

## RSA SecurID Token FAQ's

### A. General Questions

**1. What is an RSA SecurID Token?**

An RSA SecurID Token, also known as 'key fob' or SecurID Token, is a device used to access a digital asset, (i.e. a computer system, or specific system functions). SecurID Tokens are used by organizations to protect private information and ensure that individuals, devices and applications exchanging information are authorized to do so.

The SecurID Token is part of a two-factor authentication process in which a User can access a system and/or submit an approval by entering their User ID and password, for that system, followed by entering a four-digit PIN, (assigned when a user performs the initial SecureID Token validation) along with the six-digit code provided by the SecurID Token. This six-digit code is refreshed periodically, providing additional security.

**2. Why does Ginnie Mae require the use of a SecurID Token?**

Ginnie Mae requires the use of SecurID tokens to ensure that the individuals performing the submission or approval function(s) in Ginnie Mae's Systems, including GMEP and GinnieNET, are authorized to do so.

**3. Do I need to have a SecurID Token to access GMEP and GinnieNET?**

No. You can access GMEP and GinnieNET the same way you do now, using the same User ID and Password credentials. A SecurID Token is required only for certain submissions and approvals in those systems.

**4. How do I know if I need a SecurID Token?**

You need a SecurID Token if you are responsible for requesting Commitment Authority, Managing and submitting Master Agreements, or Requesting Pool Transfers via GMEP. You will also need a SecurID Token for submitting pools and reports in GinnieNET.

**5. If I'm able to submit pools and reports in GinnieNET using the fingerprint scanner, do I still need to obtain a SecurID token for GinnieNET?**

Yes. SecurID Tokens will replace the Biometric fingerprint scanner device for submissions in GinnieNET. For instance, Tokens will be needed for pool submissions, pool certifications, or reporting and remittance advice submissions. Hence, even if you perform those functions without a SecurID Token now—by using the fingerprint authentication process—you will need an RSA SecurID Token when the use of fingerprint scanners is phased out.

**6. If I currently have access to and use GinnieNET, but do not need to use the fingerprint scanner, do I need a SecurID Token?**

No. If you currently use GinnieNET, but are not required to use the fingerprint scanner to complete your work, you will not need a SecurID Token.

**7. When will the new SecurID Token requirement for GinnieNET go into effect?**

The SecurID Token functionality in GinnieNET is targeted to go into effect **September 21, 2015**. All pools submitted or certified on or after the effective date must be submitted or certified using a SecurID Token.

**8. How will the SecurID Token be used in GinnieNET?**

After you have logged into GinnieNET, and are ready to submit pools or reports, or to certify pools, the system will prompt you for your GMEP User ID and password, and subsequently for your four-digit PIN, plus the six-digit code from your SecurID Token. This process must be completed for each submission.

**9. Will the upcoming Changes to GinnieNET affect how I use SecureID tokens in GMEP?**

No. The use of the RSA SecurID Tokens in GMEP will remain the same. After you have logged into GMEP and are ready to submit Master Agreement(s), Commitment Authority requests, Pool Transfer requests, and the like, GMEP will prompt you to enter your four-digit PIN, plus the six-digit code from your SecurID Token. This must be completed each time you submit a new action.

**10. What is the process to replace, reassign, or deactivate an RSA SecurID Token?**

Security Officers for each organization should contact Ginnie Mae Relationship Services at 1-800-234-4662 (Option 1), or [Ginniemae1@bnymellon.com](mailto:Ginniemae1@bnymellon.com) as soon as possible to arrange deactivation of the SecurID Token. Be sure to note the subject line of your email that you are inquiring about SecurID Tokens.

## **B. Obtaining an RSA SecurID Token**

**1. How do I obtain a SecurID Token?**

If you already have a GMEP ID, you must complete an *RSA SecurID Token Request Form* (see Ginnie Mae's Modernization webpage) and submit the completed form to your organization's Security Officer. If you do not have a GMEP ID, you will need to complete and submit a *Ginnie Mae Systems User Registration Form* and the *RSA SecurID Token Request Form* to your organization's Security Officer. The Security Officer must submit those forms to Ginnie Mae's Pool Processing Agent. The SecurIDToken will be sent to your Security Officer, who should then contact you to pick it up

**2. Who is my organization's Security Officer?**

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](mailto:Ginniemae1@bnymellon.com).

**3. Where do I obtain the forms I need to submit to my Security Officer?**

The Ginnie Mae System Access User Registration Form and the RSA SecurID Token Request Form may both be found with on Ginnie Mae's modernization webpage at: [http://ginniemae.gov/doing\\_business\\_with\\_ginniemae/modernization/Pages/default.aspx](http://ginniemae.gov/doing_business_with_ginniemae/modernization/Pages/default.aspx)

**4. Do I have to resubmit or update the Ginnie Mae Enrollment Administrator and GinnieNET Authorized Signatories Form, Appendix III-14?**

No. The Ginnie Mae Enrollment Administrator and GinnieNET Authorized Signatories Form will no longer be required. Only the forms listed in the link provided for Question 3, immediately above are required.

**5. When can I submit the new User Registration Form and/or the RSA SecurID Token Request Form?**

You may complete and submit these forms to one of the Security Officers in your organization immediately.

## 6. I have received my SecurID Token, what do I do next?

You need to enable and then validate the SecurID Token before it is ready to use. Instructions on how to enable and validate SecurID Tokens are available on Ginnie Mae's website at: [http://ginniemae.gov/doing\\_business\\_with\\_ginniemae/modernization/Pages/default.aspx](http://ginniemae.gov/doing_business_with_ginniemae/modernization/Pages/default.aspx) . This process takes less than 15 minutes.

### C. Issuer User Specific FAQ'S

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

Yes, individuals representing an Issuer must be listed on the Issuer's form HUD-11702 (Resolution of Board of Directors and Certificate of Authorized Signatures) in order to be assigned a SecurID Token. This ensures that the individual performing the function on Ginnie Mae's System(s) is authorized to do so.

#### 2. If I am currently authorized to use GinnieNET for pool processing and I already have an RSA SecurID Token for use on GMEP, will my current SecurID Token work for the new GinnieNET requirement automatically?

Yes. Your User ID and SecurID Token will automatically link to GinnieNET, but you must submit an updated Issuer User Registration Form (you can access the form through the Modernization page on Ginnie Mae's website) to your Security Officer indicating that you will use your SecurID Token for completing submissions through GinnieNET. The SO must also add the appropriate role to the user in GMEP.

#### 3. Will GinnieNET continue to be used for entering pool data?

Yes. Pool Data will continue to be entered in GinnieNET. However, once the SecurID Token functionality replaces the fingerprint biometric security access to GinnieNET, in order to submit pools or investor reports or certify pools, a User will be required to enter both, the GMEP identification and password as well as a PIN number and the SecurID Token information, in order to access GinnieNET for submission.

### D. Security Officer Questions

#### 1. I am a Security Officer, how do I obtain a SecurID Token for myself or others in my company?

Normally a Security Officer does not need an RSA SecurID Token to perform Security Officer functions. However, if the Security Officer has an assigned GMEP User ID and password and wishes to perform certain User functions on GMEP, then the Security Officer will need to complete the RSA SecurID Token User Request Form and provide it to another Security Officer within the organization to process.

If you do not have a GMEP User ID and password, you will need to complete the User Registration Form in addition to the RSA SecurID Token User Request Form and provide it to another Security Officer within your organization to process. You may order SecurID Tokens for other Users in your company. Before ordering a SecurID Token for another user, you must receive and review the user's complete User Registration Form and RSA SecurID Token Request form (which can be found on the Modernization page on Ginnie Mae's website at [http://ginniemae.gov/doing\\_business\\_with\\_ginniemae/modernization/Pages/default.aspx](http://ginniemae.gov/doing_business_with_ginniemae/modernization/Pages/default.aspx) .



Once you have reviewed the forms for completeness and accuracy, you may submit the forms to Ginnie Mae Relationship Services. Ginnie Mae Relationship Services will send you the SecurID Tokens for distribution. The Security Officer also must create the User ID in GMEP and a second Security Officer must approve.

**2. What information do I (Security Officer) need to obtain from a GinnieNET user in my company who is requesting a SecurIDToken?**

To request a SecurID token, GinnieNET users must submit an updated User Registration Form. If you work for an Issuer or if you work for a Document Custodian, the appropriate forms are available on Ginnie Mae's website at:

[http://ginniemae.gov/doing\\_business\\_with\\_ginniemae/modernization/Pages/default.aspx](http://ginniemae.gov/doing_business_with_ginniemae/modernization/Pages/default.aspx) .

**3. How will I assign the GinnieNET roles listed in the User Registration Form in GMEP?**

The Security Officer interface in GMEP that will enable you to assign the GinnieNET user roles listed in the User Registration Form. We will notify Issuers when this interface is added to GMEP. Ginnie Mae also will host training calls for Security Officers to communicate the new process.

**4. I am a Security Officer, but I was not the Enrollment Administrator for GinnieNET, do I have to maintain the Ginnie Mae Enrollment Administrator and GinnieNET Authorized Signatories Form, Appendix III-14, updated?**

No. The GinnieNET Enrollment Administrator role is being merged into the GMEP Security Officer functions. However, Issuers may wish to retain a different Security Officer for each system. Although these forms have not yet been removed from the MBS Guide, the Ginnie Mae Enrollment Administrator and GinnieNET Authorized Signatories form (Appendix III-14) will be replaced by a new Ginnie Mae Systems Access form (A copy of the form is available on the modernization page on Ginnie Mae's website).

### **E. Document Custodian User Specific FAQ's**

**1. I am a Document Custodian, will I need a SecurID Token?**

Yes. SecurID Tokens are required to electronically complete and recertify the form HUD-11715 (Master Custodial Agreement) and will be required in order to certify pools in GinnieNET.

**2. Do I need to be on the HUD-11702 to obtain a SecurID Token?**

No, unlike Issuers, Documents Custodian signatures do not need to be on a form HUD-11702 to obtain a SecurID Token.

**3. I am a Document Custodian with multiple locations, will I need a SecurID Token for each location?**

It depends on how your custodial operations are managed. Pool Certifications and execution and submission of the Master Custodial Agreement (form 11715), require the use of an RSA SecurID Token and may be performed at each location or by a single document custodian office as long as the user has proper access.

## F. Software Compatibility FAQ's

**1. What are the browser requirements to support the use of SecurID Tokens?**

Internet browsers Microsoft Internet Explorer (IE) Versions 8, 9, 10 are fully supported. While SecurID Tokens may work with other browsers, Ginnie Mae will not offer support for browsers other than IE8, IE9 and IE10.

**2. What versions of Windows are required?**

All versions of Windows are acceptable.

**3. Can I use Apple iOS when accessing GMEP and using the SecurID Token?**

No, Apple iOS is not supported by Ginnie Mae.

**4. 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 these applications, Ginnie Mae discontinued support for this browser version on October 26th, 2013, and recommends upgrading to IE8, IE9 or IE 10.

**5. 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](http://ginniemae.gov/doing_business_with_ginniemae/modernization/Pages/default.aspx) .

Information and upcoming training opportunities also will be communicated via Ginnie Mae's Notes and News, directly from Ginnie Mae staff and Account Executives, and in upcoming Outreach Calls for Issuers, Document Custodians, and Security Officers. As information is updated and posted to Ginnie Mae's website, website subscribers will receive automatic notification.

**6. 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](mailto:Ginniemae1@bnymellon.com).