

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

### ACCESS REQUEST

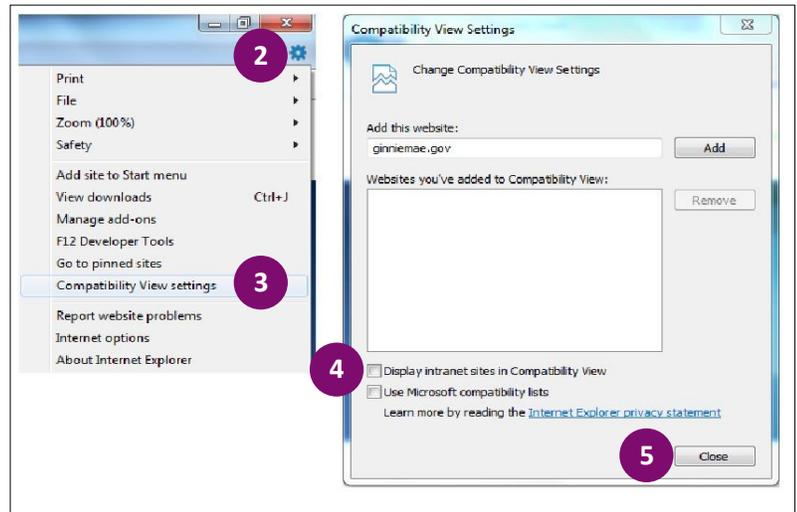
1. New Depositors will send an access request email to [ginniemae1@bnymellon.com](mailto:ginniemae1@bnymellon.com) with the subject line 'User Registration/Platinum'. The email should include the following information:
  - a. Email Subject: User Registration/Platinum
  - b. Company Letterhead
  - c. 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.

### SYSTEM PREREQUISITE

To access the new Platinum Processing Application via the Internet Explorer (IE) browser, you may need to disable the browser compatibility settings by following these steps.

1. Open IE Browser
2. Click on **Tools** icon
3. Click on **Compatibility View Setting** option
4. Ensure the '**Display intranet sites in Compatibility View**' option is not checked.
5. Click on **Close** to continue.



### SESSION TIMEOUT PERIODS

- Platinum Application - The OTP will timeout after 2 hours of inactivity. The user is prompted to enter a new OTP. If the user is logged on to the Platinum Application the OTP will be valid for 2 hours. When the user is in an active session in the Platinum Application passed the 2 hours OTP will remain active. Once 2 hours have elapsed and the user logs out of the Platinum Application up on reentry the user is prompted to enter a new OTP.
- MyGinnieMae Portal - The Portal will timeout after 20 minutes of inactivity. In this case, the OTP will still be valid within the 2 hour period stated above.

### USER REGISTRATION

1. Users will receive 2 emails inviting them to register to the My Ginnie Mae Portal.

- Email 1 Subject: Welcome to MyGinnieMae Registration
- Email 2 Subject: Welcome to MyGinnieMae Registration

Select the link on the **second email** to register.

**Note:** A registration link is only active for 24 hours. If the link expires, users will need to contact [ginniemae1@bnymellon.com](mailto:ginniemae1@bnymellon.com).

2. The **User Registration Form** will appear. On the **Account** tab, please fill out the required fields.

3. Select **Next**.

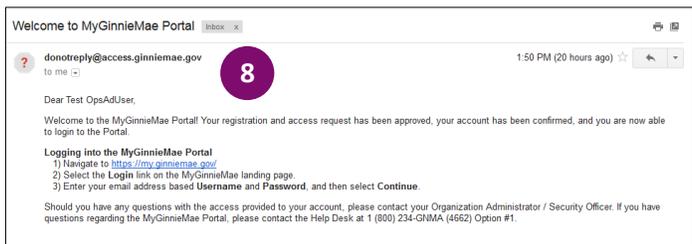
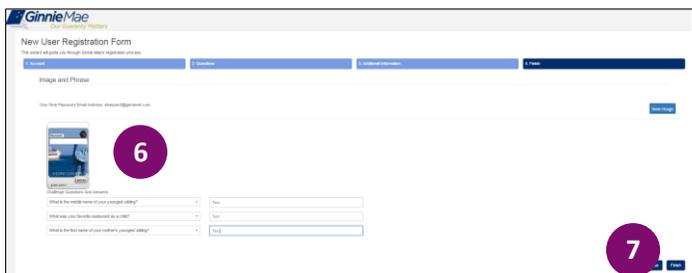
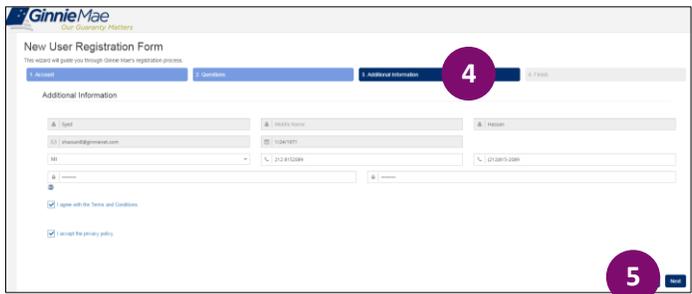
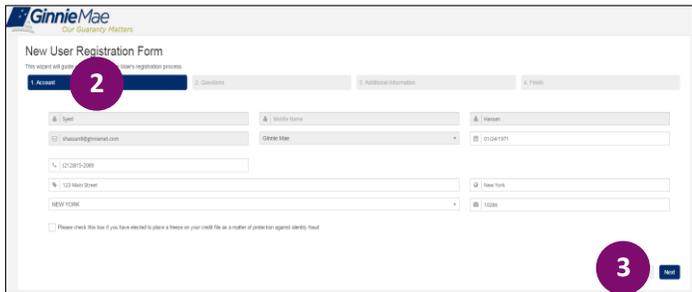
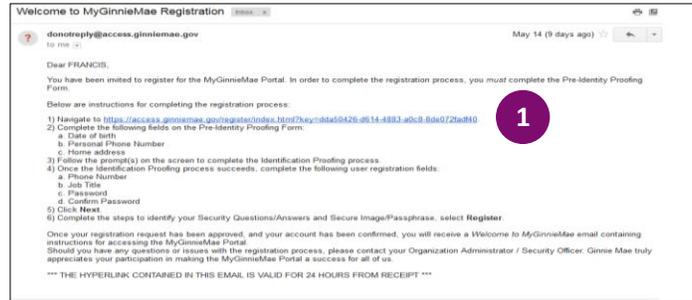
4. The **Additional Information** tab will appear. Please fill in required fields.

5. Select **Next**.

6. The **Finish Tab** will appear. Select a Secure Image and Phrase using the **New Image** button, populate three **Challenge Questions and Answers** from the drop-down boxes and text fields.

7. Select **Finish**. User registration request is complete.

8. Once the request is approved and access is granted, a Welcome Email will be sent with instructions to access the MyGinnieMae Portal and **Platinum Processing Application** will be accessible.



### PORTAL LOG IN

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

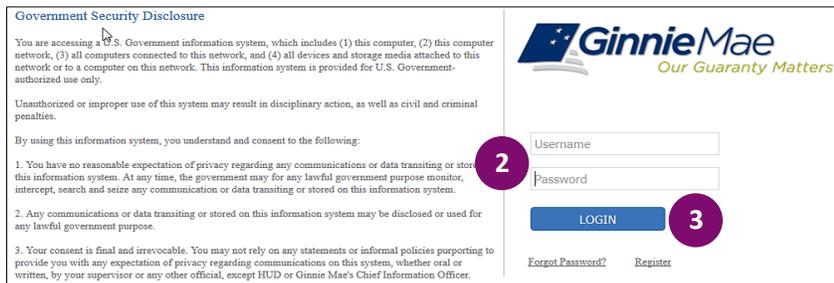
1. Select the **Login** button.



2. The **MyGinnieMae Portal Login** screen will display.

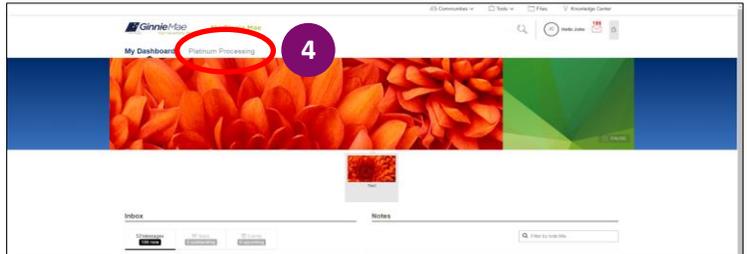
- Enter Username (e-mail address)
- Enter Password (created during registration)

3. Select **Login**.

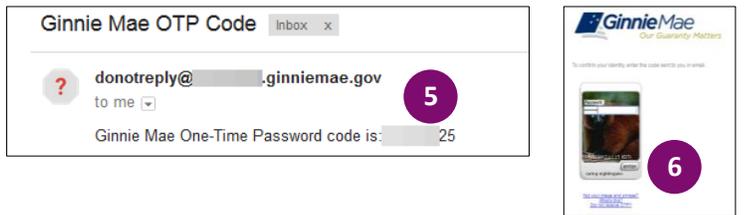


*Note: If your are not able to log in or have forgotten your password please select "Forgot Password" and follow instructions.*

4. Inside the MyGinnieMae Portal, the **My Dashboard** screen will appear. 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 (Valid for 10 minutes to enter into the system for application access).



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

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

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



For assistance please call the Ginnie Mae Help Desk at 1 (800) 234-GNMA (4662), Option #2 or email [ginniemae1@bnymellon.com](mailto:ginniemae1@bnymellon.com)