Platform Upgrades – User Interface Changes

As previously announced, Ginnie Mae recently performed major platform upgrades. Alongside performance improvements gained from operating in the cloud, the result of these platform upgrades are several visual changes to the UI and minor impacts within MyGinnieMae.

The following is a list of key UI changes resulting from the platform upgrades:

| Description of the Change	Users Impacted
1. Former **GMEP 1.0 applications** have been **shifted to the MyGinnieMae portal** and **will no longer open in a separate window**. These applications will have user **interface/styling changes** and work sessions in MyGinnieMae portal applications will be connected to a single **Portal Session Timeout** timer. (NOTE: Preferred browsers are those that are modernized, such as Chrome and Edge)	All Users
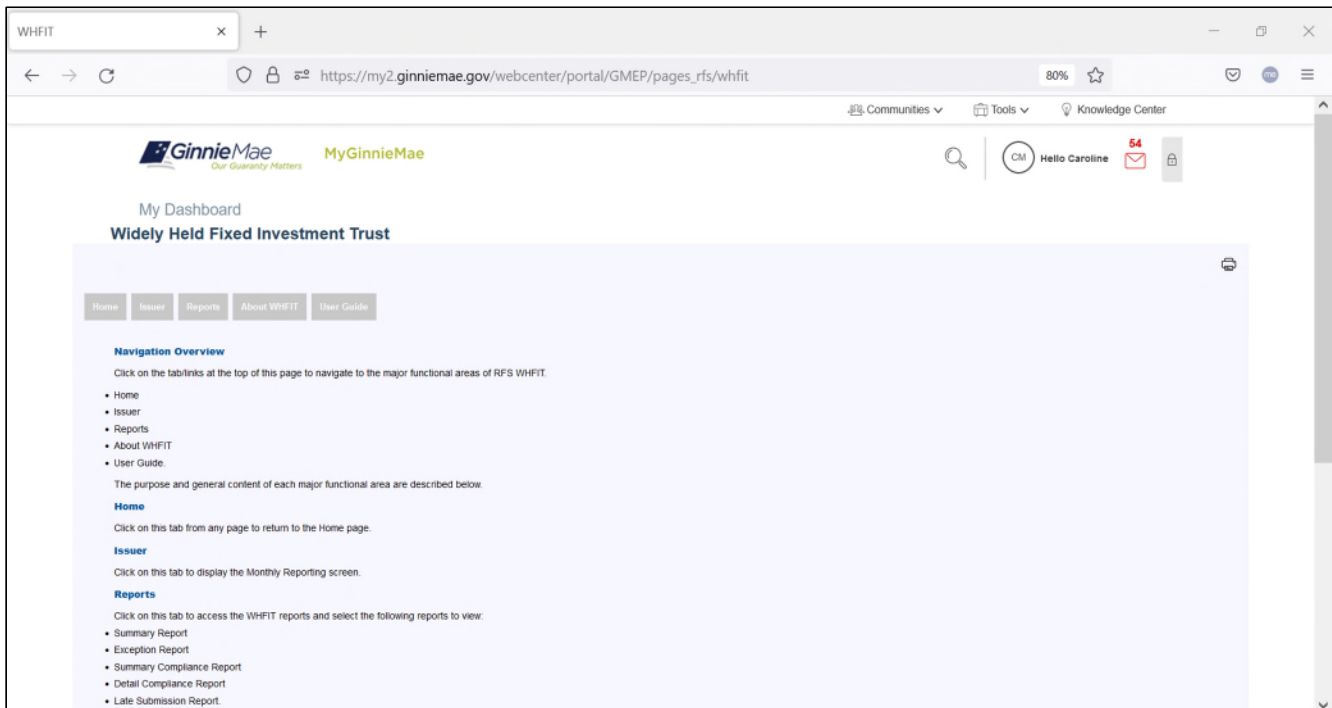
2. Within **RFS Application Modules** that allow for printing, the **print icon has been updated and re-directs straight to browser functionality**.

RFS Users
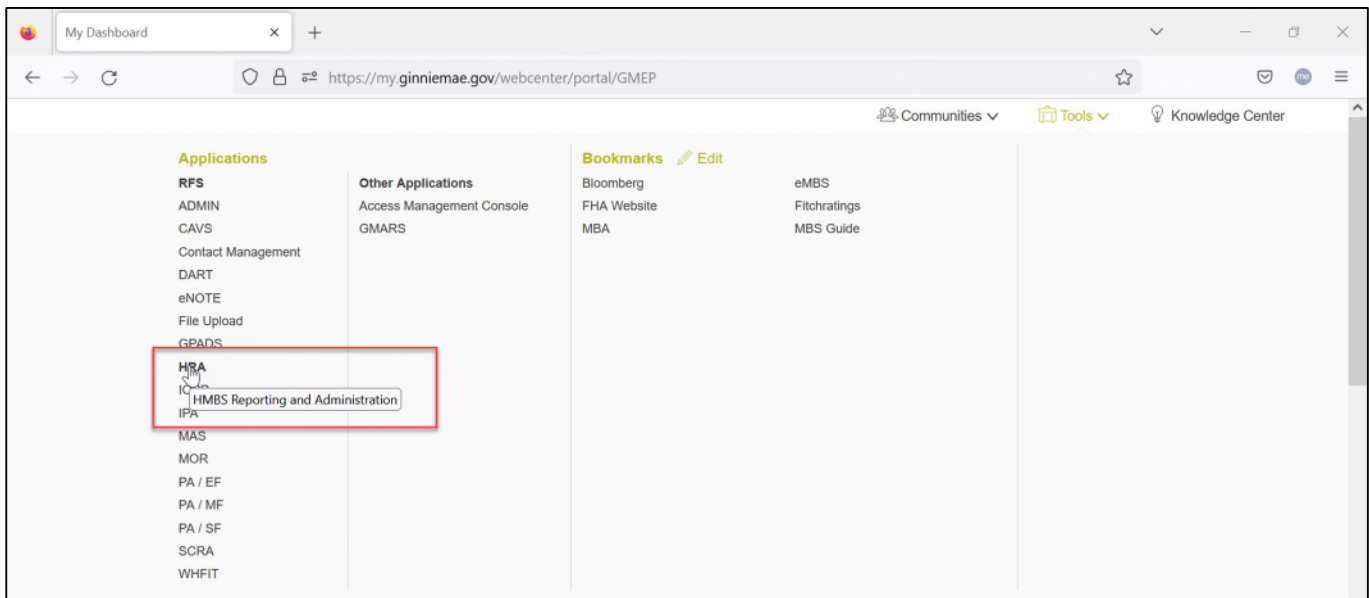
Updated Behavior
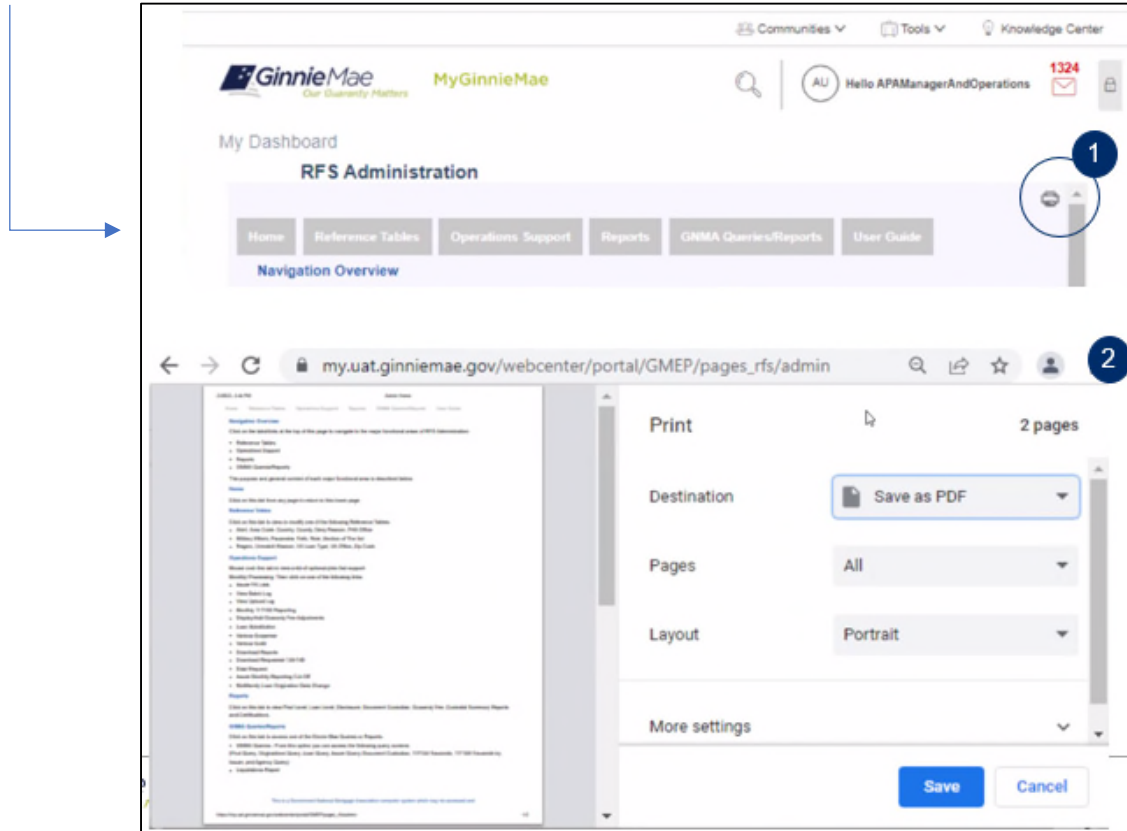
Previous Behavior
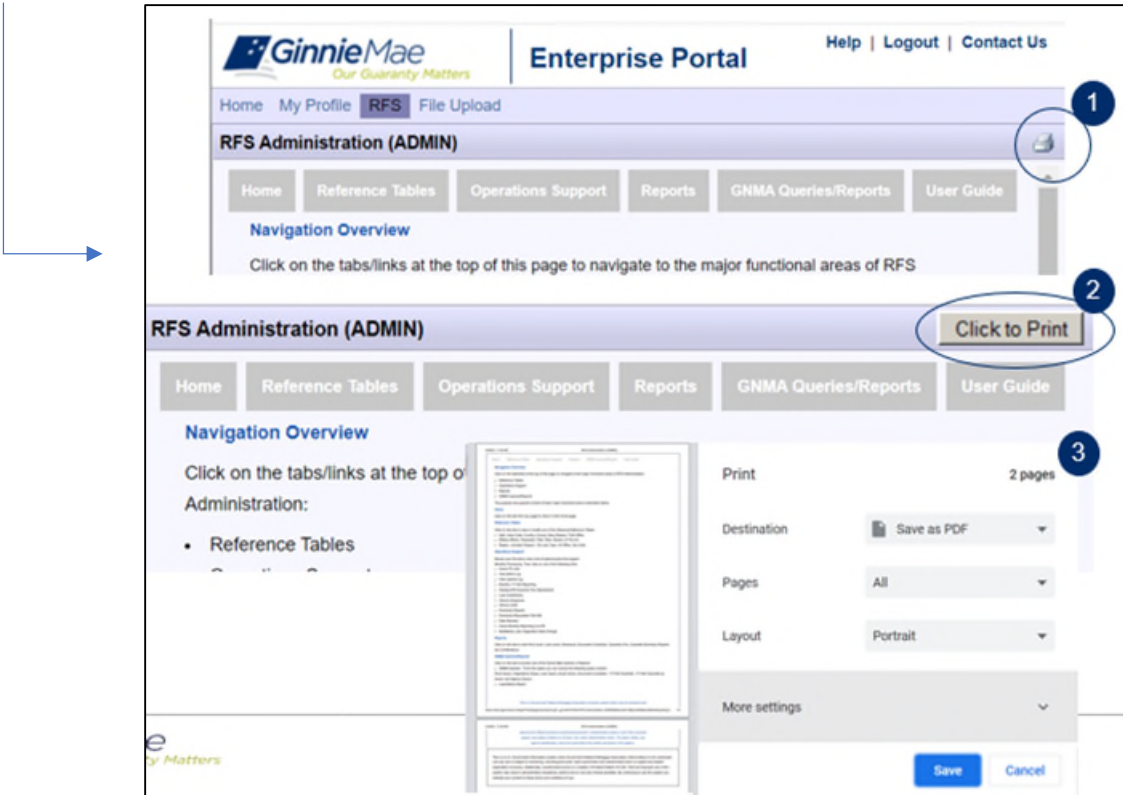
3. **Navigation between RFS Application Modules** is now done by leveraging the Tools Dropdown menu within MyGinnieMae. To see the full module names, rather than just acronyms, simply hover over the acronym with your mouse.
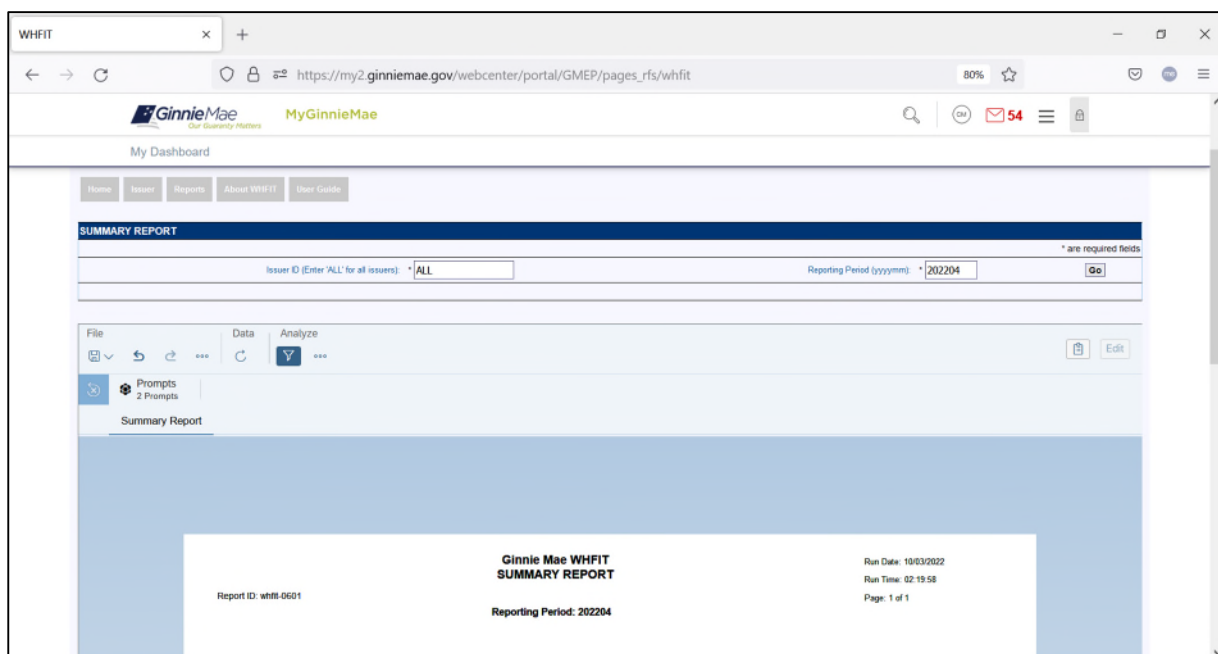
RFS Users

4. Within **RFS Application reporting modules**, reports will have an updated look and feel. Available functionality is unchanged.
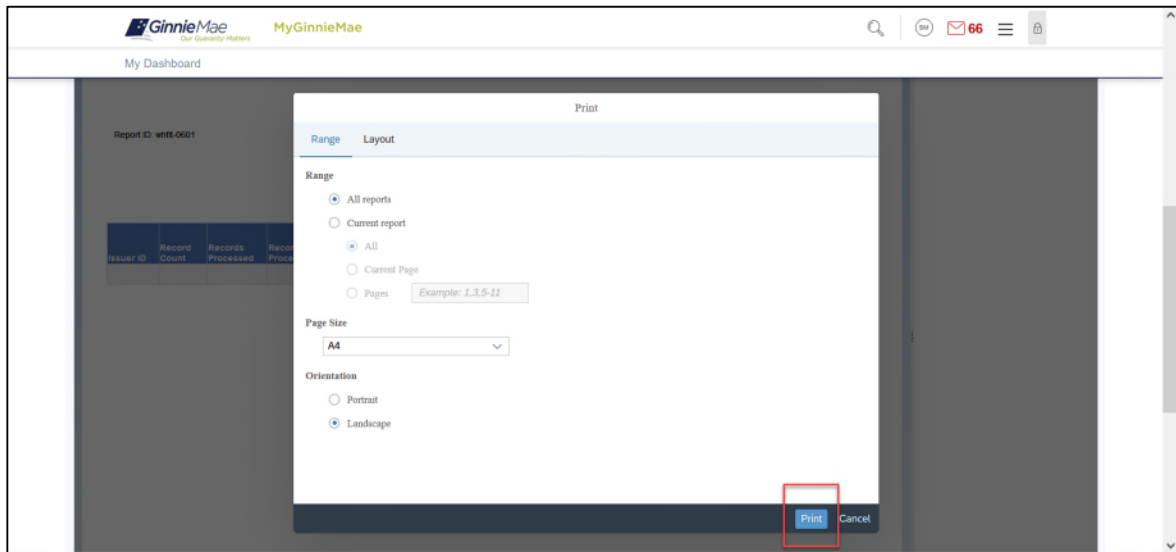
RFS Users

Printing and exporting reports have an updated user interface. Printing should be used when a physically copied or a saved PDF is needed. Exporting should be done to transfer the report into Excel.
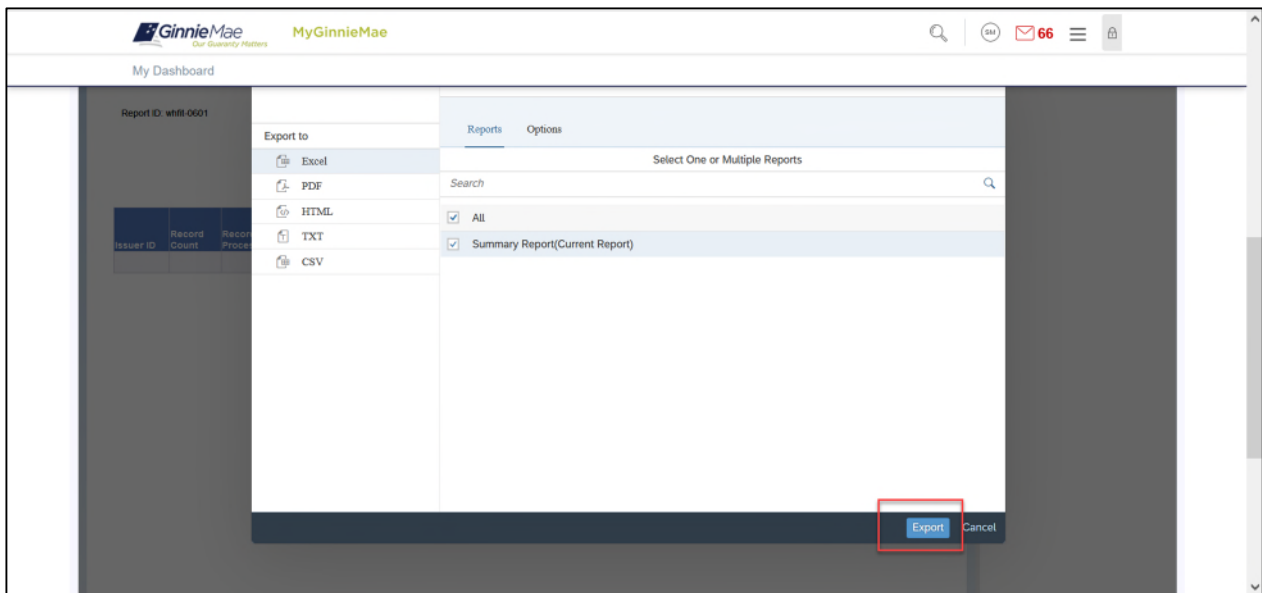
*Printing / Exporting within reporting modules*
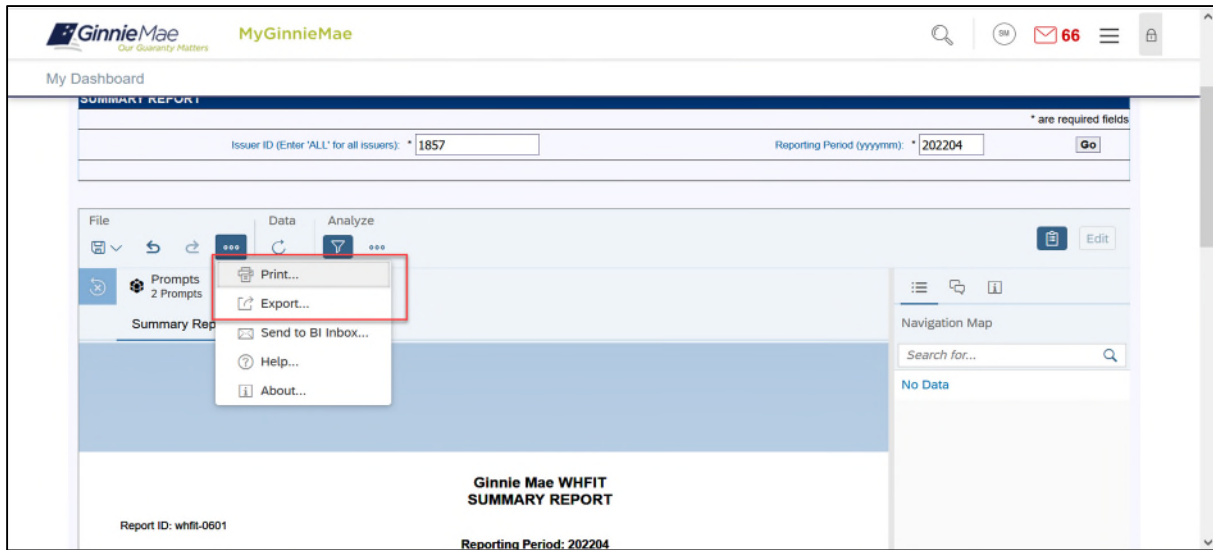

To Print (physical print or save to PDF)

To Export (for Excel, csv, etc.)

5. Following the platform upgrades, all users currently using the **Oracle Mobile Authenticator (OMA)** to generate a One-Time Password (OTP) to login to the MyGinnieMae portal **will be required to complete an overwrite.** From your mobile device, scan the QR code found at [Oracle Mobile Authenticator Registration](), enter your credentials within the app, and select "Overwrite" when prompted.

OMA Users
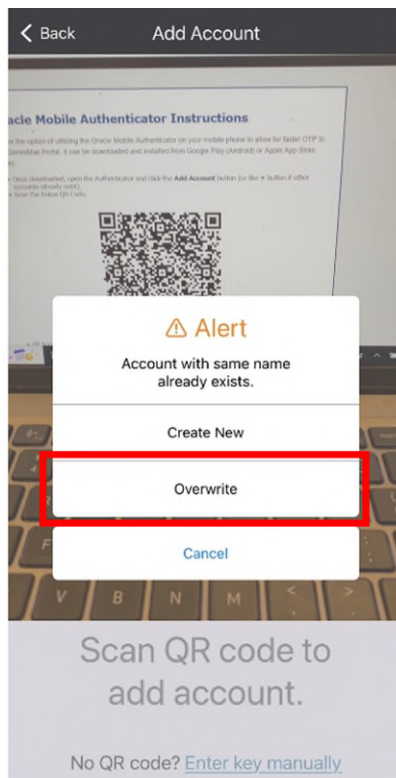
6. Within **SFPDM**, **error messages** displayed when populating Pool information have changed in appearance.

SFPDM Users
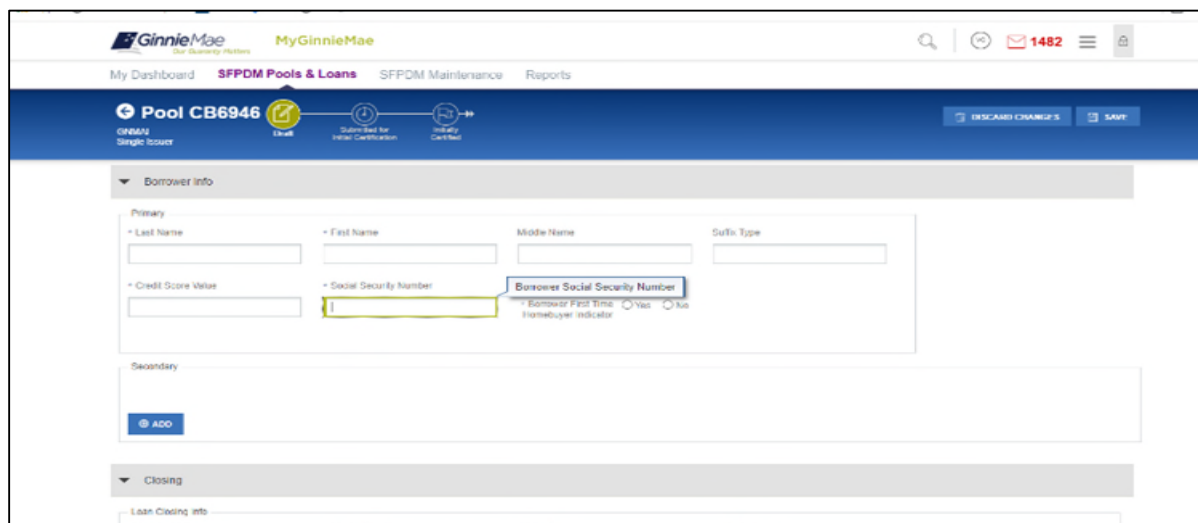
7. **Access Management Console (AMC) Security Reports** have minor visual updates for a lighter look and feel within for Organization Administrators.

Organization Administrators

8. **Access Management Console (AMC) User Registration** will have minor visual updates. Organization Administrators will continue to follow the same steps to initiate user registration invitations.

Organization Administrators

9. **RSA Tokens are transitioning to new Soft Tokens** alongside the platform upgrades. Visual updates have been made within applications that require RSA to make uniform references to the RSA SecurID Passcode.

| Token Holders

- Quick Reference Card. QRC-RSA:3.0 [How to use a Soft Token in MyGinnieMae](#)
- Quick Reference Video. QRV-RSA:3.0 [Video – How to use a Soft Token in MyGinnieMae](#)
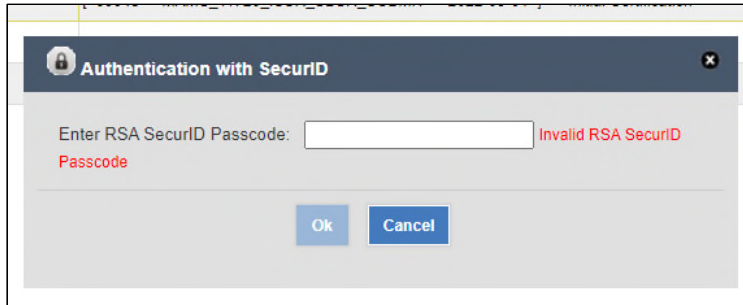
The above listed changes are available as of October 25, 2022. For additional questions and assistance please contact askGinnieMae@hud.gov.