

An Organization Administrator can prevent a user from logging in to their MyGinnieMae account by locking the account. Locking a user's account is different from disabling it because the user retains their access.

LOCKING A USER'S ACCOUNT

1. Navigate to <https://my.ginniemae.gov> to access MyGinnieMae.
2. Enter your username and password to login.
3. Select the **Tools** dropdown.
4. Select **Access Management Console**.
5. Select **Yes** to continue when prompted.
6. Select **User Management**.

The system will display a list of all users in alphabetical order by their last name. If the  icon is next to the user's name, then their account is already locked.

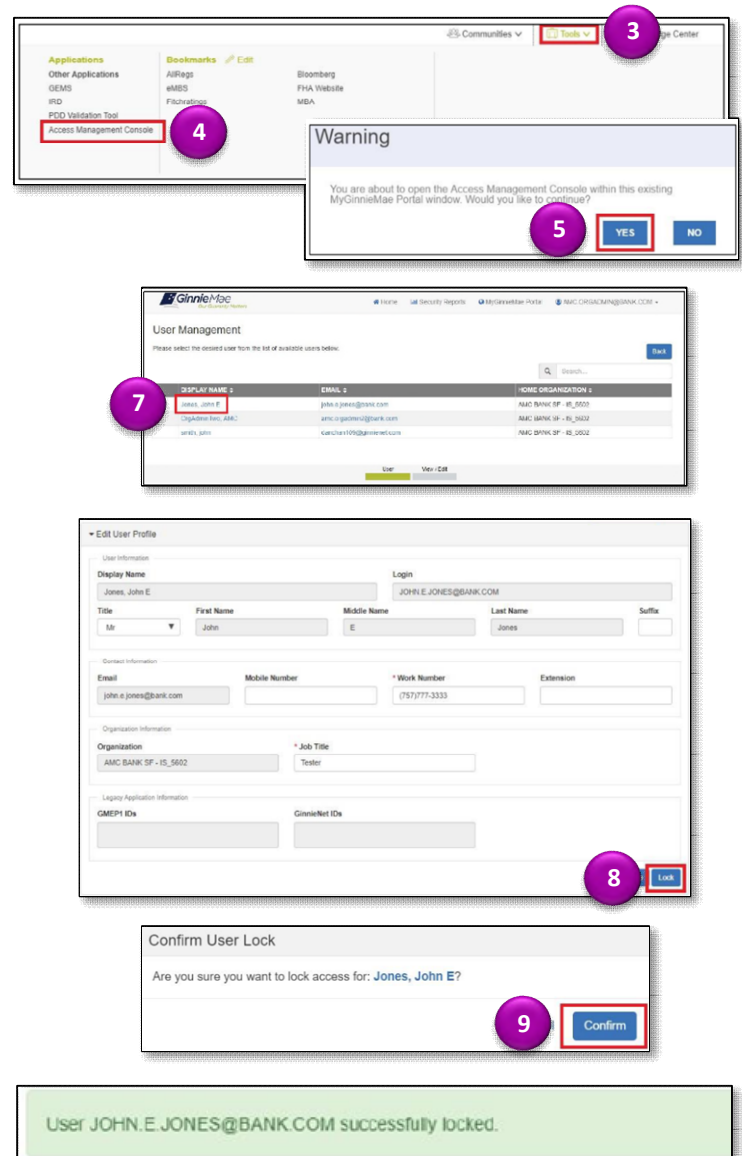
7. Select the appropriate user's name.

The User Management page will open.

8. Select **Lock** in the bottom right corner of the Edit User Profile accordion.

9. Select **Confirm** when the Confirm User Lock dialog box appears.

A ribbon will display stating "User [User Name] successfully locked" and the user's account status will be updated to Locked.



The screenshots illustrate the process of locking a user's account in MyGinnieMae:

- Screenshot 1:** The top navigation bar shows the **Tools** dropdown menu (3) with **Access Management Console** selected (4).
- Screenshot 2:** A warning dialog box asks, "You are about to open the Access Management Console within this existing MyGinnieMae Portal window. Would you like to continue?" (5). The **YES** button is highlighted.
- Screenshot 3:** The **User Management** page displays a list of users. The user **John E. Jones** is selected (7).
- Screenshot 4:** The **Edit User Profile** page for John E. Jones is shown. The **Lock** button in the bottom right corner is highlighted (8).
- Screenshot 5:** A **Confirm User Lock** dialog box appears, asking, "Are you sure you want to lock access for: Jones, John E?" (9). The **Confirm** button is highlighted.
- Screenshot 6:** A green ribbon at the bottom of the page displays the message: "User JOHN.E.JONES@BANK.COM successfully locked."