Freddie Mac Access Manager

A fast system for managing access to Freddie Mac Multifamily's tools and applications.

Freddie Mac Access Manager (FAM) enables you to grant and control access to Multifamily tools. FAM eliminates most manual forms and lets you submit information electronically. Processing time to generate user ID and password can be done in as little as minutes. You can certify/recertify users, get real-time reporting on-demand, and reduce the amount of time spent on access management.

Frequently Asked Questions

When will FAM go live?

FAM is live now. We're currently onboarding all users in phases, with some user accounts requiring multiple access updates. All user access needs to be granted by September 2020.

How do I get access to FAM?

For all System Admins who were unable to attend the onboarding webinar sessions on how to Set Up New Users in FAM, please contact the Multifamily Service Desk. A member of our Business Operations Support (BOS) team will provide you with the appropriate learning materials and links to register for upcoming training sessions.

How do I set up my own FAM account?

After you've been approved by Multifamily, you'll receive two emails from FAM: one with your user ID and the other with your temporary password. Watch this video to learn how to set up your account using the information in these emails.

Who do I contact with questions?

To learn more about FAM, or any of the Multifamily tools and applications that will be available through it, please email the Multifamily Service Desk or call 1-866-MultiFM (1-866-685-8436).

You can also find other system administrator resources on this webpage under the System Administrators tab.

Which Multifamily tools and applications will be available through FAM?

Almost all Multifamily tools will be accessible through FAM by end of 2020, including:

- myOptigo^{SM}
- Insurance Compliance Tool (ICT)
- BASIC, secured content on our Multifamily webpage
- MultiSuite® for Investor Reporting Plus (MSIR+)
- Origination and Underwriting System (OUS)
- Business-to-Business Loan Submission (B2B LS) and Asset Management (B2B AM)

When will I have to begin using FAM?

FAM is available now to provision access to myOptigo for Conventional Loan quote submissions.

Beginning October 2020, all Optigo® lenders are expected to submit Conventional loan requests through myOptigo.

In August 2020, MultiSuite® for Investor Reporting (MSIR) users will begin servicing loans in myOptigo, with the retirement of MSIR slated for September.

Is MultiSuite® Online Registration (MSOR) retiring?

Effective October 1, 2020, all new system accounts will be created and managed within FAM. However, some user groups may still need to use their existing accounts to access legacy systems. We will provide more information on offboarding users from MSOR closer to September.

Why should I use FAM?

FAM simplifies user provisioning, saving Multifamily System Administrators time and effort. With FAM, you can:

- Create and self-manage users and effectively control their access to our applications
- Set users' application access at any time – you used to have to submit an online form that took several days to process. Now, you get your users' ID and password in minutes – saving valuable time
- Experience faster turnaround on access requests – from days to minutes
- Eliminate paper request forms and receive access in real time − automating the provisioning process also means no more paper forms, helping you make the move to a paperless environment
- Coming in 2021, improve transparency with on-demand reporting and periodic recertification of user
- Also available in 2021, lower your risk by recertifying your user base to facilitate accurate access to all tools