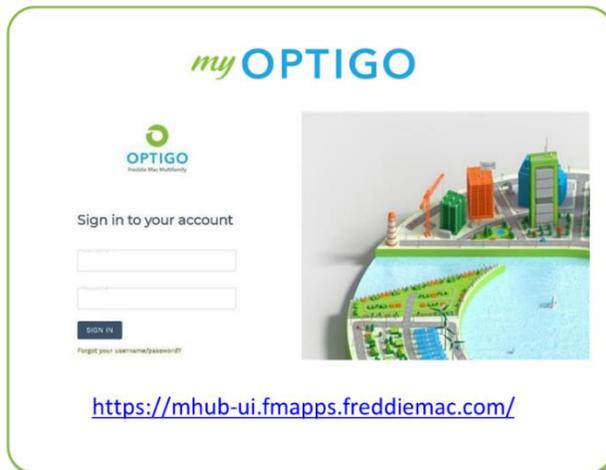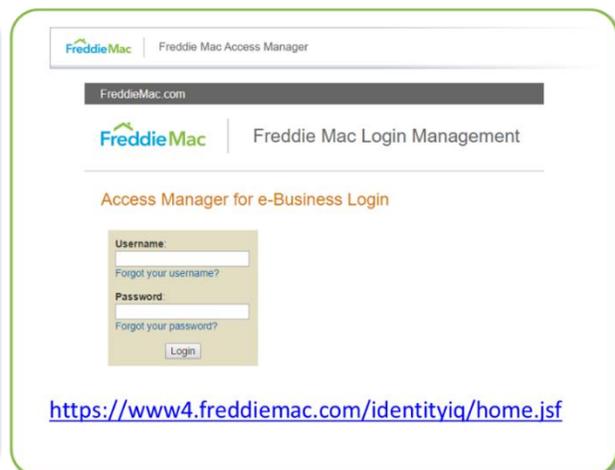## System Descriptions

myOptigo

The new central location where all Optigo® lenders will eventually do their Multifamily business.

Freddie Mac Access Manager

A fast system for managing access to Freddie Mac's tools and applications. Frequently referred to as FAM.

https://mhub-ui.fmapps.freddiemac.com/

https://www4.freddiemac.com/identityiq/home.jsf

FAQs for System Administrators

How do I get access to myOptigo?

Most system administrators will not receive access to myOptigo.

Only system administrators who perform business functions – such as servicing or submitting loans – will receive access to myOptigo when the functional role becomes available in the Freddie Mac Access Manager (FAM).

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.

When will I need to provision my users to access myOptigo?

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.

The following image depicts the high-level process to onboard loan submitters to FAM and myOptigo. For now, your users' Optigo accounts are just for submitting Conventional loan quotes.
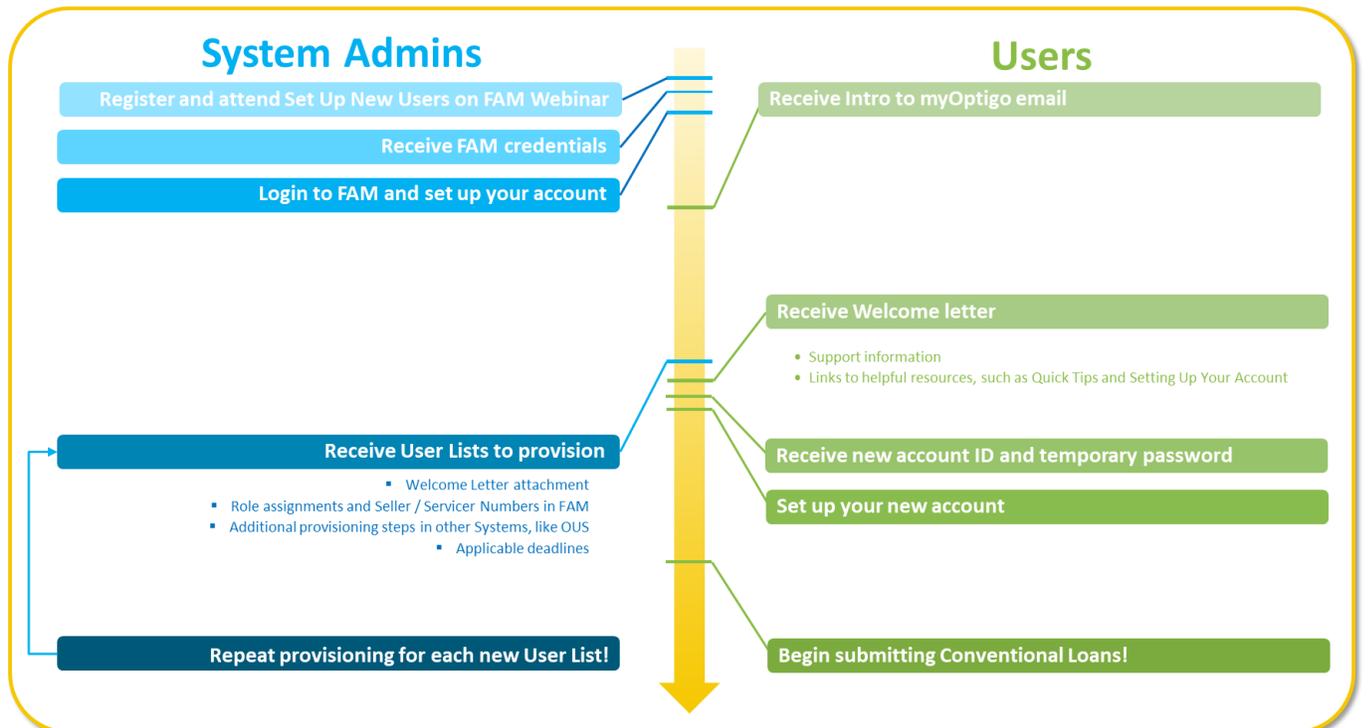
As new capabilities become available within myOptigo, we'll contact you to coordinate the transition for specific user groups.

What do I need to do in the Origination and Underwriting System (OUS)?

Each newly created FAM ID must be set up separately in OUS for loan submitters. However, users cannot use the new FAM ID to access OUS. They will need to access OUS with their current login accounts until additional features are enabled in myOptigo. The process for enabling new accounts in OUS has not changed.

Why am I sending the Welcome Letter?

The Welcome Letter provides your users with links to important resources and lets them know their new Optigo accounts are coming. Previously, Multifamily sent the Welcome Letter, which generated a lot of excitement and support requests from your users. Now you're able to manage the timing of the Welcome Letter with your own provisioning schedule.

FAQs for Your Users with Optigo Accounts

What part of my usual interaction with Freddie Mac does myOptigo replace?

Currently, myOptigo allows users to submit a Loan Submission Template (LST) to Freddie Mac for the quote stage of the process. This will replace the current process of uploading an LST to OUS. Additionally, you will be able to track opportunities through the quote acceptance stage as well as through underwriting. More capabilities will be added to the platform.

Who should I contact with issues?

For future enhancements and feedback, please email the Multifamily Feedback mailbox at multifamily_feedback@freddiemac.com. For technical issues, please contact the Multifamily Service Desk.

My bookmark isn't working for the URL I received. What's wrong?

Make sure you have bookmarked the correct URL: https://mhub-ui.fmapps.freddiemac.com/, not the link included in your credential emails. Also, please do not favorite the link after you sign in as the URL will change and you will be unable to log back in using the new URL.

Can I log into other Freddie Mac Multifamily systems with the myOptigo credentials?

Your Optigo account login is not currently set up to access other Freddie Mac systems, like the Insurance Compliance Tool.

[FAM](#) is used only to set up your myOptigo login credentials and to reset your password, should you need it. Once you've set up your credentials in FAM, you can use it to sign into myOptigo.

Please continue to use your normal login credentials for systems outside of myOptigo.

I want other members of my team to have access to myOptigo. How can I get them onboarded?

At this phase, we are onboarding Optigo lenders who submit Conventional Loan quotes. As we expand our features and product types in the system, we will get more lenders onboarded. This is a rolling process that ensures we're delivering solutions that work – and can be continually refined.

Is this platform effective immediately for all new Conventional Loan submissions?

Yes, myOptigo is being rolled out to all Optigo lenders and will replace our legacy systems over time. Please use the platform to submit your Conventional Loan requests. There will be further updates and training on new functions in the future, including other loan products and underwriting processes.

Do I still need to go to OUS to upload supporting documents and the narrative?

Yes. myOptigo does not currently have a place to upload supporting documents (including the narrative). We are actively working on developing that function now. For the time being, please follow your current process for getting those documents to your Freddie Mac producer, whether through email or the OUS file cabinet (for the latter, you will NOT need to re-upload your LST to OUS; the file cabinet will be available after you upload via myOptigo).