

This publication will be used periodically to provide notifications and information about Ginnie Mae Modernization efforts. This is not a tool to implement official policy changes to Ginnie Mae's Mortgage-Backed Securities (MBS) programs. If you have any comments or suggestions on how to make this publication more informative and helpful, please contact [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov).

## Update: Transition to RSA SecurID Soft Token

Ginnie Mae is now using the RSA SecurID Soft Tokens in MyGinnieMae, replacing the use of SecurID Hard Tokens in MyGinnieMae. For Authorized Signers who had been issued a hard token, please note the Hard Tokens no longer work with Ginnie Mae business systems. At this time you are instructed to return those Hard Tokens to the following address:

**BNY Mellon**  
**Ginnie Mae Operations**  
**6023 Airport Road**  
**Oriskany, NY 13424**

Authorized Signers listed on the form HUD 11702 in need of a new RSA SecurID Soft Token may submit a request to [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov). After receiving the new token, users must follow these steps to complete the installation and authentication of the soft token before using it:

- Choose to install and authenticate the RSA SecurID Soft Token on *either* a desktop or mobile device. You can only install and authenticate a soft token on **one** device at a time.
- Follow the detailed instructions in the Quick Reference Card (QRC) to install and authenticate the soft token to your device. Please read the complete instructions before attempting to open and install the new token to avoid errors. Be careful to select the correct RSA application when installing on a mobile device.
  - [How to Install and Authenticate Soft Token – Desktop](#)
  - [How to Install and Authenticate Soft Token – Mobile](#)

After installation, **if you need to change devices, you must contact [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov)** to have the token removed and reissued. For other questions and technical assistance, you may email [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov).

Ginnie Mae is a wholly owned government corporation within the U.S. Department of Housing and Urban Development. Ginnie Mae pioneered the mortgage-backed security (MBS), guaranteeing the very first security in 1970. An MBS enables a mortgage lender to aggregate and sell mortgage loans as a security to investors. Ginnie Mae securities carry the full faith and credit of the United States Government, which means that, even in difficult times, an investment in Ginnie Mae is one of the safest an investor can make.