Ginnie Mae
Reporting and Feedback System (RFS)

e-Notification Training

December 17, 2009

The agenda for this training course can be found here:
http://www.ginniemae.gov/issuers/RFSe-NoteAgenda.pdf

Agenda

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- Logging into the Ginnie Mae Enterprise Portal (GMEP)
- Accessing e-Notification
- System Navigation Rules
- Q&A Period

Agenda

Lesson 4 – Using e-Notification

- Major Functions of e-Notification
- Issuer Inbox
- Passive Email
- News and Updates
- User Guide
- Q&A Period

Course Introduction

LESSON 1

Common Terminology

- e-Note – e-Notification
- GMEP – Ginnie Mae Enterprise Portal
- MBSAA – Mortgage-Backed Securities Administration Agent
- PA/EF – Pool Accounting/Exception Feedback
- PPA/CPTA – Pool Processing Agent/Central Paying and Transfer Agent
- RFS – Reporting and Feedback System

Course Overview

<u>Course Description</u>

This training course will explain the differences between the legacy e-Access e-Notification and the new e-Notification application.

Issuers will access e-Notification through the Ginnie Mae Enterprise Portal (GMEP), a web based application that will serve as a single gateway for accessing all Ginnie Mae information systems.

<u>Audience</u>

All Ginnie Mae Issuers and Document Custodians

Course Objectives

After completing this course, you will be able to:

- Understand the changes from the legacy e-Access e-Notification application to the new e-Notification application
- Access the GMEP and the e-Notification application
- Use the major functions of e-Notification

Course Format

The course format will be interactive:

- Participants will be in listen-only mode
- Course will be taught in 4 lessons
- Participants will have opportunities to ask questions during periodic intervals
- Operator will provide instructions regarding asking questions

New Features

LESSON 2

New Features

What does the move to e-Notification mean to me as an Issuer?

- Different path to access e-Notification
- Starting December 1, 2009, Issuers will use the GMEP to access e-Notification

What features will I see?

- Minor appearance and screen layout changes
- Procedure for saving files that are attached within a notification
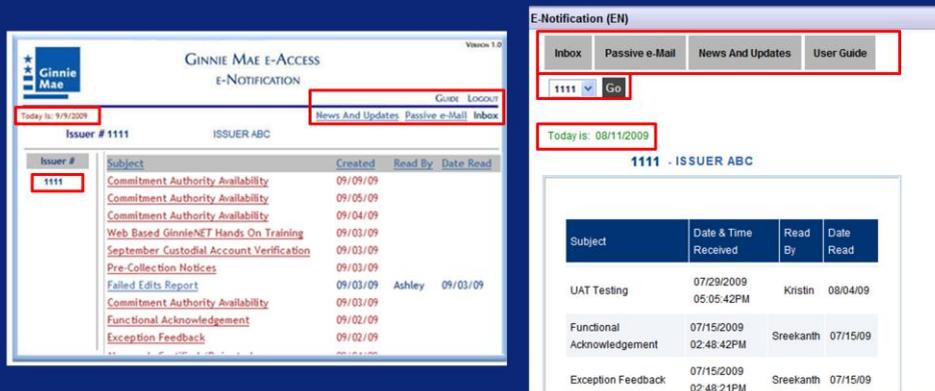
New Features (continued)

e-Notification provides Issuers the ability to perform the following functions:

- View notifications sent by Ginnie Mae and its Agents in the past 30 days
- Navigate to links contained in the notifications
- Sign up for passive email to receive an email notice when new notifications are sent
- Read news and updates about the e-Notification module

1. As displayed in the red boxes, some items screen location's have moved and overall appearance has been changed.

New Navigation Path

Navigation Path for Notifications that have attached files
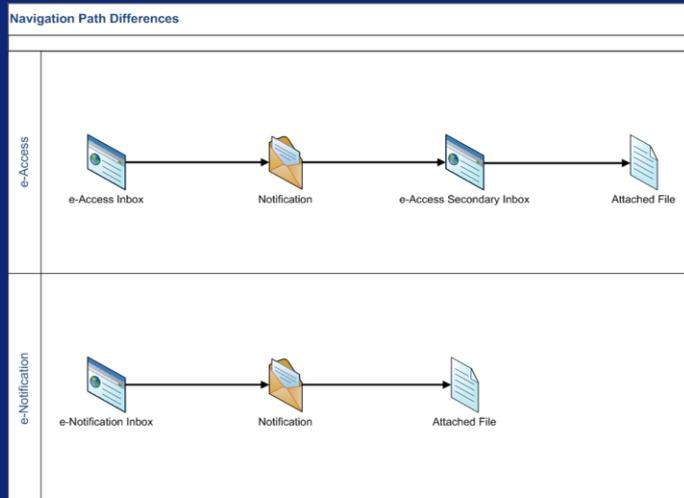
Navigation Path Differences

e-Access: e-Access Inbox → Notification → e-Access Secondary Inbox → Attached File

e-Notification: e-Notification Inbox → Notification → Attached File
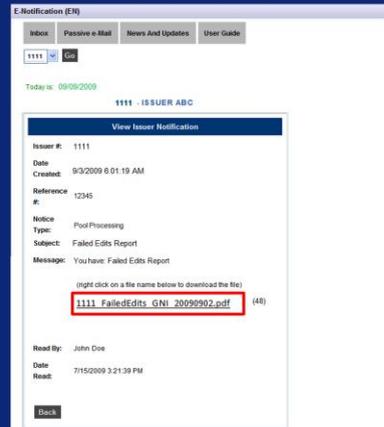
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1. As displayed in the diagram, within e-Access, a secondary inbox appears after a user clicks on a notification that has an attached file.
2. Within e-Notification, the attached file will be available for download within the notification.

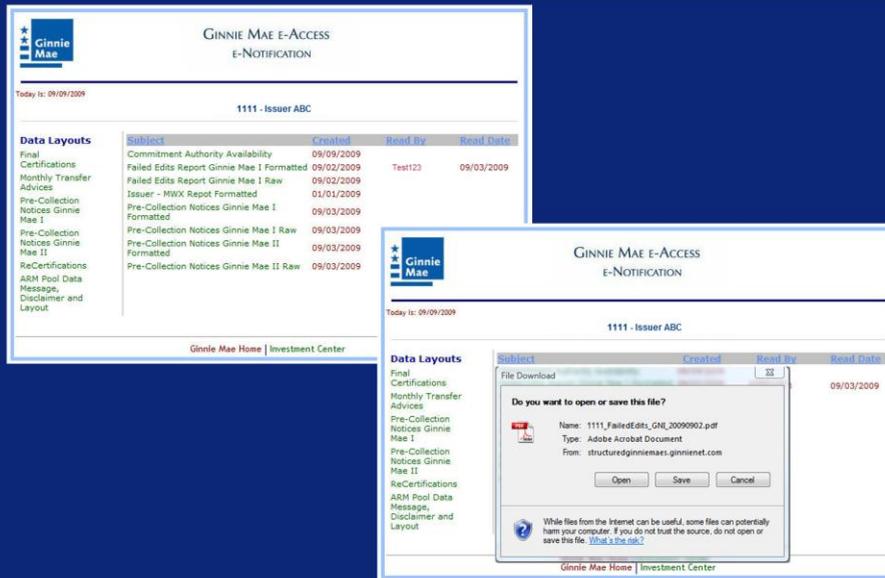1. Within e-Access e-Notification, clicking on the "Click here to view" will send the user to a secondary inbox.
2. Within e-Notification, the file is available to download directly from the notification.

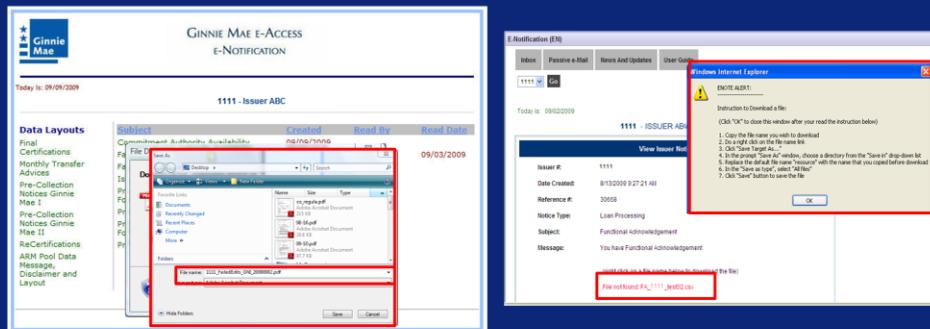1. The top screenshot is a sample view of the secondary inbox that will appear if a user wishes to view an attachment within e-Access.
2. If the user clicks on an individual notification, the File Download box will appear as displayed in the lower screenshot.

1. Within e-Access, the Save As screen appears with the File name pre-populated as displayed in the left screenshot

2. Within e-Notification, if a user wishes to download a file, he/she must follow the instructions that appear in the "Instructions to Download a file" which include:

    1. Copy the file name you wish to download

    2. Do a right click on the file name link

    3. Click "Save Target As"

    4. In the prompt "Save As" window, choose a directory from the "Save in" drop-down list

    5. Replace the default file name "resource" with the name that you copied before download

    6. In the "Save as type", select "All files"

    7. Click "Save" button to save the file
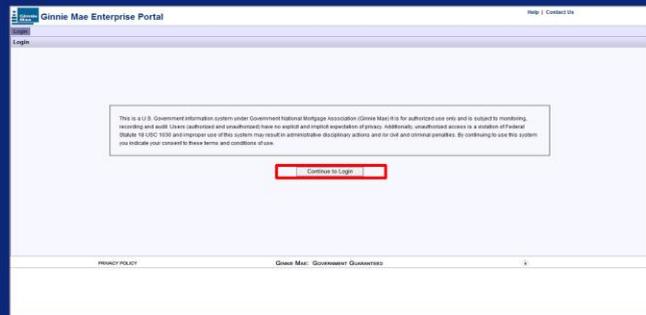
Accessing e-Notification

LESSON 3

Logging on to GMEP and Accessing RFS

Steps for Logging on to GMEP and accessing RFS:

- Launch Internet Explorer
- Navigate to: https://www.eginniemae.net
- Click **'Continue to Login'**

Logging on to GMEP and accessing RFS

Enter your **Username** and **Password** and click the **Login** button
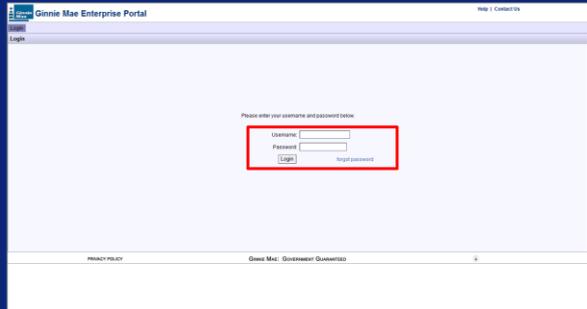
- Ginnie Mae will assign usernames to the first two Security Officers
- These Security Officers will create all other usernames for your company
- Upon your first successful log in, you will be requested to answer various security questions
- At that point, you will be required to change your password

Obtaining Support for GMEP User Accounts

Locked out? Need a password reset?

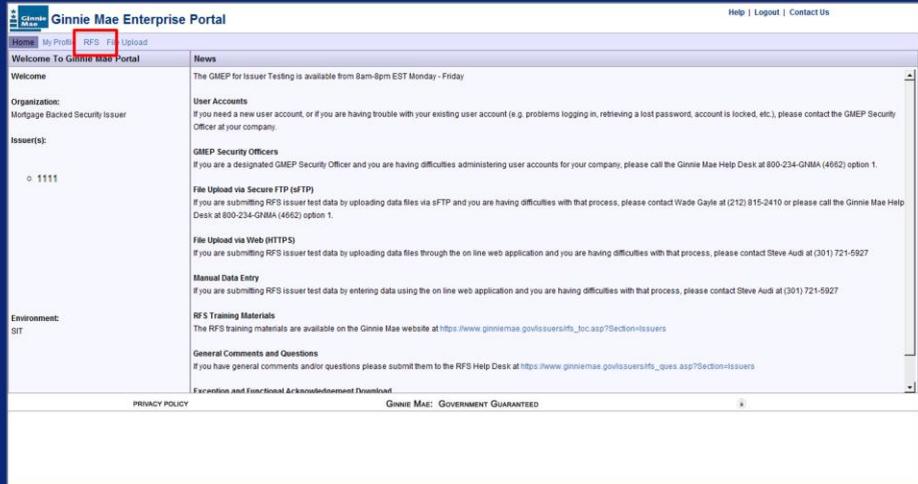Step 1: Contact GMEP Security Officer at your organization

Step 2: If you don't know who that person is or if the security officer is locked out of the system, contact the Ginnie Mae Help Desk by calling (800) 234-4662, Option 1.

Alternatively, send an email to ginniemae@bankofny.com with the subject line "Portal Registration"

1. Once logged into the GMEP, click on the RFS link in the GMEP menu bar.

Accessing e-Notification

Click on **e-Notification**

Ginnie Mae Enterprise Portal   Help | Logout | Contact Us

Home | My Profile | RFS | File Upload

Welcome To Gin | Exception Feedback

Welcome | Pool Accounting - Single Family | r Testing is available from 8am-8pm EST Monday - Friday

Organization: | Pool Accounting - Multifamily

| Matching & Suspense (MAS) | ser account, or if you are having trouble with your existing user account (e.g. problems logging in, retrieving a lost
| | is locked, etc.), please contact the GMEP Security Officer at your company.

Issuer(s): | Servicemember's Civil Relief Act (SCRA)

| | cers
o 1111 | Ginnie Mae Portfolio Analysis Database | ted GMEP Security Officer and you are having difficulties administering user accounts for your company, please call
| System (GPADS) | Desk at 800-234-GNMA (4662) option 1.

| **E-Notification (EN)** | ure FTP (sFTP)
Environment: | If you are submitting RFS issuer test data by uploading data files via sFTP and you are having difficulties with that process, please
SIT | contact Wade Gayle at (212) 815-2410 or please call the Ginnie Mae Help Desk at 800-234-GNMA (4662) option 1.

File Upload via Web (HTTPS)
If you are submitting RFS issuer test data by uploading data files through the on line web application and you are having difficulties with
that process, please contact Steve Audi at (301) 721-5927

Manual Data Entry
If you are submitting RFS issuer test data by entering data using the on line web application and you are having difficulties with that
process, please contact Steve Audi at (301) 721-5927

RFS Training Materials
The RFS training materials are available on the Ginnie Mae website at https://www.ginniemae.gov/issuers/rfs_toc.asp?Section=Issuers

releasable under the Freedom of Information Act (5 U.S.C. S 552(b)).

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2. Select the E-Notification (EN) link from the RFS menu dropdown list

3. Once logged in, the e-Notification homepage will display.

System Navigation Rules

- Never use the browser navigation buttons (e.g., back arrow); use only the RFS navigation keys (e.g. RFS back button). Using the browser navigation buttons can result in unexpected errors.
- On data entry screens, use the TAB key to move forward through the data fields and press SHIFT+TAB to move back to the previous data field.

Using e-Notification

LESSON 4

Major Functions of e-Notification

The major e-Notification function navigation area is located under the e-Notification header. Major functions available are:

- **Inbox** – View the Notifications in your inbox from the past 30 days
- **Passive email** – Sign up to receive an email on an external email system every time a notification is sent to your e-Notification inbox
- **News and Updates** – Displays information about the e-Notification system
- **User Guide** – Displays the e-Notification Issuer User Guide.

E-Notification (EN)				
Inbox	Passive e-Mail	News And Updates	User Guide	

1111 ⌄ Go

1. The **Issuer Inbox** is the first screen displayed upon entering e-Notification
2. All notifications sent to the Issuer in the past 30 days are displayed.
3. Each 'Issuer Number' has its own inbox; some Issuers have more than one ID number assigned to them; in this case, the Issuer will be assigned multiple inboxes.
4. The 'Inbox' drop-down box will contain all of the 'Issuer Numbers' assigned to the Issuer.
5. To display notifications for a different 'Issuer Number', click on the drop-down box, select a different 'Issuer' and click GO. The screen will refresh with the newly selected 'Issuer' and 'Issuer' and all notifications sent to that Issuer number in the past 30 days.
6. Each 'Issuer' is associated with only one inbox; however, multiple Users within the organization can access that inbox.
7. Notices are displayed in one line. New notices appear in red. Notices already viewed show the name of the person who read the notice and the date read.
8. For a new notice, the 'Read By' and the 'Date Read' fields are blank. These fields are updated with the User information the first time the notice is read. Even if the notice is read later by other Users, it will always display the name of the User that first read the notice and the date they first read it. Ginnie Mae considers this to be the official "read or not read" information about the notice. *Notices that have not been read in five days are automatically reported to the applicable Ginnie Mae account executive.*
9. By default, the notices are sorted by their 'Date and Time Received', with the most recent date on top. By clicking the column header, the User may sort notices on: 'Subject' 'Read By' or 'Date Read'. Clicking the same header reverses the sort order.
10. To read a notice, click on the notice's link in the 'Subject' column.

Viewing a Notification

E-Notification (EN)

| Inbox | Passive e-Mail | News And Updates | User Guide |

1111 ▾ Go

Today is: 08/11/2009

1111 - ISSUER ABC

View Issuer Notification

Issuer #:	1111
Date Created:	8/10/2009 3:08:05 PM
Reference #:	30626
Notice Type:	New APM Notification
Subject:	New APM available
Message:	A new APM has been added to the Ginnie Mae Web site and can be viewed here
Read By:	John Doe
Date Read:	8/11/2009 9:25:30 AM

Back

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1. When a notification is selected, the **View Issuer Notification** screen will be displayed. This screen shows more detail about the notification.
2. The notice may contain a link to a page on the Ginnie Mae web site, or to another document.
3. Clicking on the link opens a new window containing the referenced information. (e.g. The word "here" within the red box would take you to the APM located on Ginnie Mae's website).
4. Close or minimize the new window to view e-Notification again.
5. Click on the BACK button at the bottom of the screen to return to the notices inbox.
6. To print, use the GMEP print function.
7. To save a screen, use the browser's Save As function.

e-Notification Information

- e-Notification processes notices and content
  - (e.g. text files, PDFs, letters) from Ginnie Mae's processing systems (i.e. from the pool processing agent systems, central payment and transfer systems, and notices from the data collection and feedback system).
  - Many of these are routine daily, weekly, monthly notices and content. e-Notification also processes custom notices and ad hoc notices from Ginnie Mae.
- Many of the processing notices have the direct link to the content. It is up to the Issuer to determine how best to use the content. Some content is in 'raw' text files, where other files are formatted.
- The notification is always linked to the most currently available information.
  - Be aware that notifications for the same subject are linked to the same most current information.
  - Prior period production reports must be obtained through the Ginnie Mae Help Desk

Exception Feedback Example

This information has been prepared for internal Government National Mortgage Association (Ginnie Mae) Agency discussion purposes only and is not releasable under the Freedom of Information Act (5 U.S.C. S 552(b)).

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1. Clicking on the 'Subject' of the notification will display the **View Issuer Notification** page for the Exception Feedback notice

Exception Feedback Notification Example

View Issuer Notification Screen with Link for Exception Feedback Files

1. Right click on the filename link.

2. Select Save Target As – and follow the browser instructions.

3. The Exception Feedback file will be saved and available for viewing and printing.

4. Prior to returning to the **Notification Detail** screen, any of the open windows containing reports and data layouts may be closed.
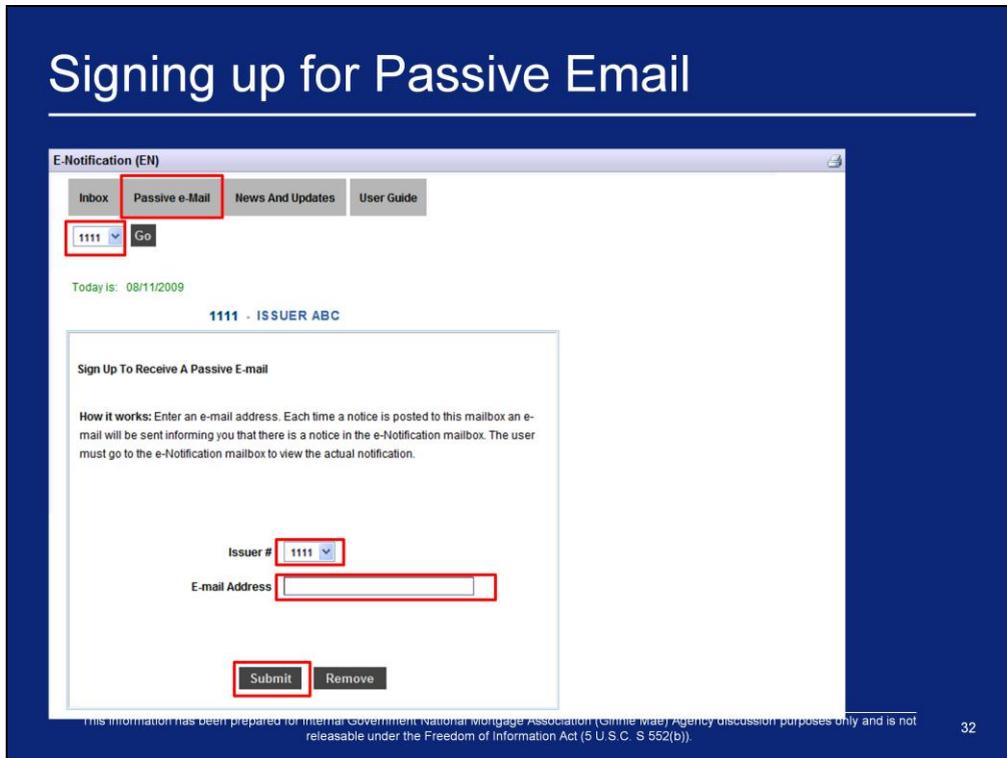
Passive Email

- The e-Notification system allows only 1 e-mail address per Issuer number
- Issuers are responsible for checking their e-notification inboxes
- Passive e-mail is an option to receive an e-mail alert at a designated external e-mail address:
  - Alerts are sent whenever a new notice arrives in the e-notification inbox
  - The e-mail contains a link only
  - The external e-mail address can be reassigned at any time

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1. Even though the user can only list one email, the user can create a group/distribution list and submit the email address for the group.

To sign up for Passive Email:

1. Click on the Passive email menu function on the main **e-Notification** screen.

2. Select the 'Issuer #' from the drop-down box.

3. Enter the 'email Address'.

4. Click SUBMIT.

5. A message confirming a successful update of the email address will be displayed.

6. To change the email address where the alerts are sent, repeat the sign-up process and change the email address to the new address.

7. To cancel the Passive email service, select the appropriate Issuer number and click REMOVE.

Passive Email Example

A notice has been posted to the Ginnie Mae e-Notification mailbox. Click the link below to log in to e-notification.

https://www.eginniemae.net/

Do not respond to this email. If you have received this email in error, please call the Help Desk at 1-888-446-6434.

This email has been scanned by the MessageLabs Email Security System.
For more information please visit http://www.messagelabs.com/email

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1. To view information concerning the e-Notification system, click on the **News and Updates** menu link.
2. News and Updates is the same for all Issuers, selecting a different Issuer will display the same screen.
3. News and updates will change over time so check this page periodically to view the most up to date news and updates.

1. Clicking the **User Guide** menu option will display a Microsoft Word version of the e-Notification Issuer User Guide.

2. This file can be saved to the User's computer by clicking the save option within the File Download screen that appears.

3. It is recommended to convert the User Guide to a PDF after saving so the document is not editable.

Obtaining Support for e-Notification

Need help answering questions about e-Notification?

Step 1: Refer to the e-Notification User Guide

Step 2: If you can not find the answer to your question within the e-Notification User Guide, please contact your GMEP Security Officer

Q & A Session

For more information see:
https://www.ginniemae.gov/Issuers/rfs_ques.asp?Section=Issuers