

These Frequently Asked Questions (FAQs) are available to assist RSA SecurID Soft Token holders in using their new soft tokens.

1. How do I use my soft token?

For instructions on how to use your soft token, please review [QVR-RSA:3.0 Video – How to Use a Soft Token in MyGinnieMae](#) and [QRC-RSA:3.0 How to Use a Soft Token in MyGinnieMae](#) located on the Modernization Initiatives page on GinnieMae.Gov.

2. Why is the passcode generated in my soft token not working in my business transaction?

You may have typed an incorrect 6-digit PIN into the soft token application. Even though a passcode appears, it will not work unless the correct 6-digit PIN was entered. In this case, return to the soft token application and carefully reenter the correct PIN to generate a new passcode. If you have forgotten your PIN, please email askGinnieMae@hud.gov for assistance.

3. What do I do if I have forgotten my password to the RSA self-service console?

If you have forgotten your temporary password or the password that you have set, please email askGinnieMae@hud.gov for assistance.

4. I got a new mobile device or computer; do I need a new soft token?

If you have replaced the device that installed your soft token, the original soft token will not work if reinstalled on a new device. You will need to request a new soft token by emailing askGinnieMae@hud.gov.

5. Can I still use my hard token even after receiving a soft token?

No. Hard tokens no longer function. In order to transact business within Ginnie Mae systems, you must use your soft token.

6. Do I need to return my hard token now that I have started using my soft token?

Yes, hard tokens will be collected. Further instructions on when and how to return them will be provided later.

7. If my role did not require an RSA SecurID Hard Token, will I need a soft token?

No, only those users that have been assigned select 'Authorized Signer' functional roles in MyGinnieMae to transact business in Ginnie Mae systems require a token. This does not change with the transition to soft tokens.

8. A new employee was recently hired and requires a soft token to transact business. How do they get one?

To be eligible for a Soft Token, a user must be listed on the 11702 (does not include Document Custodians) and have the 'Authorized Signer' functional role in MyGinnieMae. To update the MAMS agreement, please refer to the QRC: [QRC-IS DC5 Managing Master Agreements in MAMS](#).