

FAM Account Setup

For Multifamily Users

March 2022

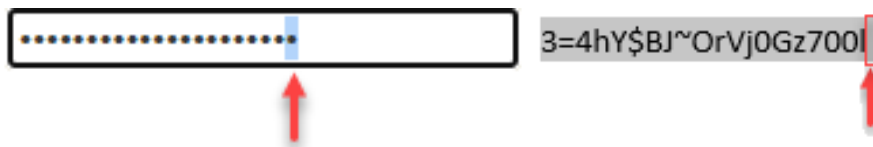
FAM Account Setup

Before you can use Freddie Mac Multifamily systems, 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.

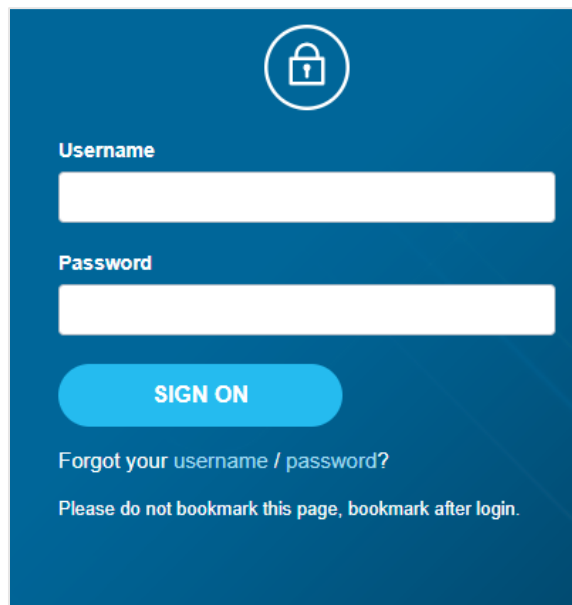
Part 1: Create Permanent Password

1. Locate the two emails you received from FAM containing your:
 - FAM account ID – not case sensitive and looks like MF000000 (MF + 6 numbers)
 - Temporary password – looks like J2QH+xVnFP7nrdI5Quux

Tip: Be careful when copying and pasting! A space is hidden at the end of the password. Do not include it when you paste into the password field.



2. Click on the link provided in your temporary password email or access FAM directly at <https://fam.fmapps.freddiemac.com/identityiq/>
3. Enter your FAM account ID and your temporary password into the corresponding fields.



The screenshot shows the Freddie Mac Access Manager (FAM) login page. At the top center is a white padlock icon inside a circle. Below it are two white input fields: the first is labeled "Username" and the second is labeled "Password". Below the password field is a blue rounded rectangular button with the text "SIGN ON" in white. Underneath the button, there is a link "Forgot your username / password?" and a note: "Please do not bookmark this page, bookmark after login."

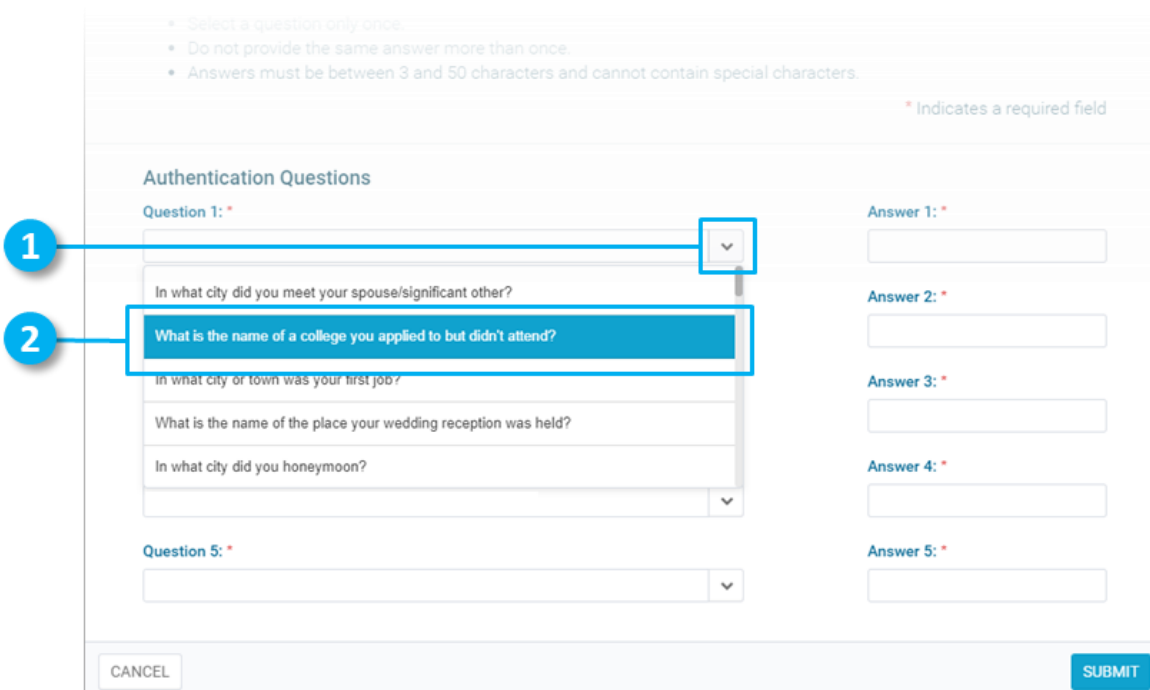
4. Click **Sign On**.

5. In the next screen, enter your temporary password again.
6. Enter your New Password, ensuring it meets minimum security/password requirements detailed on screen.
7. Reenter your New Password.
8. Click Submit.
9. Upon Password Change Confirmation, click Back to Login.
10. Enter your FAM Account ID and the new Password (created above) to Login.
11. Complete the initial registration for Multi-Factor Authentication (MFA) when prompted.
12. From the FAM home screen, click the Set Up My Security Profile option.

Part 2: Complete Authentication Questions

Without a completed security profile, you cannot reset your password on your own. Completing this part of your profile is critical.

1. For Question 1, click on the drop-down arrow.
2. Select an Authentication Question from the list.



The screenshot shows a web form titled "Authentication Questions". At the top, there are three instructions: "Select a question only once.", "Do not provide the same answer more than once.", and "Answers must be between 3 and 50 characters and cannot contain special characters." A red asterisk indicates a required field. The form contains five questions, each with a corresponding answer field. Callout 1 points to the drop-down arrow of the first question, and callout 2 points to the selected question in the list: "What is the name of a college you applied to but didn't attend?".

Authentication Questions

Question 1: *

In what city did you meet your spouse/significant other?

What is the name of a college you applied to but didn't attend?

In what city or town was your first job?

What is the name of the place your wedding reception was held?

In what city did you honeymoon?

Question 5: *

Answer 1: *

Answer 2: *

Answer 3: *

Answer 4: *

Answer 5: *

CANCEL SUBMIT

3. Enter the corresponding response in Answer 1.
4. Repeat for Questions 2 through 5. For security purposes, do not repeat questions and/or answers.
5. Once all security questions are filled out, click Submit.

Part 3: Future Updates

Bookmark the FAM homepage link: <https://fam.fmapps.freddiemac.com/identityiq/>

On the home screen, you can click on a Quick Link to:

- Change your password
- View your user profile
- Update your user profile
- Set up your security profile
- Find your (System) Administrator