

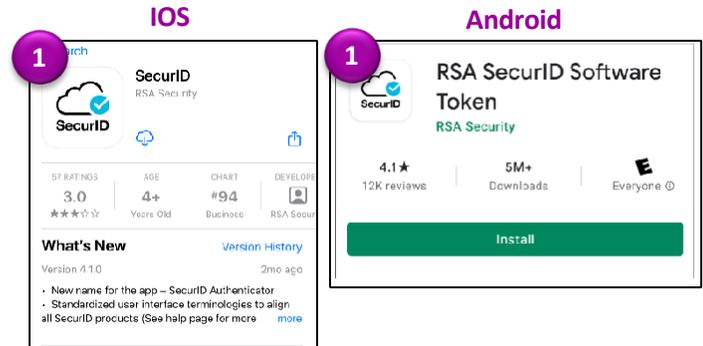
This Quick Reference Card is for users who are installing their RSA SecurID Soft Token on their mobile device. We recommend installing with the QR code. If you are unable to install using a QR code, please begin with the **Installing from Token File** section at the end of this QRC.

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.

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

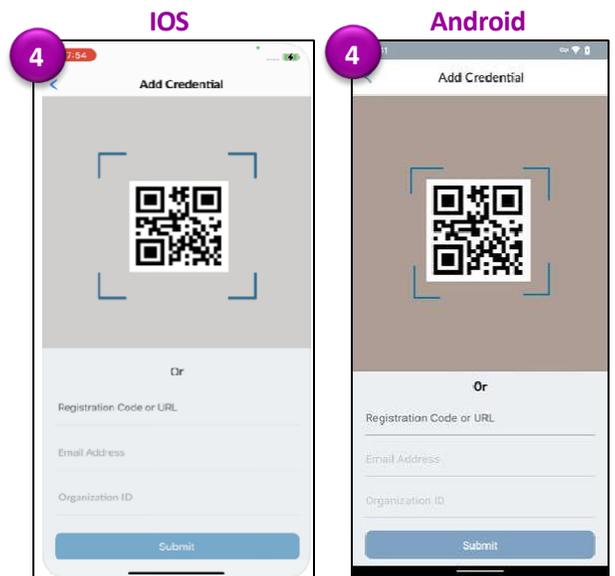


Note: RSA is updating the mobile application logo at the beginning of 2024. Depending on when you install, the logo may appear different.

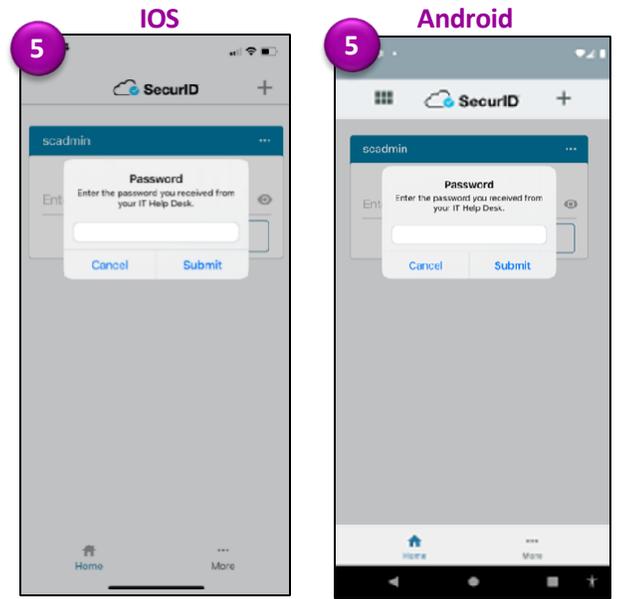


New RSA App Logo Coming 2024

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 donotreply_access@ginniemae.gov with the subject **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 from within the application.



- For the password, 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**.

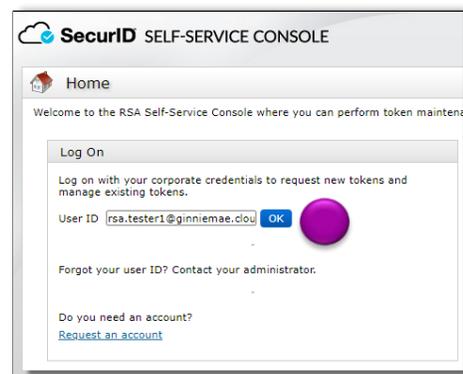


- The SecurID app will import the Username-Software Token file and prompt you for a PIN; **DO NOT ENTER A PIN**. Follow the steps on *How to Complete SecurID Soft Token Authentication*.



HOW TO COMPLETE SECURID SOFT TOKEN AUTHENTICATION

- 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**.

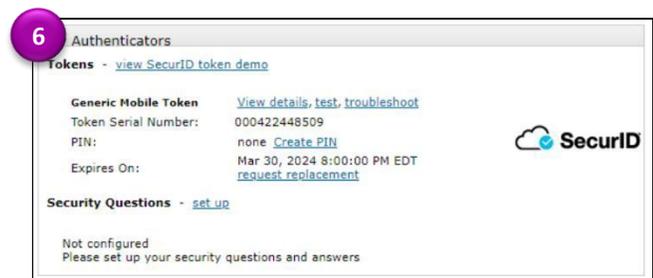


Creating a New Password

2. Select Password from the drop-down menu as the Authentication Method. Select **Log On**.
3. Enter your MyGinnieMae Password (the password you use to login to my.ginniemae.gov). Select **Log on**.
4. The system may 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 **create your 4-8 characters-long 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

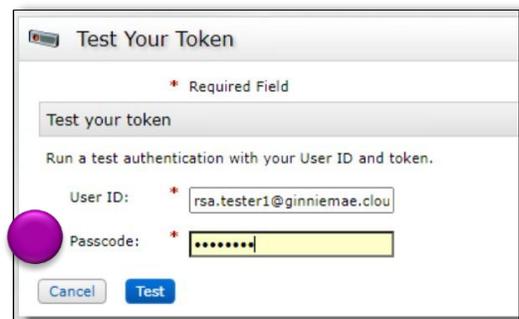
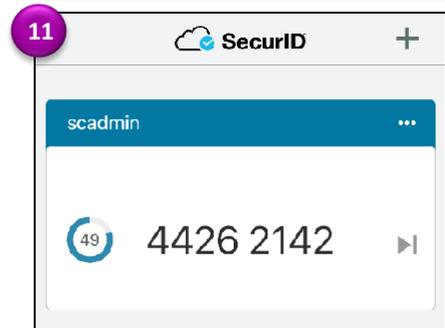
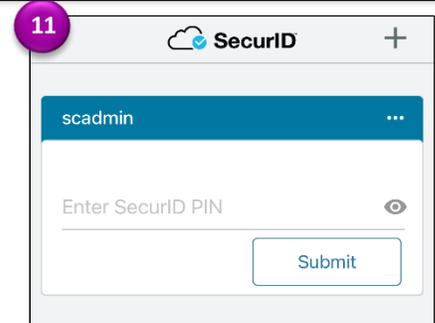
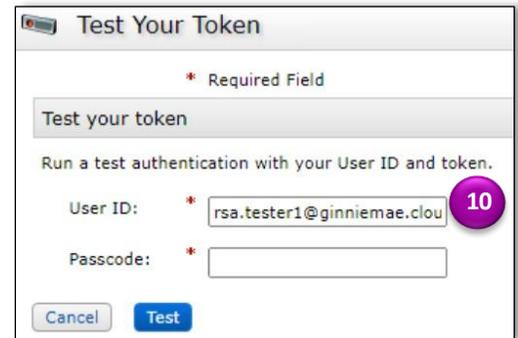
9. In the Self-Service Console, select the **test** hyperlink to authenticate your token.

10. You will be directed to the Test Your Token screen. Enter your **User ID** (email address).

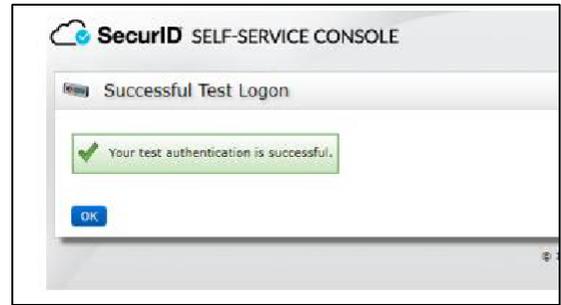
Note: Leave the web browser open as you complete steps 11-12 in the RSA SecurID Token app.

11. From your mobile device, open the SecurID app. Enter the PIN that you created 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.



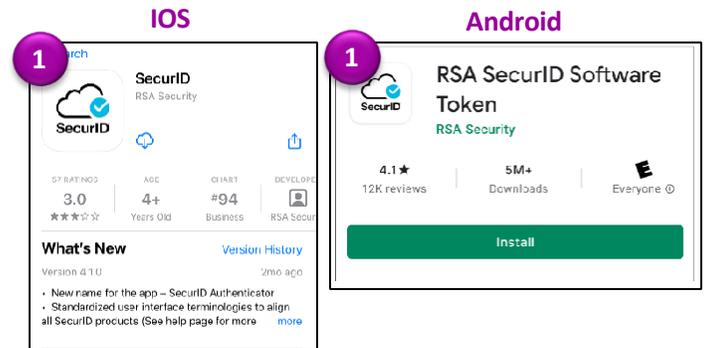
- You will be directed to a screen in your web browser indicating that the authentication was successful. If your authentication was not successful, redo steps 11-13. If you authentication is still unsuccessful, send an email to askginniemae@hud.gov with the subject line RSA SecurID Authentication Unsuccessful.



INSTALLING FROM TOKEN FILE

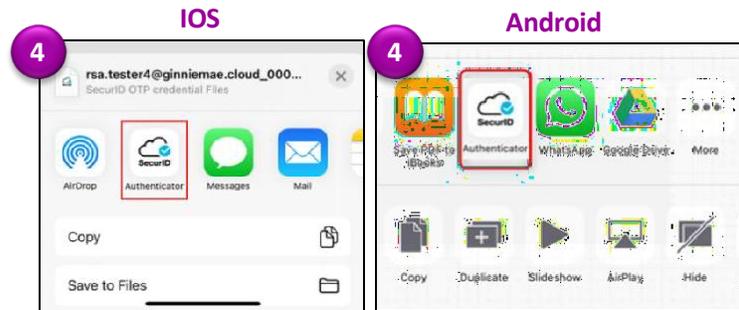
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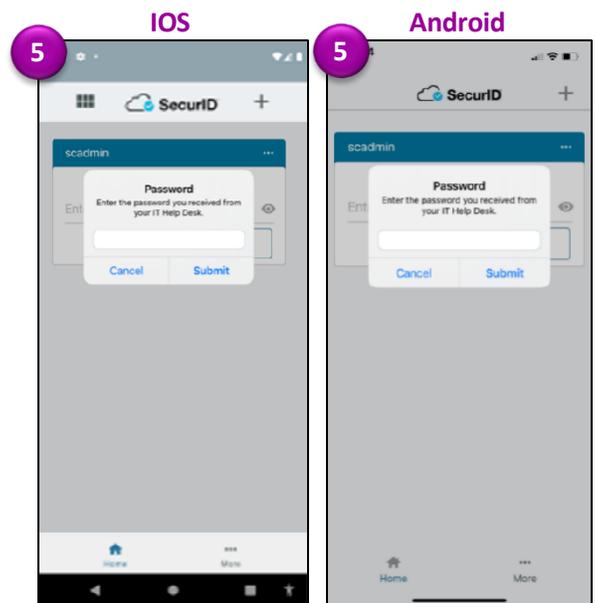
- Open** the app once it has been successfully installed. Disregard the prompt to scan a QR code to download the token.

- From the same mobile device, open the email from donotreply_access@ginniemae.gov with the subject **New Ginnie Mae Soft Token** containing your token file. Select the *Username-Software Token (.zip)* file.



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

- For the password, 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**.



- 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*.

