

Before you can use your personal myOptigo<sup>SM</sup> 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**

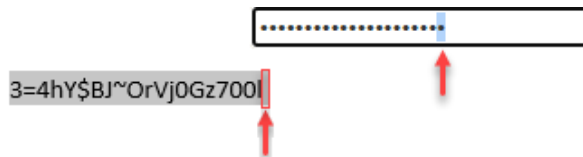
**⚠ The reset password link can only be used once and expires after 10 days.**

- 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+xVnFP7nrdl5QUux**

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**

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

## 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**

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

- 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