

Freddie Mac Access Manager Account Setup

June 2023

MULTIFAMILY



Account Setup

Before you can use Freddie Mac Multifamily systems, you need to set up your security profile in Freddie Mac Access Manager, Multifamily's provisioning system. The following steps detail how to create your permanent password and complete your authentication questions.

Part 1: Create Permanent Password

- 1. Locate the two emails you received from the Access Manager containing your:
 - Account ID not case sensitive and looks like MF000000 (MF + 6 numbers)
 - Temporary password looks like]2QH+xVnFP7nrdl5Quux

Tip: Be careful when copying and pasting! A space is hidden at the end of the password. Do not include it when you paste into the password field.



- Click on the link provided in your temporary password email or access the Access Manager directly at <u>https://fam.fmapps.freddiemac.com/identityiq/</u>
- 3. Enter your Access Manager account ID and your temporary password into the corresponding fields.





- 4. Click Sign On.
- 5. In the next screen, enter your temporary password again.
- 6. Enter your New Password, ensuring it meets minimum security/password requirements detailed on screen.
- 7. Reenter your New Password.
- 8. Click Submit.
- 9. Upon Password Change Confirmation, click Back to Login.
- 10. Enter your Access Manager Account ID and the new Password (created above) to Login.
- 11. Complete the initial registration for Multi-Factor Authentication (MFA) when prompted.
- 12. From the Access Manager home screen, click the Set Up My Security Profile option.

Part 2: Complete Authentication Questions

Without a completed security profile, you cannot reset your password on your own. Completing this part of your profile is critical.

- 1. For Question 1, click on the drop-down arrow.
- 2. Select an Authentication Question from the list.

			* Indicates a required
A	uthentication Questions		
Q	uestion 1: *	_	Answer 1: *
		~	
д	In what city did you meet your spouse/significant other?		Answer 2: *
	What is the name of a college you applied to but didn't attend?		
4	In what city or town was your first job?		Answer 3: *
	What is the name of the place your wedding reception was held?		
	In what city did you honeymoon?		Answer 4: *
		~	
Q	uestion 5: *		Answer 5: *
		~	

- 3. Enter the corresponding response in Answer 1.
- 4. Repeat for Questions 2 through 5. For security purposes, do not repeat questions and/or answers.
- 5. Once all security questions are filled out, click Submit.



Part 3: Future Updates

Bookmark the Access Manager homepage link: https://fam.fmapps.freddiemac.com/identityig/

On the home screen, you can click on a Quick Link to:

- Change your password
- View your user profile
- Update your user profile
- Set up your security profile
- Find your (System) Administrator