FAM: Create New User Account with Access

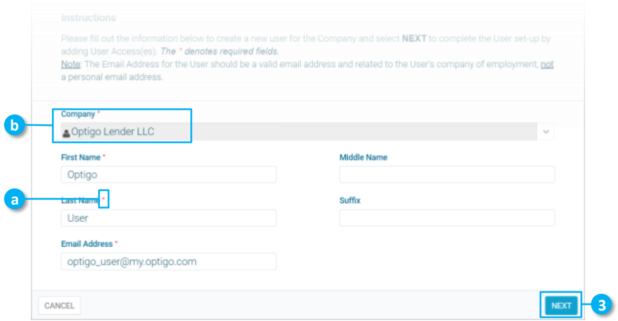
Quick Reference Guide for Multifamily System Administrators

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 myOptigo℠ – 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**

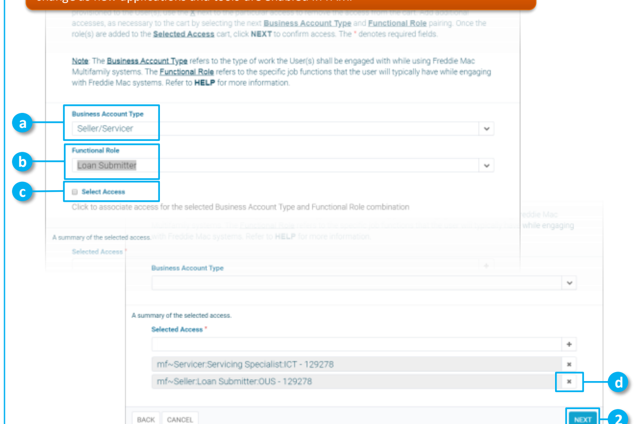
Reminder: Your company's name is displayed in the **Company** field and the is disabled. Your cursor will display when you mouse over the field.



PART 2 – On the Add User Access page:

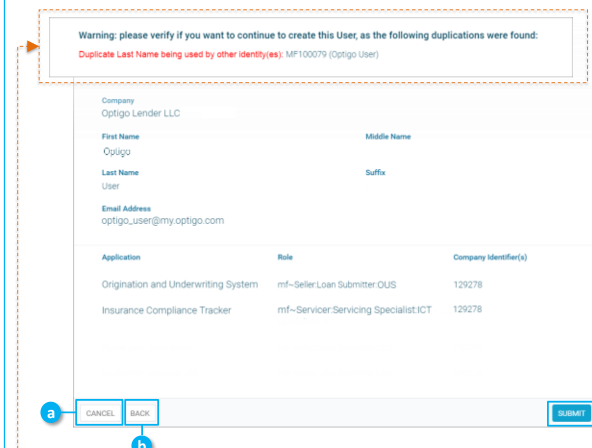
1. Enter Access Information
   a. Select Seller or Servicer from the **Business Account Type** list
   b. Choose the appropriate **Functional Role** (i.e. Loan Submitter or Servicing Specialist)
   c. Check **Select Access** to display all applications and tools associated with the Functional Role
   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 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**



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