The following steps detail the instructions for creating a Freddie Mac Access Manager (FAM) account for new users. Your users will need these accounts to access myOptigoSM — the central location where all Optigo® lenders will do their Multifamily business.

PART 1 – From the Home screen:
1. Click on Create New User with Access card
2. Enter User Information
   a. Required fields are marked with a red asterisk (*)
   b. Company is pre-populated and cannot be edited
3. Click Next

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

PART 3 – On the Confirm Request page:
1. Review user information for accuracy
   a. Click Back to correct user information
   b. Click Cancel to close request without submitting
2. Click Submit

Reminder: Your company's name is displayed in the Company field and the is disabled. Your cursor will display when you mouse over the field.

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

Warning: Please do not create duplicate user accounts; click Cancel to return Home and select Add Access to update the existing account.