Frequently Asked Questions Regarding Modernization

1. What is a RSA SecurID Token?

RSA SecurID Token, also known as 'key fob', is a device used to access a digital asset (i.e. a computer system, or specific system functions). The RSA SecurID Token (Token) is used as part of a two-factor authentication process in which a User can access a system, or submit an approval by entering a User ID and four-digit PIN, along with the six-digit code provided by the Token. This six-digit code is refreshed periodically, providing additional security. Tokens are used by organizations to protect private information and ensure that individuals, devices and applications exchanging information are authorized to do so.

Reference: APM 13-08
Last Updated: 09/30/2013

2. Why do I need a Token?

This ensures that the individual performing the submission function(s) is authorized to do so.

Reference: APM 13-08
Last Updated: 09/30/2013

3. Do I have to be listed on the form HUD-11702 to be issued a Token?

Yes, individuals must be listed on the form HUD-11702 (Resolution of Board of Directors and Certificate of Authorized Signatures). This ensures that the individual performing the function is authorized to do so.

Reference: APM 13-08
Last Updated: 09/30/2013

4. How do I obtain a Token?

Contact your organization's Security Officer to obtain a Token. If you do not know who your Security Officer is, please contact Ginnie Mae Relationship Services at 1-800-234-4662, Option 1, or Ginniemae1@bnymellon.com.

Reference: APM 13-08
Last Updated: 09/30/2013

5. I am a Security Officer, how do I obtain a Token for myself or others?

Security Officers for each organization should have received an email from Ginnie Mae's Relationship Services Group (BNY Mellon), which contained instructions on how to obtain Tokens. If you have not received this email, or cannot locate it, please contact Ginnie Mae Relationship Services at 1-800-234-4662, Option 1, or Ginniemae1@bnymellon.com as soon as possible. Be sure to note the subject line of your email that you are inquiring on Tokens.

Reference: APM 13-08
Last Updated: 09/30/2013

6. How do I know if I need a Token?

If you are responsible for requesting commitment authority, managing and submitting master agreements, or requesting pool transfers, you will need a Token. Remember, you also must be listed on your organization's form HUD 11702 (Resolution of Board of Directors and Certificate of Authorized Signatures) to be eligible to receive a Token.
Reference: APM 13-08
Last Updated: 09/30/2013

7. I have received my token, what do I do next?

Upon receipt, you will need to enable and then validate the Token before it is ready to use. Instructions on how to validate Tokens are available on our website at (http://ginniemae.gov/doing_business_with_ginniemae/modernization/Pages/default.aspx). This process takes less than 15 minutes.
Reference: APM 13-08
Last Updated: 09/30/2013

8. Do I have to use my Token to access the Ginnie Mae Enterprise Portal (GMEP)?

No, you will sign into GMEP the same way you do now, using the same User ID and Password credentials. A Token is only required for the submission and processing of specific data to Ginnie Mae.
Reference: APM 13-08
Last Updated: 09/30/2013

9. When do I need to use the RSA SecureID Token?

When you are ready to submit Master Agreement, Commitment Authority, and Pool Transfer requests GMEP will prompt you to enter your four-digit PIN, plus the six-digit code from your Token. This must be completed each time you submit a new action.
Reference: APM 13-08
Last Updated: 09/30/2013

10. Will Ginnie Mae provide training?

Yes. Ginnie Mae will provide training on how to use the new modules. Specific training dates and times will be announced shortly through e-Notification. Ginnie Mae staff and Account Executives will also be in touch with Issuers and Document Custodians as information is released.
Reference: APM 13-08
Last Updated: 09/30/2013

11. I am a Document Custodian, will I need a Token?

Yes. Tokens are required to electronically complete and recertify the form HUD-11715 (Master Custodial Agreement).
Reference: APM 13-08

Last Updated: 09/30/2013

12. I am a Document Custodian with multiple locations, will I need a Token for each?

No. Your Token will be linked to all of your GMEP User IDs and security clearance, which includes each Document Custodian ID Number you are authorized to access.
Reference: APM 13-08
Last Updated: 09/30/2013

13. I am a subservicer, do I need a Token?

Yes. In a subservicer role, you will need a Token to complete the form HUD-11707 (Master Servicing Agreement). However, the same Token provided for your Issuer Number will be linked to your GMEP User ID and security clearance, which will include subservicer functions.
Reference: APM 13-08
Last Updated: 09/30/2013

14. As a subservicer, will I need a Token that is tied to my servicing client's Issuer Numbers?

No. Your role as a subservicer will allow you to execute the form HUD-11707 (Master Servicing Agreement) when initiated by your client's Issuer Number.
Reference: APM 13-08
Last Updated: 09/30/2013

15. What are the browser requirements to support the use of Tokens?

Internet browsers Microsoft Internet Explorer Versions 8 or 9 (IE8 or IE9) are fully supported; IE9 is the preferred Internet browser. While Tokens may work properly with other browsers, Ginnie Mae will not offer support for browsers other than IE8 or IE9.
Reference: APM 13-08
Last Updated: 09/30/2013

16. What versions of Windows are required?

GMEP and Ginnie*NET* can both be run under Windows XP and Windows 7. While other version of Windows environments may be used for both applications, Ginnie Mae will not offer support for environments other than Windows XP or Windows 7.
Reference: APM 13-08
Last Updated: 09/30/2013

17. Can I use Apple iOS when accessing GMEP and using the Token?

No, Apple iOS is not supported by Ginnie Mae.
Reference: APM 13-08
Last Updated: 09/30/2013

18. What if I am using Internet Explorer 7 (IE7), will that work?

While the Internet Explorer version 7 (IE7) browser may continue to work with applications, Ginnie Mae will not offer support for this browser version after October 26th, 2013, and recommends upgrading to IE8 or IE9.
Reference: APM 13-08
Last Updated: 09/30/2013

19. Will access to Ginnie*NET* change as a result of the implementation of Tokens?

No, Ginnie*NET* will not change as a result of Tokens. Issuers will continue to use the biometric fingerprint scanner device for submissions.
Reference: APM 13-08
Last Updated: 09/30/2013

20. Where can I find more information regarding these upcoming changes?

For the most up-to-date information, please visit the Ginnie Mae website at: (http://ginniemae.gov/doing_business_with_ginniemae/modernization/Pages/default.aspx). Information and upcoming training opportunities will also be communicated via Ginnie Mae's Notes and News, directly from Ginnie Mae staff and Account Executives, and within upcoming Outreach Calls for Issuers and/or Document Custodians.
Reference: APM 13-08
Last Updated: 09/30/2013

21. Who can I contact, if I still have questions?

For additional information, please contact your Account Executive directly, or the Ginnie Mae Relationship Services at 1-800-234-4662, Option 1, or Ginniemae1@bnymellon.com.
Reference: APM 13-08
Last Updated: 09/30/2013