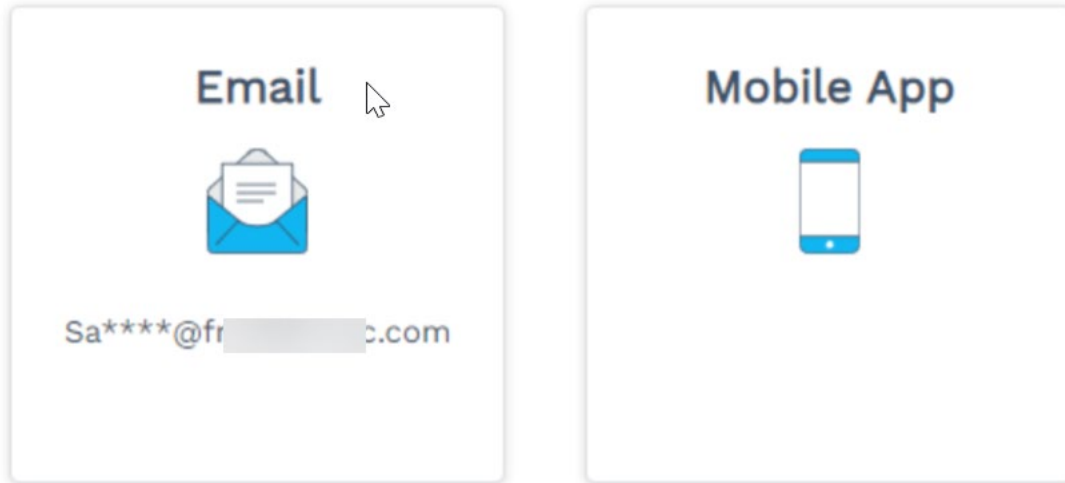


Multifactor Authentication Overview

Multifactor authentication (MFA) is an additional layer of security on all Freddie Mac systems and applications. This security enhancement is used to verify your identity when accessing a system by entering a code received via your preferred contact method (email or PingID).



Impacted Multifamily Systems

You'll encounter MFA in the following Freddie Mac Multifamily systems:

- BWRs (MultiSuite® for Bonds – Wire Request System)
- ICT (Insurance Compliance Tool)
- MF Basic (secure content on mf.freddiemac.com)
- myOptigo®
- OUS (Origination & Underwriting System)

MFA Set Up

If this is your first time setting up the MFA on a Multifamily system, follow the instructions in this [walkthrough video](#).

Once you've set up the MFA, you will need to re-authenticate using your preferred method periodically on each trusted device (computer or phone) and each browser you use (e.g., Google Chrome, Microsoft Edge or Mozilla Firefox). You will also need to re-authenticate whenever you clear your cache. Reauthentication is an industry standard to ensure continued verification of the user.