

# Modernization Outreach Call

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September 29, 2022

# **Modernization Outreach Call — Agenda**

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**1 | Planned Business Outage Expectations**

**2 | RSA SecurID Soft Token Adoption**

# Planned Business Outage Expectations

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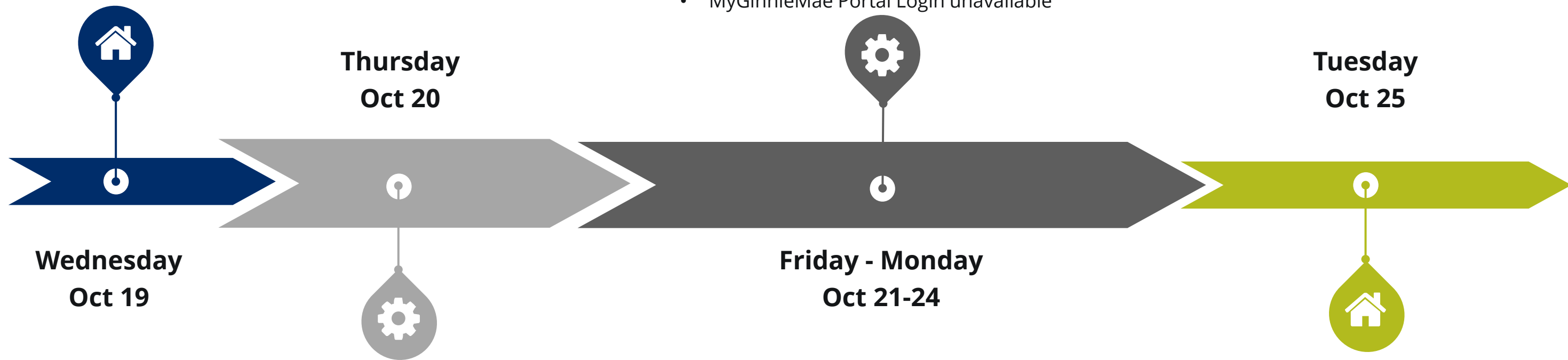
# Ginnie Mae Planned Business Outage – Timeline

## Limited Business Restrictions (Oct 19)

- **2PM deadline for MBS certifications for next day delivery is unchanged**
- 2PM deadline for Platinum Pool Submission for next day delivery
- 4PM cutoff for Commitment Authority requests
- 4PM latest Electronic Transmission date and Paper Submission date for conversion of Multi-Family Construction Loan (CL)/Construction Loan Split-rate (CS) to Project Loan Non-Level Payments (PL)/ Project Loan Level Payment (PN) pools
- 9PM deadline for buyer acceptance of Pools Issued for Immediate Transfer (PIIT)
- 9PM deadline to perform Monthly RFS reporting Certification; moved from 10/21
- 9PM deadline for buyer acceptance of new Pool Transfer System (PTS) submissions with an effective servicing transfer date of Jan 1, 2023
- 9PM MyGinnieMae Portal Login unavailable

## Complete System Outage (Oct 21-24)

- MyGinnieMae Portal Login unavailable



## External System Outage (Oct 20)

- **Collection and distribution of GNMA II passthrough payments 10/20 will process as scheduled**
- **SIFMA Class C 30-year Ginnie Mae Delivery date of 10/20 and subsequent dates will process as scheduled**
- MyGinnieMae Portal Login unavailable

## Business as Usual (Oct 25)



- Check MyGinnieMae Portal for the latest information
- RSA SecurID Soft Tokens active for business

**Notes**





- All times listed in Eastern Time (ET)
- Items in **BOLD** are business functions that remain unchanged

# Ginnie Mae Planned Business Outage – Communications

## Existing Communications

-  **[Modernization Bulletin 18: Planned Business Outage](#)** includes key information and a link to the Planned Business Outage Timeline
-  Updated **[Pool Dates Calendar](#)** reflects updated dates and outage and **[Data Disclosure Bulletin](#)** outlines October 2022 schedule changes

## Upcoming Communications:

-  GinnieMae.gov and MyGinnieMae Portal Banners and Portal / E-Notifications
-  **Frequently Asked Questions** to address common inquiries Ginnie Mae has received about the Planned Outage and its impacts
-  **Additional GinnieMae.gov Publications**, including Notes & News and a Housing and Policy (HAPs) Blog post. Ginnie Mae will also socialize at major industry events.
-  **Modernization Bulletin** announcing the User Interface and User Experience (UI/UX) changes to business applications after cutover.

Please direct any questions to [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov)

## **Ginnie Mae Planned Business Outage – FAQs**

Q: You said that MyGinnieMae is affected by the outage but what about GinnieNET and RFS?

**A: These are now applications accessed via MyGinnieMae and will be unavailable during the Planned Business Outage.**

Q: What happens if I submit a pool on 10/19 after the 2pm cutoff but before the 9pm system unavailability?

**A: The pool will be available for delivery on the next system Business Day (10/24).**

Q: What happens if I initiate a PIIT sale before the 9 p.m. deadline but the buyer does not complete their acceptance in GinnieNET/SFPDM?

**A: The transaction will be cancelled, and pool(s) will revert to the selling Issuer.**

Q: What if we have a closing date scheduled during the outage?

**A: Closing dates that occur during the Planned Business Outage will not be affected if the Issuer has successfully submitted a pool by the deadlines provided. (See: [Modernization Bulletin 18: Planned Business Outage](#))**

 Q: How will I know when the MyGinnieMae portal is open for business?  
**A: A maintenance banner will display while the MyGinnieMae portal is unavailable. This banner will be updated on Tuesday, October 25<sup>th</sup> once systems are operational.**

Q: If I can see the MyGinnieMae portal login screen during the outage, can I go ahead and login?

**A: Users will not be able to login to MyGinnieMae during the Planned Business Outage even when the portal login prompts are visible. Attempting to login will redirect users to the MyGinnieMae Maintenance page.**

Q: I'm a Document Custodian, does the Planned Business Outage apply to me too?

**A: Yes. All systems and applications that are accessed via MyGinnieMae portal will be unavailable.**

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*Modernization and Issuer Outreach Call*

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- Make sure to unmute yourself once the host allows it.

**If Dialed-In from Phone:**

- Please press \*9 to raise your hand to indicate you have a question.
- The host will read the last 4 digits of your phone number.
- Then, press \*6 to unmute before speaking.

**If Typing In Question:**

- Please click into the “Q & A” section of the webinar and type in your question.

# RSA SecurID Soft Token Adoption

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# RSA Soft Token Adoption - Timeline

RSA Token Users have received their RSA SecurID Soft Tokens and should be installing and authenticating those tokens ahead of the Planned Business Outage.

August 28<sup>th</sup>



## Token Distribution

Tokens were provided in an email titled, *New Ginnie Mae Soft Token* via [GinnieMaeDesk@deloitte.com](mailto:GinnieMaeDesk@deloitte.com)

All October



## Adoption Reminders

Ginnie Mae will send email reminders to Token Holders during the weeks of 10/3 and 10/17. Ginnie Mae will also follow up individually with organizations that have not had any users successfully adopt

October 25<sup>th</sup>



## Token Cutover

When the planned business outage completes, only the new Soft Tokens may be used in Ginnie Mae systems

Token holders may only use their new RSA SecurID Soft Token to do business with Ginnie Mae

## Review Resources



- [Modernization Bulletin 17: Transition to RSA SecurID Soft Token](#)
- [RSA SecurID Token Adoption Pre-Cutover FAQs](#)
- [QRC - How to Install and Authenticate Soft Token \(Desktop\)](#)
- [QRC - How to Install and Authenticate Soft Token \(Mobile\)](#)

## User Expectations



- **Install and Authenticate your Soft Token**
- **Hold for Platform Upgrades;** Existing tokens will continue to be used until Outage completes
- **Didn't Receive a Token?** Please email [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov) and we will confirm your eligibility for a soft token

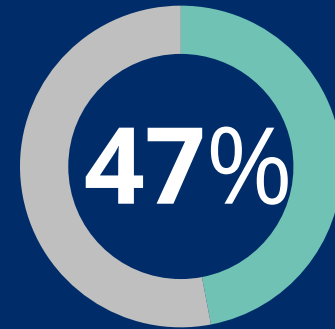
Please email [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov) with any Soft Token related questions

# RSA SecurID Soft Token – Adoption to Date

Over

**2000**

Soft Tokens  
Distributed



515 Active Users  
Have Authenticated

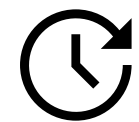


Over

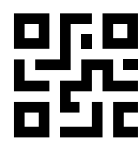
**400**

askGinnieMae Cases  
Resolved

## Major Technical Issues Identified and Resolved



**Loading Screen Issue** was identified and successfully resolved. The issue is no longer occurring.



**Android QR Code Issue** was identified and successfully resolved. Users can now install and authenticate their soft token via an Android device.

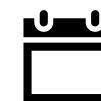
## How to Avoid and Resolve Common Errors During Adoption



**Forgotten Password or Pin:** In this situation, users must email [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov) to have their password or pin reset.



**Getting Locked Out:** In this situation, users must email [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov) to have their accounts unlocked.



**Do Not Use Soft Token Prematurely:** Users must continue to use their existing token, even after installing and authenticating their new soft token, until October 25th.

Please email [askGinnieMae@hud.gov](mailto:askGinnieMae@hud.gov) with any Soft Token related questions

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