

This publication will be used periodically to provide notifications and information about Ginnie Mae Modernization efforts. This is not a device 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.

Requesting a Replacement RSA SecurID Soft Token via Self-Service

¹Updated on 12/14/2023.

As a part of ongoing Modernization initiatives, Ginnie Mae will automate the process for requesting a new RSA SecurID Soft Token, thereby eliminating the need to contact Ginnie Mae Customer Support for routine requests. Effective December 15, 2023, token holders in Ginnie Mae business systems can obtain a new RSA SecurID soft token and change the device on which the token is installed, via self-service. This change does not impact how tokens are used in Ginnie Mae business systems.

Token holders that require a new token in the following situations will need to follow the detailed instructions in [QRC-RSA:4.0 Requesting a Replacement Token via Self-Service](#) to replace the soft token:

- A soft token holder has a new mobile or desktop device and can no longer access their soft token
- A soft token holder wants to switch devices in which their soft token is installed

Once you have received your new soft token, follow the instructions below to install and authenticate:

- Select either a desktop or mobile device to install the soft token. You can only install and authenticate a soft token on one device at a time.
- Install and authenticate the soft token by following the applicable instructions in one of the following Quick Reference Cards (QRC).
 - [How to Install and Authenticate Soft Token – Desktop](#)
 - [How to Install and Authenticate Soft Token – Mobile](#)

Please read the complete instructions before attempting to replace your token to avoid errors. For additional questions and assistance please visit the [Modernization Initiatives](#) page on GinnieMae.Gov or contact askGinnieMae@hud.gov.

¹ The original Modernization Bulletin has been updated and a correction notice is available at:
https://www.ginniemae.gov/issuers/issuer_training/Documents/correction_notice_for_modernization_bulletin_28.pdf

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.

