

RSA SecurID Token FAQ's

A. General Questions

1. What is an RSA SecurID Token?

An RSA SecurID Token, also known as 'key fob', is a device used to access a digital asset, (i.e. a computer system, or specific system functions). Tokens are used by organizations to protect private information and ensure that individuals, devices and applications exchanging information are authorized to do so.

The RSA SecurID Token (Token) is part of a two-factor authentication process in which a User can access a system and/or submit an approval by entering a User ID and password, followed by entering a four-digit PIN, along with the six-digit code provided by the Token. This six-digit code is refreshed periodically, providing additional security.

2. Why does Ginnie Mae require the use of RSA SecureID Tokens?

Ginnie Mae requires the use of RSA SecureID tokens to ensure that the individuals performing the submission or approval function(s) in Ginnie Mae's Systems, including GMEP and GinnieNET are authorized to do so.

3. Do I need to have an RSA SecurID Token to access GMEP and GinnieNET?

No. You can access GMEP and GinnieNET the same way you do now, using the same User ID and Password credentials. A Token is only required for certain submissions and approvals in those systems.

4. How do I know if I need a token?

You need a token if you are responsible for requesting Commitment Authority, Managing and submitting Master Agreements, Requesting Pool Transfers via GMEP. You will also need a token for submitting pools and reports; performing pool certifications; and submitting Remittance Advices in GinnieNET.

5. If I'm able to submit pools and reports in GinnieNET using the fingerprint scanner, do I still need to obtain a token for GinnieNET?

Yes. The tokens will replace the Biometric fingerprint scanner device for submissions in GinnieNET. For instance, Tokens will be needed for pool submissions, pool certifications, or reporting and remittance advice submissions. Hence, even if you perform those functions without a token now—by using the fingerprint authentication process—you will need an RSA SecurID Token when the use of fingerprint scanners is phased out.

6. If I currently have access to and use GinnieNET, but do not need to use the fingerprint scanner, do I need a Token?

No. If you currently use GinnieNET, but are not required to use the fingerprint scanner to complete your work, you will not need a Token.

- 7. When will the new RSA SecurID Token requirement for GinnieNET go into effect?**
The RSA SecurID Token functionality in GinnieNET is targeted to go into effect September 21, 2015. All pools submitted or certified on or after the effective date must be submitted or certified using a Token.
- 8. How will the RSA SecurID Token be used in GinnieNET?**
After you have logged into GinnieNET, and are ready to submit pools or reports, or certify pools, the system will prompt you for your GMEP User ID and password, and subsequently for your four-digit PIN, plus the six-digit code from your Token. This process must be completed for each submission.
- 9. Will the upcoming Changes to GinnieNET affect how I use RSA SecureID tokens in GMEP?**
No. The use of the RSA SecurID Tokens in GMEP will be the same. After you have logged into GMEP and are ready to submit Master Agreement(s), Commitment Authority requests, Pool Transfer requests, GMEP will prompt you to enter your four-digit PIN, plus the six-digit code from your Token. This must be completed each time you submit a new action.

B. Obtaining an RSA SecurID Token

- 1. How do I obtain a Token?**
If you already have a GMEP ID, you must complete and submit an *RSA SecurID Token Request Form* to your organization's Security Officer. If you do not have a GMEP ID, you will need to complete and submit a *Ginnie Mae Systems User Registration Form* and an *RSA SecurID Token Request Form* to your organization's Security Officer. The Security Officer will manage the process with Ginnie Mae Relationship services. The Token will be sent to your Security Officer who should then contact you to pick it up.
- 2. Who is my organization's Security Officer?**
If you do not know who your Security Officer is, please contact Ginnie Mae Relationship Services at 1-800 234-4662 (Option 1), or Ginniemae1@bnymellon.com.
- 3. Where do I obtain the forms I need to submit to my Security Officer?**
The Ginnie Mae System Access User Registration Form and RSA SecurID Token Request Form can be found with the other documents mentioned in this FAQ at: http://ginniemae.gov/doing_business_with_ginniemae/modernization/Pages/default.aspx
- 4. I have received my token, what do I do next?**
You need to enable and then validate the Token before it is ready to use. Instructions on how to enable and validate Tokens are available on our website at: http://ginniemae.gov/doing_business_with_ginniemae/modernization/Pages/default.aspx . This process takes less than 15 minutes.

- 5. What is the process to replace, reassign, or deactivate an RSA SecurID Token?**
Security Officers for each organization should contact Ginnie Mae Relationship Services at 1-800-234-4662 (Option 1), or Ginniemae1@bnymellon.com as soon as possible to arrange the Token's deactivation. Be sure to note the subject line of your email that you are inquiring about Tokens.

C. Issuer User Specific FAQ'S

- 1. Do I have to be listed on the form HUD-11702 to be issued a Token?**
Yes, individuals must be listed on the form HUD-11702 (Resolution of Board of Directors and Certificate of Authorized Signatures). This ensures that the individual performing the function is authorized to do so.
- 2. If I am currently authorized to use GinnieNET for pool processing and I already have an RSA SecurID Token, will my current token work for the new GinnieNET requirement automatically?**
Yes. Your User ID and Token will be updated automatically to work in GinnieNET.

D. Document Custodian User Specific FAQ's

- 1. I am a Document Custodian, will I need a Token?**
Yes. Tokens are required to electronically complete and recertify the form HUD-11715 (Master Custodial Agreement) and will be required to certify pools in GinnieNET.
- 2. Do I need to be on the HUD-11702 to obtain a Token?**
No, unlike Issuers, Custodians do not need to be on a HUD-11702 to obtain a Token.
- 3. I am a Document Custodian with multiple locations, will I need a Token for each?**
Yes. The location performing the certification reviews should also submit the certifications in GinnieNET. Therefore, each location that performs these functions will need to have staff members with Tokens.

E. Software Compatibility FAQ's

- 1. What are the browser requirements to support the use of Tokens?**
Internet browsers Microsoft Internet Explorer (IE) Versions 8, 9, 10 are fully supported. While Tokens may work properly with other browsers, Ginnie Mae will not offer support for browsers other than IE8, IE9 and IE10.
- 2. What versions of Windows are required?**
GMEP and GinneNET can both be run under Windows XP, Windows 7 and Windows 8. While other version of Windows environments may be used for both applications, Ginnie

Mae will not offer support for environments other than Windows XP or Windows 7 and Windows 8.

3. Can I use Apple iOS when accessing GMEP and using the Token?

No, Apple iOS is not supported by Ginnie Mae.

4. What if I am using Internet Explorer 7 (IE7), will that work?

While the Internet Explorer version 7 (IE7) browser may continue to work, Ginnie Mae discontinued support for this browser version October 26th, 2013, and recommends upgrading to IE8, IE9 or IE 10.

5. Where can I find more information regarding these upcoming changes?

For the most up-to-date information, please visit the Ginnie Mae website at: http://ginniemae.gov/doing_business_with_ginniemae/modernization/Pages/default.aspx. Information and upcoming training opportunities will also be communicated via Ginnie Mae's Notes and News, directly from Ginnie Mae staff and Account Executives, and within upcoming Outreach Calls for Issuers and/or Document Custodians. Also, as information is updated and posted to Ginnie Mae's website, subscribers will receive notification.

6. Who can I contact, if I still have questions?

For additional information, please contact your Account Executive directly, or the Ginnie Mae Relationship Services at 1-800-234-4662 (Option 1), or Ginniemae1@bnymellon.com.