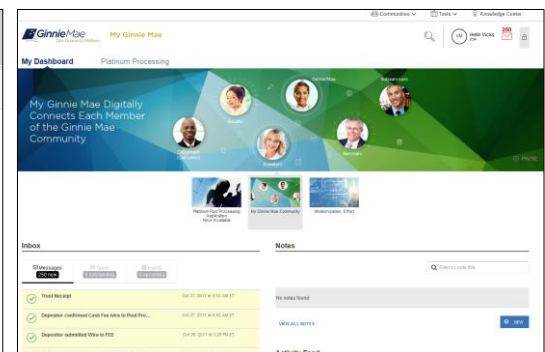
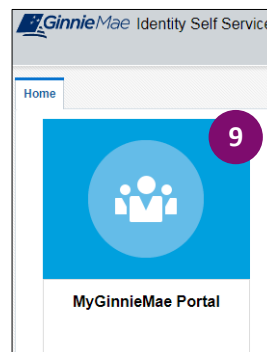


- Type a new password in the "Password" box and select **Enter**. Type the new password in the "Password" box again and select **Enter** to confirm the new password.

Note: *Passwords must meet a series of conditions which will be listed on the left side of the screen.*



- The system will direct the user to the Identity Self-Service Console. Select the **MyGinnieMae Portal** tile to arrive at My Dashboard.



For assistance please call the Ginnie Mae Help Desk at 1 (800) 234-GNMA (4662) or email ginniemae1@bnymellon.com