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?**
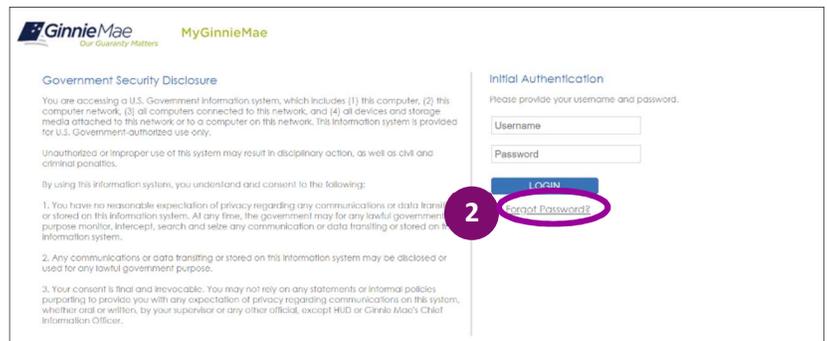
3. The system will prompt the user for their Username.
    a. Enter the **Username**
    b. Select **LOGIN.**

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.
    a. Choose the preferred method.
    b. 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.

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

6. The Reset Password page will appear.

    a. Enter a **New Password**

    b. Then **Confirm New Password**.

    c. Select **Submit**.

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

8. The Login Page will display, the user may login using the new password.

    a. Enter **Username**

    b. Enter **Password**

    c. Select **LOGIN**.

For assistance contact Ginnie Mae Customer Support at 1-833-GNMA HELP / 1-833-466-2435 or ginniemae1@bnymellon.com