

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<sup>SM</sup>, 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.**

Note: The Business Account Type refers to the type of work the User(s) shall be engaged with while using Freddie Mac Multifamily systems. The Functional Role refers to the specific job functions that the user will typically have while engaging with Freddie Mac systems. Refer to [HELP](#) for more information.

### 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**

Application	Role	Company Identifier(s)
Loan Lifecycle Management	mf~Seller-Loan Submitter-LLM	129278
Digital Loan Submission	mf~Seller-Loan Submitter-DLS	129278
Multifamily Universal Hub	mf~Seller-Loan Submitter-Hub	129278