



Reset your Freddie Mac Multifamily application passwords and update your contact information with the information below. You may also contact 1-866-MultiFM (1-866-685-8436), available from 8:00 a.m. to 8:00 p.m. ET, Monday through Friday.

Application / System / Tool Name	How to Reset a Password	How to Update User Profile/Contact Information
Consent Request Tracker (CRT)	Use the Forgot Password link in the CRT application or contact your system administrator	Use CRT or contact your system administrator
Document Management System (DMS)	Use the “Forgot Your Password?” link on www.blitzdocs.net to reset your password via email	Follow the directions in Managing Your DMS Access — At-A-Glance
FreddieMac.com/Multifamily secure content	Use the Freddie Mac Access Manager Password Reset function	Contact your system administrator
Insurance Compliance Tool (ICT)	Use the Freddie Mac Access Manager Password Reset function	Contact your system administrator
<i>Multifamily Seller/Service Guide</i> via AllRegs® Online	Use the “My Preferences” tab in AllRegs Online	Use the “My Preferences” tab in AllRegs Online
Multifamily News Subscription Center	Not applicable	To edit your subscription preferences or unsubscribe, simply click on the “Manage your email preferences” link at the bottom of your most recent email or visit the News Subscription Center
MultiSuite® for Bonds – Wire Request System (BWRS)	Call 1-800-FREDDIE (1-800-373-3343) and select option #1 and then option #1 again, or send an email to mfla_trustees@freddiemac.com	Contact your BWRS system administrator
myOptigo	Use the Freddie Mac Access Manager Password Reset function	Contact your system administrator
Small Balance Loan Production Pipeline Manager	Use the Forgot Password link in the SBL application or contact your system administrator	Use the SBL Pipeline Manager or contact your system administrator
Origination and Underwriting System (OUS)	Use the Freddie Mac Access Manager Password Reset function	Contact your system administrator
Property Reporting System (PRS)	Click the “Forgot Password?” link on the Log In to PRS page or contact your system administrator	Contact your system administrator
Multifamily Securities Investor Access tool (MSIA)	Use the Forgot Password link in the MSIA application or contact your system administrator	Use MSIA or contact your system administrator