

Registering for a User Account and Logging into MyGinnieMae

PLATINUM DEPOSITOR QUICK REFERENCE CARD

The Platinum Pool Processing Application is located on the MyGinnieMae portal. This Quick Reference Card has been created to guide new Depositors on how to establish a User Account on the MyGinnieMae portal. After following the steps below, users will have access to the Platinum Processing Application.

ACCESS REQUEST

1. New depositors will send an access request email to ginniemae1@bnymellon.com with the subject line "User Registration/Platinum." The email should include the following information:
 - a. Email Subject: User Registration/Platinum
 - b. Company Letterhead
 - c. Company Name
 - d. Company Mailing Address
 - e. First and Last Name
 - f. Telephone
 - g. Email Address

To request access for multiple users, please include items e-g for each user when submitting the email above.

NEW USER REGISTRATION

Users will receive an email inviting them to register on MyGinnieMae with the subject line "Welcome to MyGinnieMae Registration."

1. Select the **Link** to register.

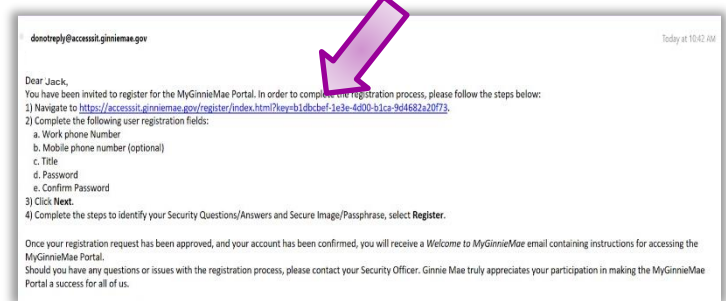
NOTE: REGISTRATION LINK IS ONLY ACTIVE FOR 24 HOURS.

For questions or issues with the registration link or process, please contact the Ginnie Mae Help Desk.

2. Fill out the **Additional Information** on the New User Registration Form:

- Work Phone Number
- Mobile Phone Number (optional)
- Title
- Password
- Confirm Password

3. Select either the hyperlink that says "**I agree with the Terms and Conditions**" or check the box next to it.

A screenshot of the "New User Registration Form" on the MyGinnieMae portal. The form includes fields for "Additional Information" such as Name, Email, Title, Work Phone, and Mobile Phone. It also has fields for Password and Confirm Password. There are two checkboxes: "I agree with the Terms and Conditions" and "I accept the privacy policy". Purple circles and arrows highlight the registration link in the email above, the "Additional Information" section, the "I agree with the Terms and Conditions" checkbox, and the "I accept the privacy policy" checkbox.

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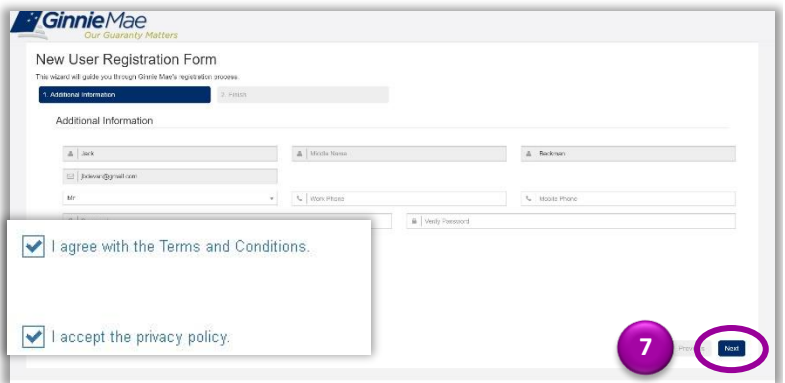
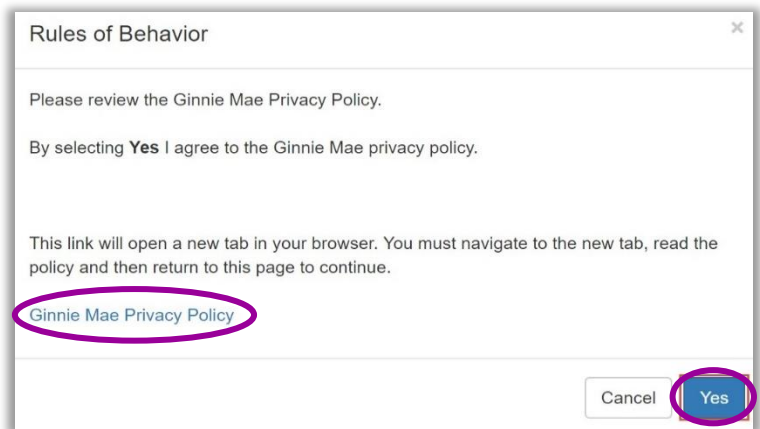
4. A pop-up box will appear and display **Ginnie Mae's Rules of Behavior**. Review the text, scroll to the bottom, and select **Yes (Agree)** to accept the Rules of Behavior.

The "I agree with the Terms and Conditions" checkbox is now checked on the New User Registration Form.

5. Select either the hyperlink that says, "**I accept the privacy policy**" or the check box next to it (see Step 3 image).
6. A pop-up box will appear and display a link to the **Ginnie Mae Privacy Policy**. Select the link, review the text and select **Yes** to accept the privacy policy.

The "I accept the privacy policy" checkbox is now checked on the New User Registration Form.

7. Select **Next** on the New User Registration Form.



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The **Image and Phrase** page will display.

8. Select a Secure Image and Phrase using the **New Image** button.
9. Set the three **Challenge Questions** from the drop-down boxes and enter the **Answers** in the text fields.
10. Select **Finish**.

The registration request is complete and awaiting approval.

Once the request has been approved, a Welcome Email will be sent to the email address provided and MyGinnieMae can be accessed using the Username (email address) and Password.

NOTE: USER MAY NOW LOG INTO THE PORTAL. ONCE A FUNCTIONAL ROLE HAS BEEN ASSIGNED, THE USER WILL SEE BUSINESS APPLICATIONS VIA THE TOOLS DROP-DOWN MENU.

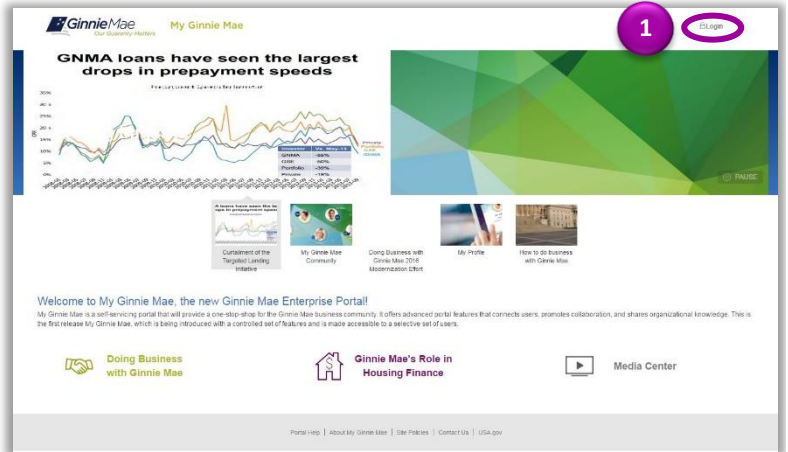
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PORAL LOG IN

The Platinum application is accessed through the MyGinnieMae Portal at <https://my.ginniemae.gov>

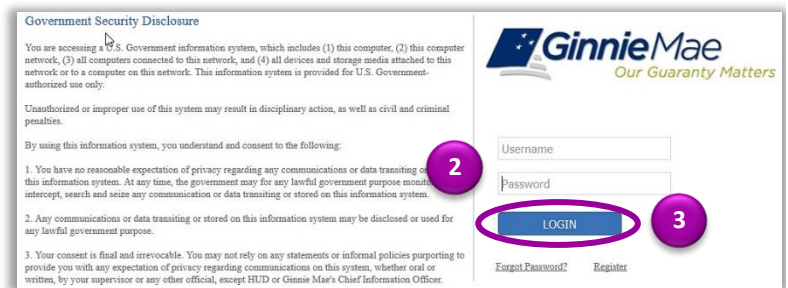
1. Select **Login**.



2. On the **MyGinnieMae Portal Login** screen complete the following:

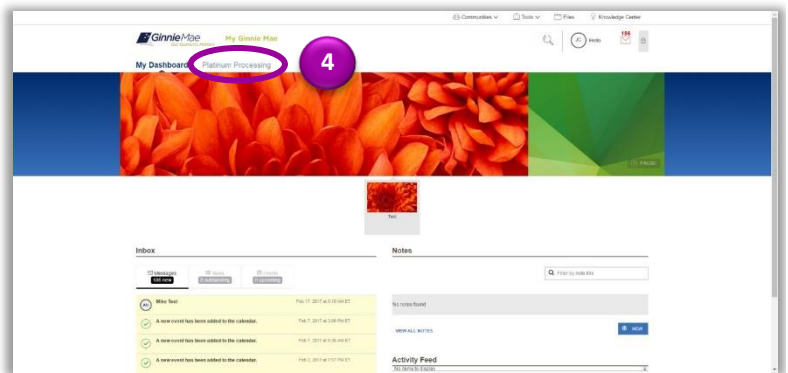
- Enter **Username** (email address).
- Enter **Password** (created during registration).

3. Select **Login**.



NOTE: IF YOU ARE NOT ABLE TO LOG IN OR HAVE FORGOTTEN YOUR PASSWORD, PLEASE SELECT **FORGOT PASSWORD** AND FOLLOW THE INSTRUCTIONS.

4. The MyGinnieMae **My Dashboard** screen will display. To access the Platinum application, select the **Platinum Processing** tab.



5. Once the Platinum Processing tab is selected, a system generated **One-Time Password (OTP)** will be sent to the registered email ID.

NOTE: THE OTP IS VALID FOR 10 MINUTES.

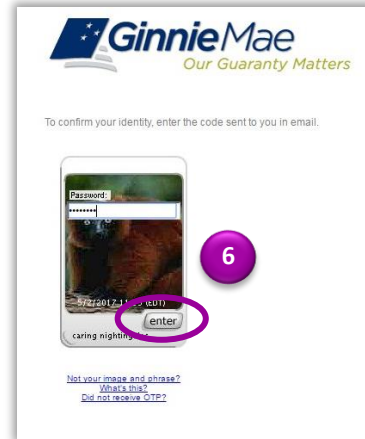


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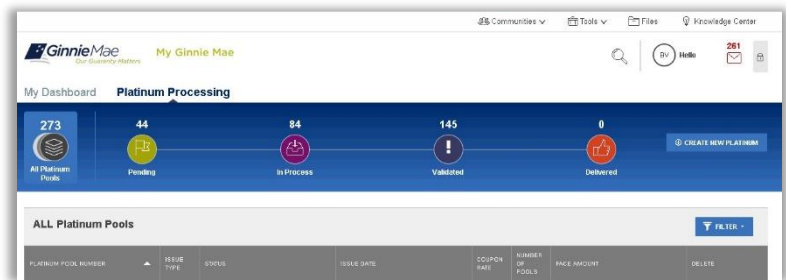
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6. Enter the OTP code and select **Enter**.

NOTE: THE SYSTEM ALLOWS THREE ATTEMPTS TO ENTER THE OTP CORRECTLY.



7. Once the OTP code has been entered correctly, the **Platinum Processing Application** will display.



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