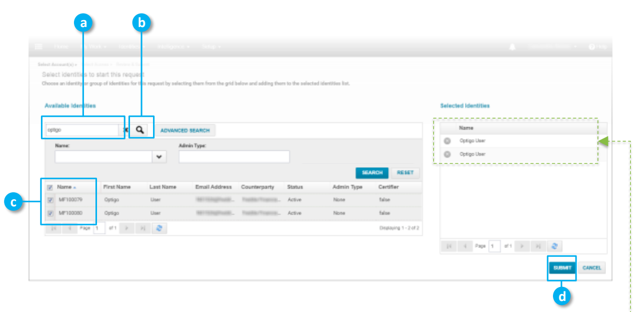
FAM: Add Access to Existing User Account

Quick Reference Guide for Multifamily System Administrators

The following steps detail the instructions for adding new access to an existing Freddie Mac Access Manager (FAM) user account. Your users will need role-based access to complete specific functions within myOptigo℠, such as loan submissions or investor reporting.

PART 1 – From the Home screen:

1. Click on **Add User Access** card
2. Search for desired user(s) within the **Available Identities** list
   a. Enter first or last name in **Filter by Identity Name**
   b. Click 🔍
   c. Check **all**, part, or one account from the results
   d. Click **Submit**

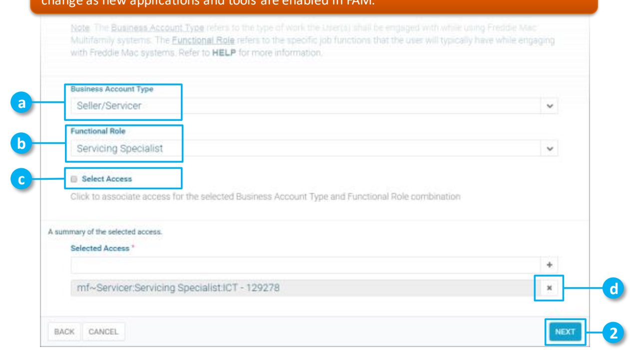


Pro Tip: FAM lets you add access to multiple user accounts at once – saving you time. Selected Identities lists all users you've checked from Available Identities. Click ⊗ to remove accounts or ⟳ to refresh.

PART 2 – On the Add User Access page:

1. Enter Access Information
   a. Select Seller or Servicer from the **Business Account Type** list
   b. Choose the appropriate **Functional Role** (i.e. Loan Submitter or Servicing Specialist)
   c. Check **Select Access** to display all applications and tools associated with the Functional Role
   d. Click × to remove an application / role combination
2. Click **Next**

Warning: Functional Roles, Business Account Types, and **Selected Access** are subject to change as new applications and tools are enabled in FAM.



PART 3 – On the Confirm Selected Access page:

1. Review user access for accuracy
   a. Click **Back** to correct user information
   b. Click **Cancel** to close request without submitting
2. Click **Submit**