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## Ginnie Mae e-Access Introduction

Ginnie Mae e-Access is the entry point for registered users to access the following Ginnie Mae web applications:

- e-Notification: Web-based Issuer and Document Custodian Notification System
- Issuer Feedback: Ginnie Mae Issuer Feedback Report
- Web IIS: Web-based Issuer Information System
- Web EDI: Web-based Electronic Data Interchange (monthly loan level data entry system available only to issuers reporting 800 or fewer loans)
- Web IEDS: Web-based Issuer Exception Display System
- Loan Matching: Web-based access to Loan Matching Report for Monthly Non Matching Loans in New Pools, Matching Results for Insurance Matching, Loan Query, Suspense Record Query (accessible to ALL IEDS users)

Additional Ginnie Mae e-Access web-based issuer applications are planned for the future. Please refer to the Introduction or to the individual application's Help link to read useful information about each application.

### What Is Ginnie Mae e-Access?

Ginnie Mae e-Access provides a simple, single point of access to various applications on the Ginnie Mae Web Site, [www.ginniemae.gov](http://www.ginniemae.gov). The Ginnie Mae e-Access login process eliminates the need for personnel to have multiple user IDs and passwords to access e-Notification, Issuer Feedback, Web IIS, Web EDI, Web IEDS, and Loan Matching Information. Each user is assigned one user ID and password that allows them to access each of the functions that they have been given access authorization. For example, a user authorized to use Web EDI and Web IEDS will use the same user ID and password to access both applications.

After logging into Ginnie Mae e-Access, an application menu is displayed. From this menu e-Notification, Issuer Feedback, Web IIS, Web EDI, Web IEDS, or Loan Matching Information applications may be selected. If a user tries to access an application that their User ID is not authorized to use, an error message is displayed.

Be aware that five consecutive attempts to login to Ginnie Mae e-Access with the wrong password will "lock" the user ID, preventing login. Also, user ID's access will be locked if it is not used for a period of six (6) months, or if the password has not been changed in the last six (6) months. If your user access has been locked, please contact the Ginnie Mae Help Line at 1-888-446-6434, option 3.

## **Who Can Use Ginnie Mae e-Access?**

Each individual must be assigned their own unique user ID and password to login. Users may not share user IDs.

## **System Requirements for Ginnie Mae e-Access**

The following are the minimum requirements for using Ginnie Mae e-Access.

- Computer Workstation - Pentium 400mhz
- Operating System - Windows 98
- Browser Security - 128 bit encryption
- Browser Software - Internet Explorer 5.5 or Netscape 6.2
- Internet ISP Connection - 56kbs

Windows 2000 users, in addition to ensuring that their browser software (Internet Explorer, Netscape) is set for 128-bit encryption, must also ensure that your Windows 2000 operating system is set for 128-bit encryption. This may require installation of the Windows 2000 High Encryption Pack. More about the High Encryption Pack, as well as a link to download the update file, are available by using this link <http://www.microsoft.com/windows2000/downloads/recommended/encryption/> to Microsoft's website.

## **How To Use Ginnie Mae e-Access**

### **First Time User Registration**

The first step to use Ginnie Mae e-Access is obtaining a valid user ID and password. New users must complete and submit the User Registration Request form. To download this form click on the First Time User Registration link on the Ginnie Mae e-Access login screen. An example of the form is shown later in this document.

### **Change Registration**

The change registration process uses the same form as that used for first time user registration. However, rather than checking the New User ID box, check the User ID Registration Change box. Complete the form, making the needed changes and mail it to the address provided in the instructions.

## Delete User

Also on the form is a check box to Delete User. Again, complete the form and mail it. The screen below shows the links to access the User Registration Request form.

The screenshot shows the Ginnie Mae e-Access website. The header includes the Ginnie Mae logo and the text "Welcome To Ginnie Mae e-Access". Below the header is a sidebar with "e-Access News" and a main content area with "Account Log-in". The "Account Log-in" section has two input fields: "User ID:" and "Password:". Below these fields are two buttons: "Login" and "Cancel". Below the "Login" and "Cancel" buttons are three links: "First Time User Registration", "Change Registration", and "Forget Your Password?". Two callout boxes with arrows point to the "First Time User Registration" and "Change Registration" links. The first callout box contains the text "Click on 'First Time User Registration'", and the second callout box contains the text "Click on 'Change Registration' to make changes or to 'Delete' a user ID".

The User Registration Request form, shown on the next page, will appear in a new window. The form is in PDF format and can be printed out and if desired saved to disk. The first page of the document contains instructions on how to fill out the form. Prior to receiving a first time users must fill out the form and submit it to the address given in the instructions.

An e-mail with the user's assigned new user ID and password will be sent to the "User Contact E-mail Address" entered on the form. The password is temporary and must be change the first time it is used to login to Ginnie Mae e-Access. To keep their user ID active the user must change their password at minimum of every 6 months.

# Ginnie Mae e-Access

## User Registration Request

### Issuer or Document Custodian Information:

Issuer or Document Custodian Number: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### User Registration Information:

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ MI: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

User Contact E-mail Address: \_\_\_\_\_  
(The user contact e-mail is the email address of the specific user identified on this form. This email is used to send back the user ID and initial password for e-Access.)

**Note:** The email above is not for e-Notification. An e-Notification e-mail address can only be added within the e-Notification application.

### Access Requests:

New User ID or User ID: \_\_\_\_\_  Registration Change  Delete User

### (Check all that apply)

#### Web Issuer Information System (Web IIS):

- Monthly Pool Processing - Select **no more** than one Monthly Processing option
  - Original and Corrections
  - Corrections Only  (permits user only to submit correction data)
- SCRA Processing
- File Upload

Web EDI  DUNS # (Web EDI only) \_\_\_\_\_

Web IEDS (Loan Matching)

Issuer Feedback  (Issuer Feedback is available only for Single Family Issuer numbers)

e-Notification

### Required Signatures:

User Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approval (must be an officer named on form HUD-11702):

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Sworn to and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

Notary Public \_\_\_\_\_ My Commission Expires: \_\_\_\_\_

After receiving a valid User ID and Password the user can login to access the applications they are approved to use. (A reminder, the original password is temporary and must be changed during the first login attempt)

**Welcome To Ginnie Mae e-Access** Version 1.0

[Instructions](#) [Contact Us](#)

**e-Access News**

**e-Notification:**  
- [USER GUIDE](#) IS NOW AVAILABLE.

**Loan Matching Information:**  
NOW AVAILABLE:  
- June Origination Match Results  
- May Insurance Verification Results  
- May Liquidation Information  
- Loan Query and Suspense Data  
- [Loan Matching User Guide](#)

**Web FEES:**  
- May 2000 Loan Level exceptions are available.

**Web HS:**  
- SCRA enhancements are included.  
[Read about them here.](#)

**User Feedback:**  
- Now available.  
[Click here](#) to learn more.

[e-Access Information](#) [Case # Standards](#)

**Account Log-in**

User ID:

Password:

[Login](#) [Cancel](#)

[First Time User Registration](#)

[Change Registration](#)

After entering a valid User ID & Password, click "Login" to access the Application Selection screen.

## Forget Your Password

If you forget your password, you can request a new password. At the lower right of the Ginnie Mae e-Access logon screen, click on the “Forget Your Password?” link and follow the instructions.

The image shows two screenshots of the Ginnie Mae e-Access website. The top screenshot is the main logon page, titled "Welcome To Ginnie Mae e-Access". It features a navigation bar with "Instructions" and "Contact Us" links. The main content area is divided into two columns. The left column contains "e-Access News" with sections for "e-Notification", "Loan Matching Information", "Web IDEs", "Web ISS", and "Issuer Feedback". The right column is titled "Account Log-in" and contains input fields for "User ID:" and "Password:", along with "Login" and "Cancel" buttons. At the bottom right of the logon area are links for "First Time User Registration", "Change Registration", and "Forget Your Password?". A callout box with an arrow points to the "Forget Your Password?" link, containing the text "Click on 'Forget Your Password?'".

The bottom screenshot shows the "Forget Your Password?" page in a Microsoft Internet Explorer browser window. The page title is "Forget Your Password?". The instructions read: "Please input your User ID, First Name and Last Name. Then click on 'Submit' to send your request to Ginnie Mae. We will e-mail a new password to you." Below the instructions are three input fields labeled "User ID:", "Name:", and "Name:", followed by a "Submit" button. A callout box with a white background and black border contains the text: "Enter your User ID, First Name, Last Name, then click 'Submit'".

When you submit a request for a new password, a temporary password will be e-mailed to the e-mail address associated with your user ID. You must change the temporary password the next time you log on.

## Other Ginnie Mae e-Access Log-in Screen Functions

The screen below shows other links under the e-Access News header.

This screenshot shows the Ginnie Mae e-Access log-in page. The header includes the Ginnie Mae logo, the text "Welcome To Ginnie Mae e-Access", and "Version 1.0". Below the header, there are links for "Instructions" and "Contact Us". The main content area is divided into two columns. The left column is titled "e-Access News" and contains several sections: "e-Notification" with a link to "USER GUIDE IS NOW AVAILABLE", "Loan Matching Information" with a list of updates and a link to "Loan Matching User Guide", "Web IEDS" with a link to "May 2006 Loan Level exceptions", "Web IIS" with a link to "SCRA enhancements", and "User Feedback" with a link to "Click here to learn more". At the bottom of this column are links for "e-Access Information" and "Care #Standards". The right column is titled "Account Log-in" and contains input fields for "User ID:" and "Password:", followed by "Login" and "Cancel" buttons. A "Forgot Your Password?" link is at the bottom right. Three callout boxes are present: one on the left pointing to the "e-Access News" header, one on the right pointing to the "Cancel" button, and one in the center pointing to the "e-Access Information" and "Care #Standards" links.

Look here for the latest e-Access News.

Click "Cancel" to return to the Ginnie Mae Home Page.

Links to other helpful areas of Ginnie Mae's website.

This screenshot shows the Ginnie Mae e-Access "Contact Us" page. The header is identical to the log-in page, including the Ginnie Mae logo, "Welcome To Ginnie Mae e-Access", "Version 1.0", and "Instructions" and "Contact Us" links. The main content area is titled "Contact Us" and contains a paragraph of text: "We strive to respond to every request with an answer or an appropriate referral as quickly as possible. Please help us to answer your request by including the required information below. You can also call the Ginnie Mae Hotline at 1-888-GINNIE4." Below the text are several input fields: "Login ID:", "Issuer #:", "First Name:", "Last Name:", "Telephone Number:", "E-mail Address:", and "Your Question:" (a text area). At the bottom are "Submit", "Reset", and "Cancel" buttons. A callout box on the right points to the "Contact Us" link in the header.

Click here, on any screen, to access the "Contact Us" screen.



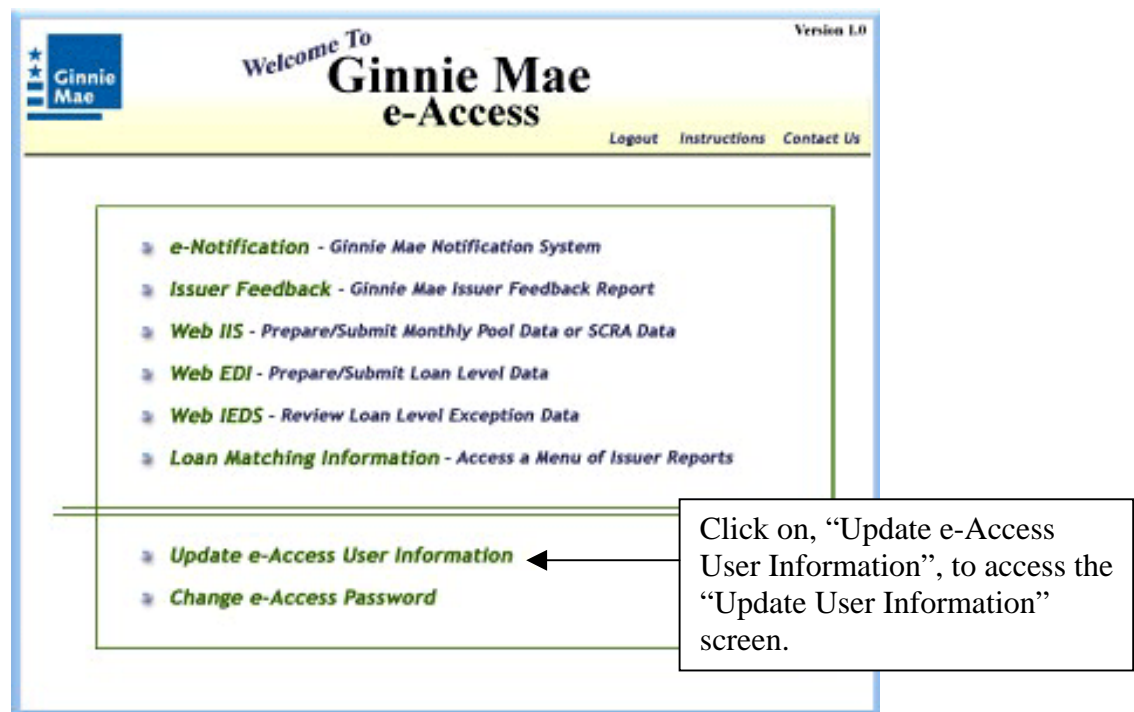
## Application Selection Screen

The Application Selection screen appears when you logon through Ginnie Mae e-Access. There are two sections to the Application Selection screen. In the top section are links to the applications that are currently available for issuers. In the bottom section are links to two functions – “Update User Information” and “Change Ginnie Mae e-Access Password”.

## Application Security

Every Ginnie Mae e-Access user ID is designed to give the user access only to those applications and functions that were requested on the User Registration Request. For example, if a User Registration Request for John Doe had only the “SCRA Processing” box checked, John Doe will only have access to the SCRA Processing functions of Web IIS. John Doe’s user ID will not have access to Web EDI or Web IEDS and Loan Matching Information. If additional accesses are needed, they may be requested via the “Update e-Access User Information” link (see “Update e-Access User Information” below).

To access a Ginnie Mae web application, click on the appropriate link. If your user ID does not have access to an application, the link will not work.



## Update e-Access User Information

The Update e-Access User Information function allows you to do two things:

1. Change the contact information in the Ginnie Mae e-Access database (i.e., telephone number and e-mail address)
2. Request a change to the User Registration information.

Your first name, last name, telephone number, and e-mail address will appear automatically on the screen shown below.



The screenshot shows a web browser window with the Ginnie Mae e-Access interface. At the top left is the Ginnie Mae logo. The main header says "Welcome To Ginnie Mae e-Access" and "Version 1.0" is in the top right. Below the header are links for "Logout", "Instructions", and "Contact Us". The main content area is titled "Update User Information". It contains the following fields: "First Name: Adam", "Last Name: Clerk", "Telephone Number: (212) 555-1212", and "E-mail Address: Adam.Clerk@MBS\_Issuer.com". Below these fields are three buttons: "Submit", "Reset", and "Cancel". At the bottom of the form area is a link that says "Request Additional Changes".

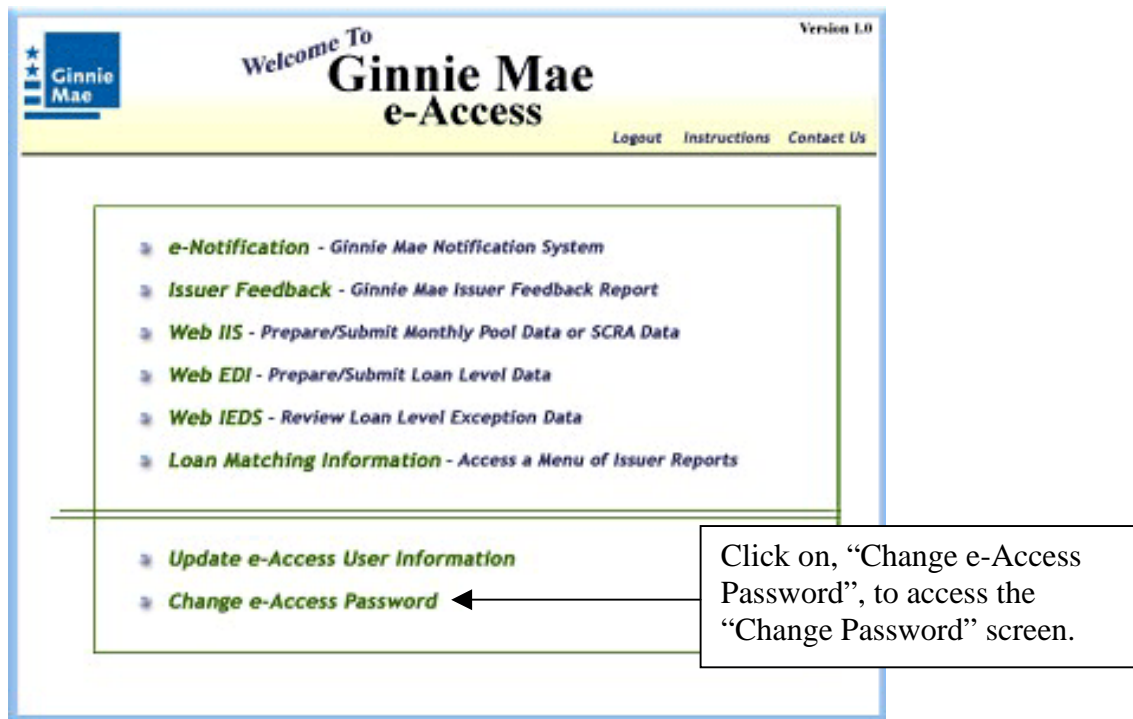
You cannot change your first or last name on this screen. To change your telephone number or e-mail address, complete the appropriate field(s) on the screen and click "Submit." "Reset" will erase any changes you make to the telephone or e-mail address – if you already have clicked "Submit", "Reset" will not undo the changes you submitted. "Cancel" returns you to the Application Selection screen.

"Request Additional Changes" displays the User Registration Request. To change your current accesses, complete the form and obtain the necessary signatures (see "User ID and Password" above), then submit the form.

**NOTE:** Check ALL needed accesses, including those accesses you already have! For example, if Jane Doe currently has access to Web EDI and needs to add access to Web IEDS and Loan Matching Information, Jane must check both the Web EDI and Web IEDS boxes on the User Registration Request.

## Change Ginnie Mae e-Access Password

Users may change passwords at any time, but passwords expire, and *must* be changed, every 6 months. If your password has not been changed within the last 6 months, your user access will be “locked”. If this happens, please contact the Ginnie Mae Help Line at 1-888-446-6434, option 3. To change your password, click on the “Change e-Access Password” link, and then follow the instructions.



When you click “Submit” you will see a confirmation screen. If your new password is invalid (see “Password Rules” below), you will see an error message and you will need to enter a different password.

## Password Rules

Passwords:

- Are not case sensitive
- Must be seven (7) or eight (8) characters long
- The first character must be a letter
- Cannot be the same as your user ID
- Cannot be easily guessed words like "welcome"

The screenshot shows the 'Change Password' form on the Ginnie Mae e-Access website. The form includes three input fields: 'Current Password', 'New Password', and 'Verify New Password'. A 'Submit' button is located below the fields. Three callout boxes provide instructions: 'Type your current password here.' points to the 'Current Password' field, 'Type your new password here and in the box underneath.' points to the 'New Password' and 'Verify New Password' fields, and 'Click "Submit."' points to the 'Submit' button.

Version 1.0

★ Ginnie Mae

Welcome To **Ginnie Mae e-Access**

Logout Instructions Contact Us

**Change Password**

Current Password:

New Password:

Verify New Password:

Submit

Type your current password here.

Type your new password here and in the box underneath.

Click "Submit."