RSA SecurID Token Pin Set Up & Login Workflow

Ginnie Mae Relationship Services

Security Officer

User (Issuer/Custodian)

Start → Receive and validate token form from Security Officer; Send token to Security Officer

Receive Tokens in Disabled Status → REMINDER: Assign Token Role to Assigned User in GMEP (if not already done) → Distribute Tokens to Users

Contact Client Assistance Center to Activate Token (800) 332-4550 (option 8) → Activation Completed?

No → (loop back to Contact Client Assistance Center)

Yes → Login to GMEP to validate token with UserID and Receive PIN

Go to login set up → Login to GMEP to validate token with UserID and Receive PIN

Login to GMEP to validate token with UserID and Receive PIN → Login Successful?

No → Contact Client Assistance Center → Go to login set up

Yes → Activation Completed → End

Validation process step complete

Pin is received after the user logs into the portal and validates the token.

1