GinnieMae
Our Guaranty Matters

This Quick Reference Card is for users who are installing their RSA SecurID Soft Token on their mobile device. We recommend installing with the QR code. If you are unable to install using a QR code, please begin with the *Installing from Token File section at the end of this QRC.*

INSTALLING WITH QR CODE

1. On your mobile device, install the **RSA SecurID Software Token** (SecurID app) from the App Store or Google Play Store.

Note: To ensure you are downloading the correct app, please confirm that the app icon matches the screenshot.

2. **Open** the app once it has been successfully installed. You will be prompted to scan a QR code to download the token.

3. Using a separate device, retrieve the email from ginniemaedesk@deloitte.com with the subject line **New Ginnie Mae Soft Token** containing your QR code .jpg file.

4. **Open** the QR code file. **Scan** the QR code with your mobile device.

5. Retrieve the temporary password in the email from ginniemaedesk@deloitte.com with the subject line **Additional Soft Token Information Required for Setup.**

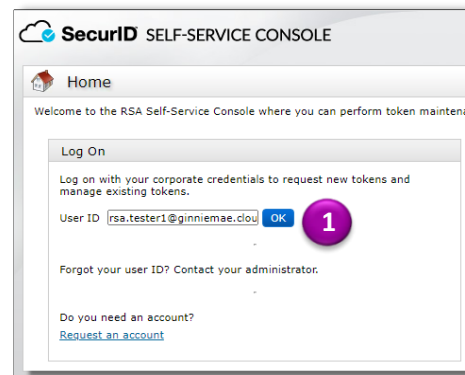6. Enter the temporary password in the SecurID app. Select **Submit**.
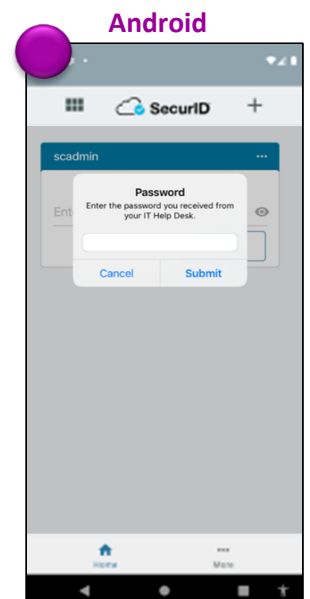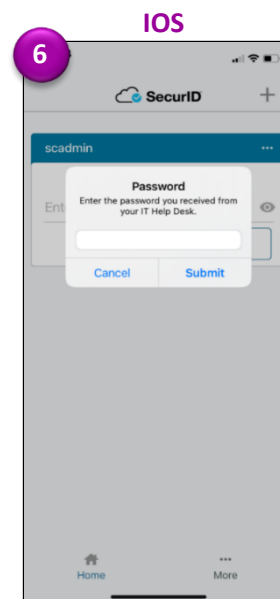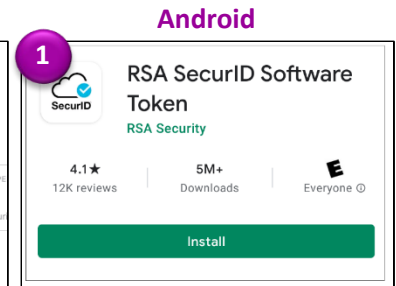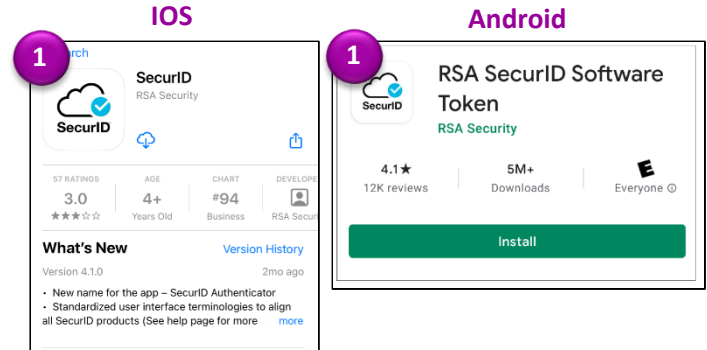
7. The SecurID app will import the Username-Software Token file and prompt you for a PIN; **DO NOT ENTER A PIN**. Follow the steps on *How to Complete SecurID Soft Token Authentication*.
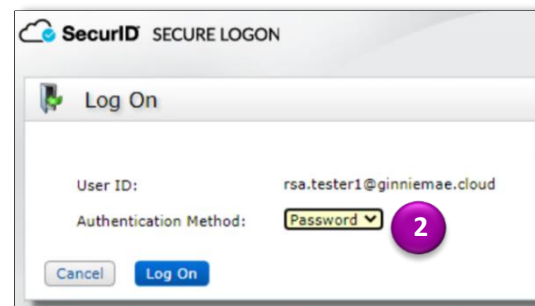
HOW TO COMPLETE SECURID SOFT TOKEN AUTHENTICATION
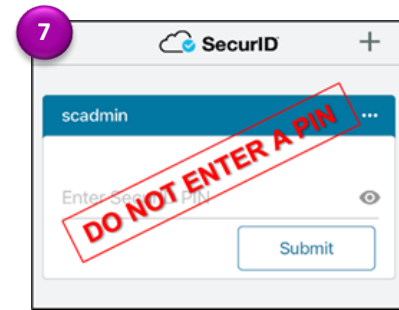
1. Type https://token.ginniemae.gov into your web browser to navigate to the RSA Self-Service Console. Enter your **User ID** (email address). Select **OK**.
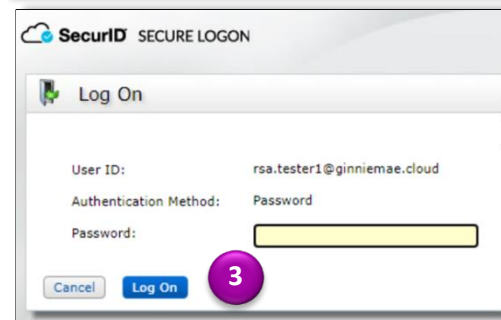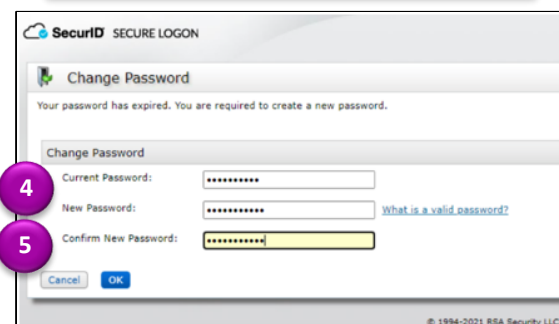
Creating a New Password

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

3. Enter the temporary password provided in the email from ginniemaedesk@deloitte.com with the subject line **Additional Soft Token Information Required for Setup**. Select **Log On.**

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

5. Create a new password and enter it in **New Password** and **Confirm New Password** field. 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.

6. You will be directed to the Self-Service Console home screen. Select the **Create PIN** hyperlink.
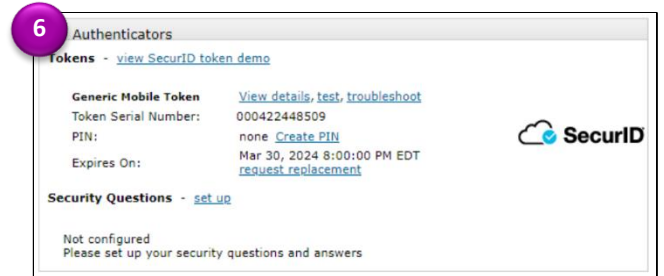
7. You will be directed to a new screen to retrieve your 6-digit PIN. MEMORIZE the **New PIN**. You will use this in Step 11 to authenticate your token.
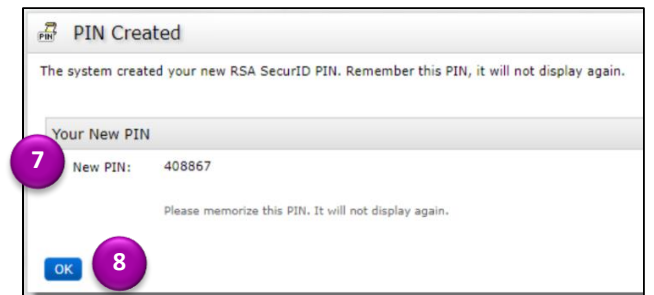
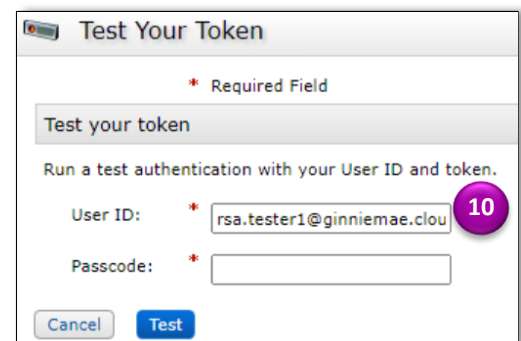8. Select **OK** to return to the Self-Service Console.

Testing Your Token

9. In the Self-Service Console, select the **test** hyperlink to authenticate your token.
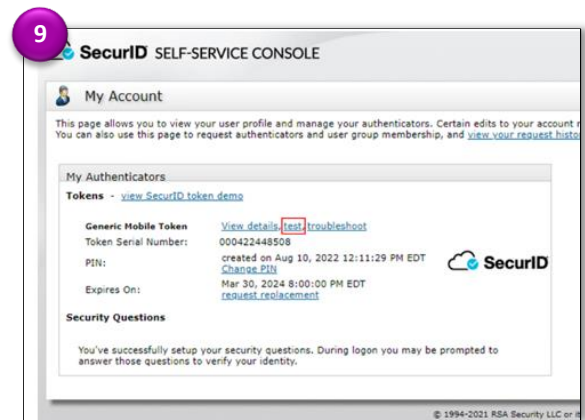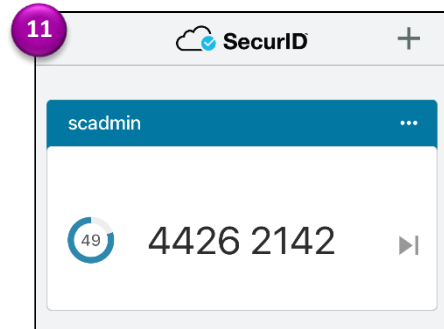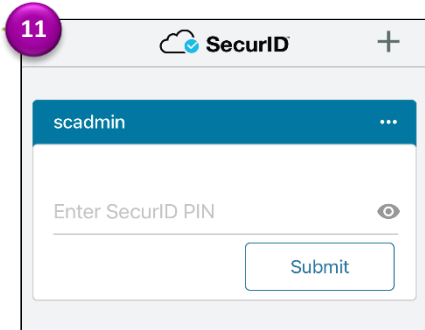

10. You will be directed to the Test Your Token screen. Enter your **User ID** (email address).
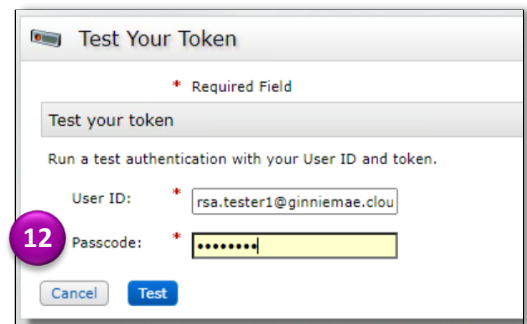
Note: Leave the web browser open as you complete steps 11-12 in the RSA SecurID Token app.

11. From your mobile device, open the SecurID app. Enter the PIN that you memorized in Step 7. Select **Submit**. This will display an 8-digit passcode.

12. Return to the web browser and enter the **8-digit Passcode** in the Self-Service Console. Select **Test** to authenticate your token.

13. 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 11-15. If you authentication is still unsuccessful, send an email to askginniemae@hud.gov with the subject line RSA SecurID Authentication Unsuccessful.
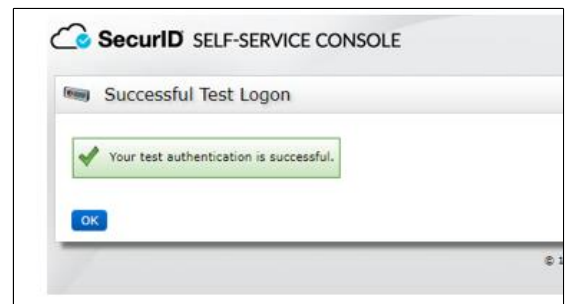
INSTALLING FROM TOKEN FILE

1. On your mobile device, install the **RSA SecurID Software Token** (SecurID app) from the App Store or Google Play Store.

   Note: To ensure you are downloading the correct app, please confirm that the app icon matches the screenshot.

2. **Open** the app once it has been successfully installed. Disregard the prompt to scan a QR code to download the token.

3. From the same mobile device, open the email from ginniemaedesk@deloitte.com with the subject line **New Ginnie Mae Soft Token** containing your token file.
   Select the *LastName-FirstName (.sdtid)* file.

4. Select the **Authenticator (SecurID app)** to open the file. The SecurID app will open and prompt you for a password.

5. Retrieve the temporary password in the email from ginniemaedesk@deloitte.com with the subject line **Additional Soft Token Information Required for Setup.**

6. Enter the temporary password in the SecurID app. Select **Submit**.
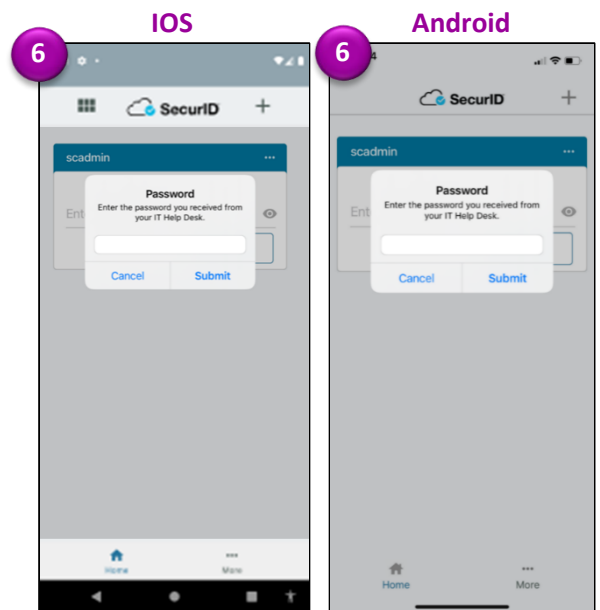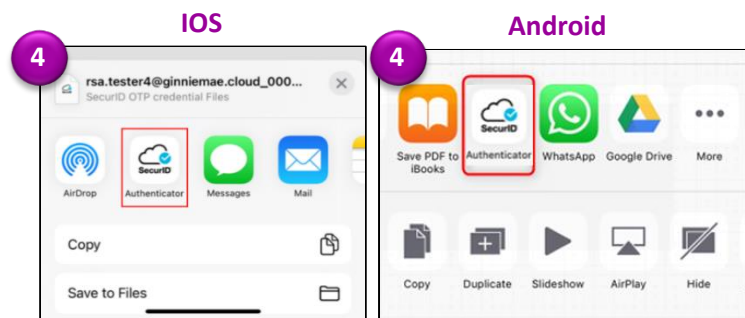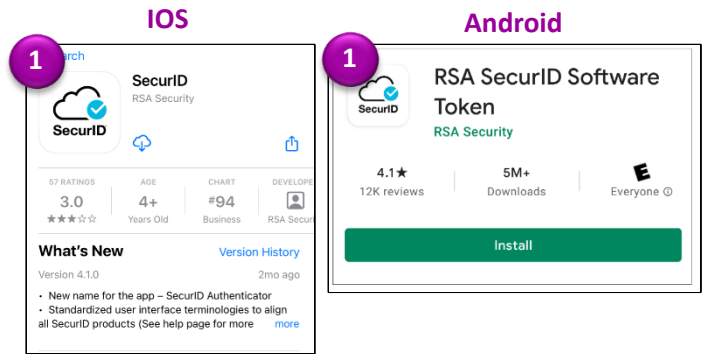
7. The SecurID app will import the Username-Software Token file and prompt you for a PIN; **DO NOT ENTER A PIN**. Follow the steps in this QRC on *How to Complete SecurID Soft Token Authentication*.