How to Install and Authenticate Soft Token - Desktop

RSA QUICK REFERENCE CARD

This Quick Reference Card (QRC) is for users who are installing their RSA SecurID Soft Token on their Desktop Computer.

Note: Users will be required to set up their token within 30 days of the Functional Role containing the RSA SecurID Soft Token. If users do not complete token setup within 30 days of provisioning, the token and corresponding functional role will be revoked. If a user has contacted the Ginnie Mae Help Desk regarding token set up, revocation of the token and functional role at the 30-day deadline will be prevented.

HOW TO INSTALL YOUR SECURID SOFT TOKEN ON YOUR DESKTOP

1. Receive an email from donotreply_access@ginniemae.gov with the subject line **New Ginnie Mae Soft Token,** which contains your token file. You may disregard the QR code as that is for mobile set-up only. You will receive an additional email with the temporary password that will be used to setup the token.

   Note: You must choose whether you would like to install your RSA SecurID Soft Token on your desktop or mobile device. You may only install it on one device.
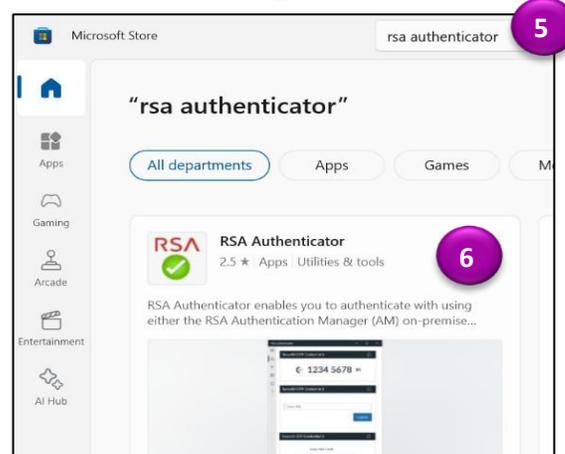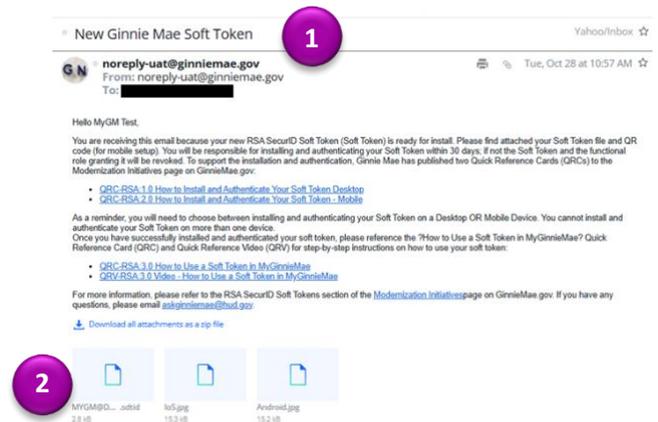
2. Double click to save the *LastName-FirstName (.sdtid)* file. Save the .sdtid file to your desktop.
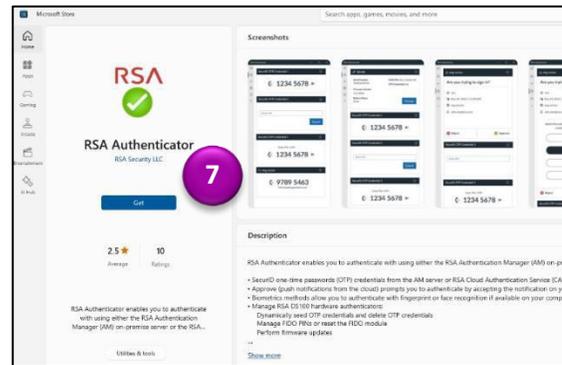
Microsoft Windows

3. Navigate to the **Start Menu** on your Microsoft Device. Seach "Microsoft Store" in the taskbar.

4. Select **Open** to launch the Microsoft Store app.
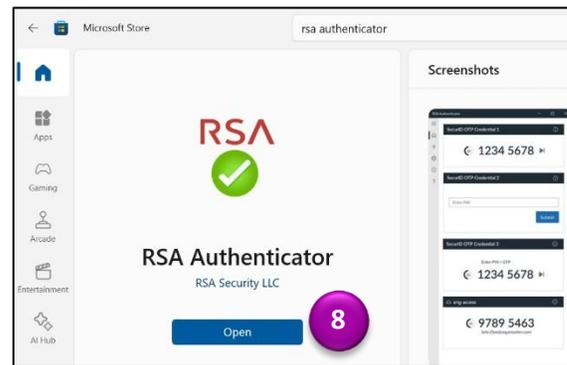
5. In the Microsoft Store search "RSA Authenticator".

6. Select **RSA Authenticator**.

7. Select **Get.** The download will begin.

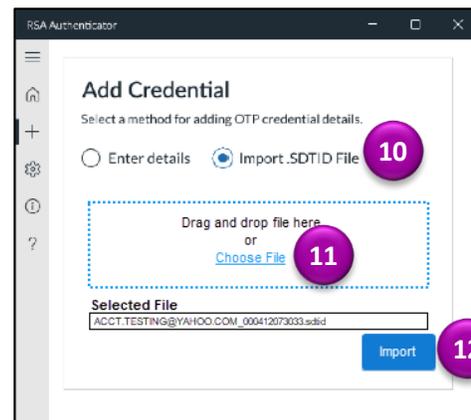8. Once the download is complete, select **Open**.

Note: If your organization has security restrictions that prohibit you from installing this program, you must contact the IT Administrator at your organization.
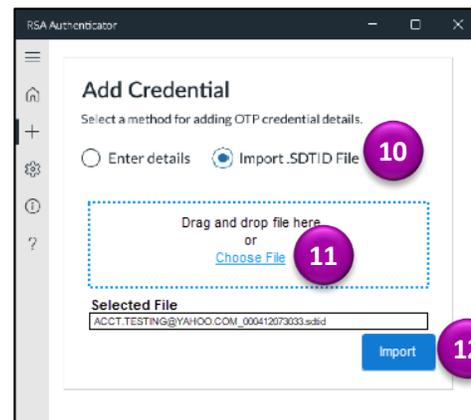

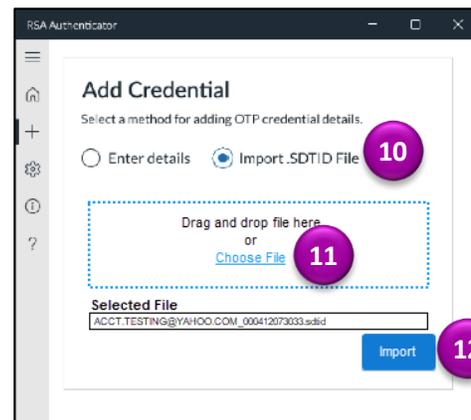9. In the RSA Authenticator application, select the **plus (+) symbol.**

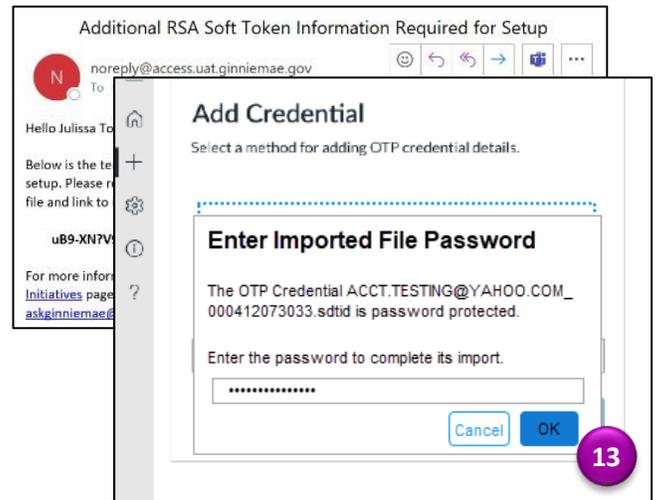10. Select the Import **.SDTID File** dial.

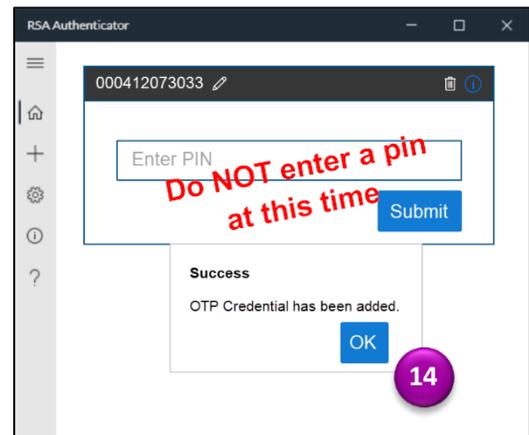11. Select **Choose File** and select the .sdtid file saved in Step 2 above.

12. Select **Import**.

13. Enter the temporary password provided in the email from donotreply_access@ginniemae.gov with the subject line **Additional Soft Token Information Required for Setup**. Select **OK**.
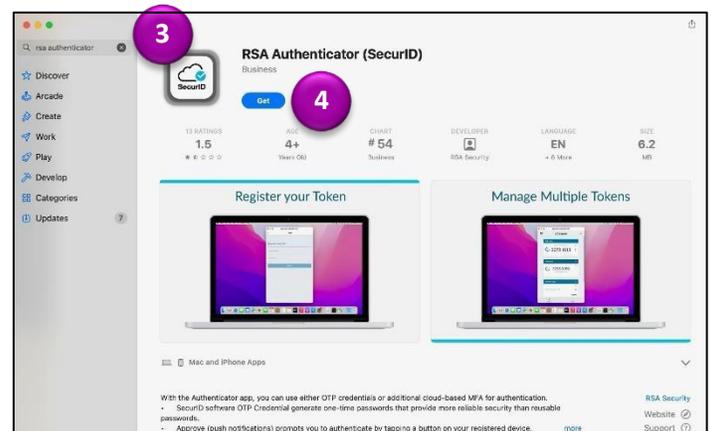

14. The RSA SecurID Software Token app will import the Username-Software Token file and prompt you for a PIN; **DO NOT ENTER A PIN**. Follow the steps in each section of 'How to Complete SecurID Soft Token Authentication' below.
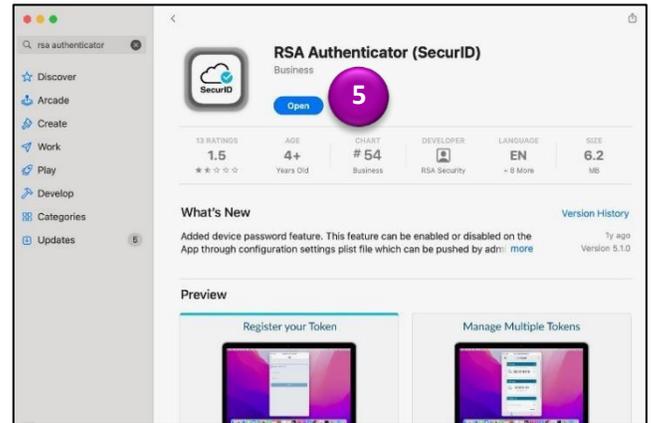

MAC OS

3. Navigate to the **App Store** in your Launchpad Dock and search "RSA Authenticator."

4. Select **Get**. The download will begin.

5. Select **Open.**

Note: If your organization has security restrictions that prohibit you from installing this program, you must contact the IT Administrator at your organization.
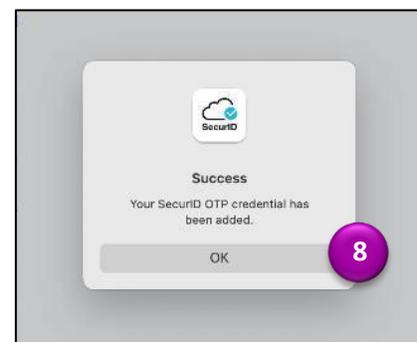
6. Locate the .sdtid file saved in Step 2 and **double-click the file**. It will automatically open and import into the RSA desktop application.


7. Enter the temporary password provided in the email from donotreply_access@ginniemae.gov with the subject line **Additional Soft Token Information Required for Setup**. Select **Submit**.
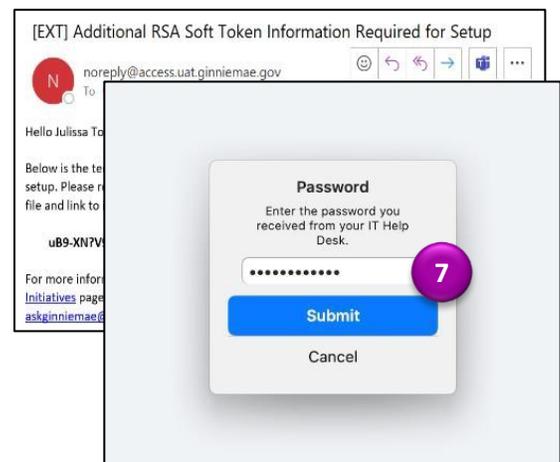
8. A Success box will appear. Select **OK**.

9. The RSA SecurID Software Token app will import the Username-Software Token file and prompt you for a PIN; **DO NOT ENTER A PIN**. Follow the steps in each section of 'How to Complete SecurID Soft Token Authentication' below.
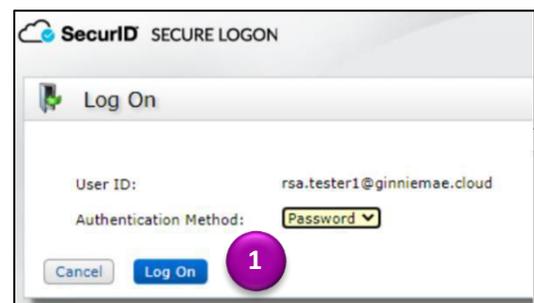
HOW TO COMPLETE SECURID SOFT TOKEN AUTHENTICATION
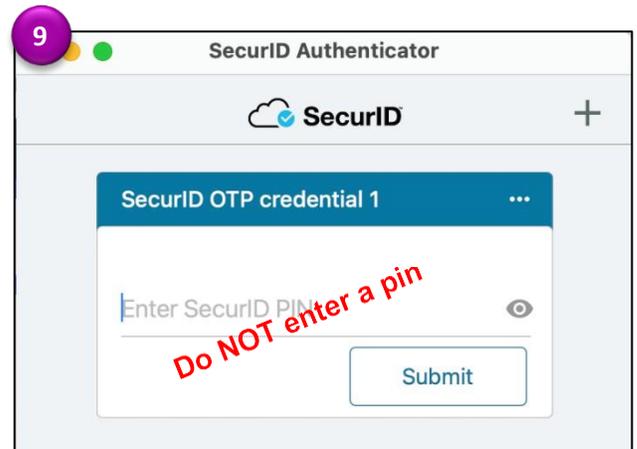
1. Type https://token.ginniemae.gov into your web browser to navigate to the RSA Self-Service Console. Enter your **User ID** (email address). Select **OK**.
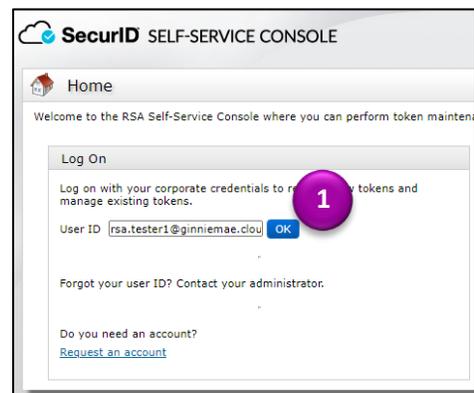
CREATE A NEW PASSWORD

1. Select **Password** from the drop-down menu as the Authentication Method. Select **Log On.**

2. Enter your **MyGinnieMae Password** (the password you use to login to my.ginniemae.gov). Select **Log On**.

3. The system may prompt you to change your password. Enter the temporary password as your **Current Password.**

4. Create a new password and enter it in **New Password** and **Confirm New Password** fields.

5. Select **OK**. You will see a confirmation on your screen once your password is changed.

Note*:* To view password requirements, select the "What is a valid password?" link on the screen.

CREATE A PIN

1. You will be directed to the Self-Service Console home screen. Select the **Create PIN** hyperlink.

2. You will be directed to a new screen to **create your 4-8 characters-long PIN**. **Confirm** your new pin. You will use this PIN in Step 3 in the 'Test Your Token' section.

3. Select **SAVE** to return to the Self-Service Console.

TEST YOUR TOKEN

1. In the Self-Service Console, select the **Test** hyperlink to authenticate your token.

2. You will be directed to the Test Your Token screen. Enter your **User ID** (email address).
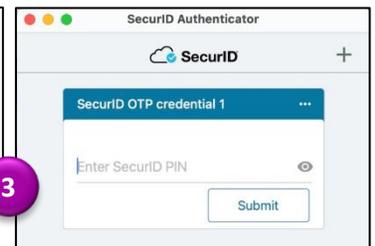
Note: Leave the web browser open as you complete steps 3 - 4 in the RSA SecurID Token app.

Microsoft Windows   **MAC OS**

3. From your desktop, open the RSA SecurID Token App. Enter the PIN that you created in Step 2 in the "Create a PIN" section. Select the **Submit**.
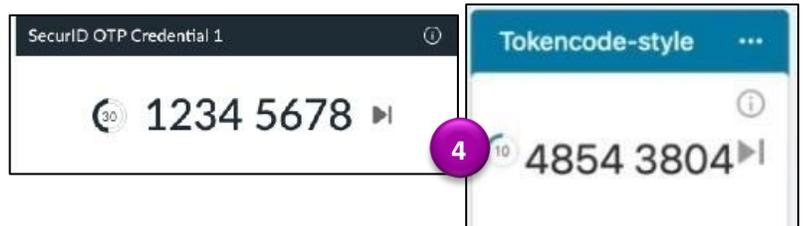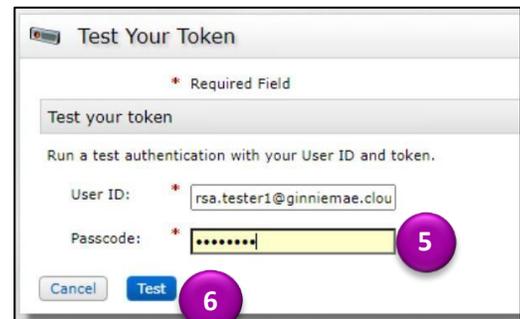
4. The Passcode will display. You will need this for Step 5 below.

5. Return to the web browser and **enter the Passcode** in the Self-Service Console.

6. Select **Test** to authenticate your token.

7. You will be directed to a screen in your web browser indicating that the authentication was successful. If your authentication was not successful, redo steps 1-7 in the 'Test Your Token' section. If your authentication is still unsuccessful, send an email to askGinnieMae@hud.gov with the subject line *RSA SecurID Authentication Unsuccessful*.