

Frequently Asked Questions

RSA SECURID SOFT TOKEN PRE-CUTOVER

These Frequently Asked Questions (FAQs) are available to assist existing RSA SecurID Hard Token holders in preparing for the transition to the new convenient RSA SecurID Soft Token.

1. What is an RSA SecurID Soft Token?

An RSA SecurID Soft Token is part of a two-factor authentication process that leverages a “software token” to create an eight-digit authentication code at fixed intervals. Ginnie Mae assigns tokens to Authorized Signers in the MyGinnieMae portal to protect private information and ensure that individuals, devices, and applications exchanging information are authorized to do so.

2. Do I need an RSA SecurID Soft Token to access the MyGinnieMae portal and business applications?

No. You will access the MyGinnieMae Portal and business applications such as RFS, SFPDM, MFPDM, and GinnieNET with the same login process you use now. The RSA SecurID Token is required only for certain submissions and approvals by “Authorized Signers” in MyGinnieMae portal applications.

3. 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 an “Authorized Signer” functional role in MyGinnieMae to transact business in Ginnie Mae systems require a token. This does not change with the transition to soft tokens.

4. When is the RSA SecurID Soft Token migration taking place?

All users that currently have an active RSA SecurID Hard Token issued by Ginnie Mae will automatically receive a soft token via email beginning **August 23rd**, 2022. The soft tokens must be validated by **October 14th**, 2022, to be operational upon the **October 22nd**, 2022, cutover date. Please refer to the [RSA SecurID Soft Token Adoption Timeline](#) for more information on the migration timeline.

5. What can I do to prepare for the migration to the RSA SecurID Soft Token?

You should read all materials and communications that are being sent out regarding the RSA SecurID Soft Token adoption and get familiarized with the adoption timeline on the Modernization Initiatives page of the Ginnie Mae website at https://www.ginniemae.gov/issuers/issuer_training/Pages/modernization.aspx.

6. How will RSA SecurID Soft Tokens be distributed?

Users will receive an email from GinnieMaeDesk@deloitte.com beginning on **August 23rd**, 2022 with an individual token code for users to download and validate.

7. How will I set up and validate my new RSA SecurID Soft Token?

Once distributed, soft tokens can be validated through the RSA self-service console. The process to set-up and validate RSA SecurID Soft Tokens is simple and will not require a significant amount of time to complete. Detailed training materials with step-by-step instructions on how to validate your token will be provided via email the week of **August 15th**, 2022.

8. How long will I have to complete the soft token validate process?

To avoid disruption in access to MyGinnieMae and essential business applications, users should update their tokens as soon as possible. Once your soft token is distributed in late August, you will have until **October 14th**, 2022, to validate it.

9. Can I still use my hard token after I've activated the RSA SecurID Soft Token?

Even after completing the steps to validate the RSA SecurID Soft Token, you will continue to use the *hard* token until the **October 22nd**, 2022, cutover date. Upon cutover, the hard token will no longer function and you must switch to using the new soft token.

10. What do I do with the hard token when I am done using it?

As part of a Continuity of Operations Plan, you must keep the RSA SecurID hard token until Ginnie Mae provides further instructions.