Before you can use your personal myOptigoSM account, you need to set up your security profile in Freddie Mac Access Manager (FAM), 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 FAM, containing:
   - Your account ID
   - Your temporary password

2. In the email with your temporary password, click on the reset password link
   - Contact your System Admin to receive a new reset password link
   - Not sure who your System Admin is? Click here or click on the Forgot Username / Password? link on the myOptigo sign in screen

3. In the Access Manager for e-Business Login screen, enter your account ID in the Username field
   - Account IDs are not case-sensitive and equal MF + 6 numbers
   - They look like MF000000

4. From the temporary password email, copy only the password
   - Temporary passwords equal a combination of 20 numbers, letters, and symbols
   - They look like ]2QH+xVnFP7nrld5QUux

5. Paste the temporary password string into the Password field
   - Be careful! There is a hidden space at the end of the temporary password string.
     - Backspace once after highlighting or pasting

6. Click Login

7. In the Freddie Mac Password Administration screen, enter the temporary password, being mindful of the hidden space

8. Enter your New Password and ensure it meets minimum security requirements detailed on the screen

9. Re-enter your New Password

10. When finished, click Change Password

11. Next, you will be redirected to Set Up My Security Profile

**PART 2 – Complete Authentication Questions:**

1. For Question 1, click on

2. Select an Authentication Question

3. Enter corresponding response in Answer 1

4. Repeat for Questions 2 thru 5

5. Click Submit

- Bookmark the FAM homepage or this link: https://www4.freddiemac.com/identityiq/home.jsf
- On the Home screen, click on a Quick Link to:
  - Change My Password
  - Update My User Profile
  - Set Up My Security Profile

⚠️ Without a completed security profile, you cannot reset your password on your own.

You only need to access FAM to set up your account or reset your password / profile.