



Receiving and Decrypting Send-Secure Emails

The Freddie Mac Secure Mail Portal is used to read and reply to secure (encrypted) email from Freddie Mac. Please follow the instructions below.

Note: As an external customer please ensure your IT department has safe-listed the following URLs: <https://secure-mail.freddiemac.com> and <https://secureappmail.freddiemac.com>. This will allow you to access the Freddie Mac Secure Mail Portal.

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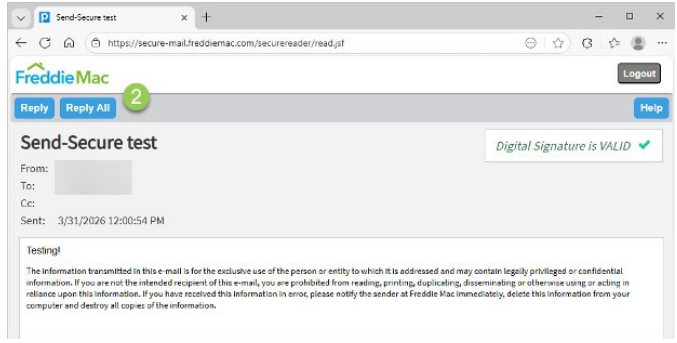
Further Assistance

If you are still having issues with your Freddie Mac Secure Mail Portal account, such as being locked out or unable to reset your password, please contact your [System Administrator](#).



Read a Secure Email

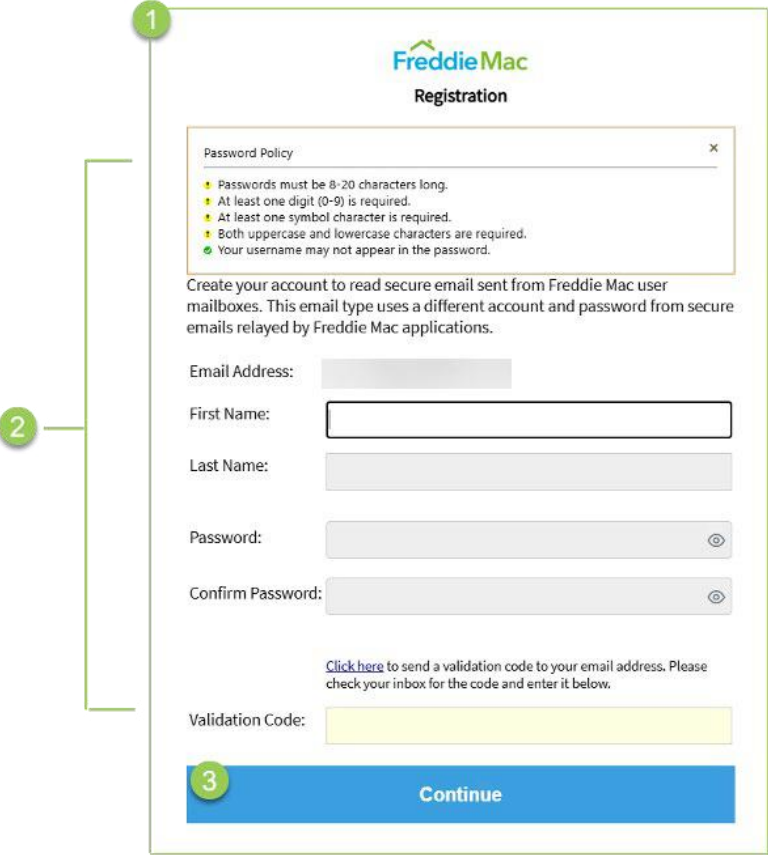
When you receive a secure (encrypted) email from Freddie Mac, you will see “Send-Secure” in the subject line. Follow the below instructions.

1	Click the “Click here” button to be directed to the Freddie Mac Secure Mail Portal. Note: If this is your first time receiving a Send-Secure message you will be prompted to register with the Freddie Mac Secure Mail Portal. Once registered, you will use the same credentials to log in for future messages. Send-Secure emails sent by Freddie Mac users and by Freddie Mac applications use different mail systems. If you receive both types, you will be asked to register two separate accounts. The email will indicate whether the sender was a user or an application.	Send-Secure test RR @freddiemac.com To: [Redacted] SecureMessageAtt.html 19 KB Freddie Mac This is a secure message sent from a Freddie Mac user mailbox. 1 Click here by 2026-04-14 12:00 EDT to read your message. After that, open the attachment. More Info Send-Secure test T @freddiemac.com To: [Redacted] SecureMessageAtt.html 12 KB Freddie Mac This is a secure message relayed from a Freddie Mac application. 1 Click here by 2027-03-31 16:36 EDT to read your message. After that, open the attachment. More Info
2	Click the “Reply” or “Reply All” button to respond to the secure message.	



Register to Use the Freddie Mac Secure Mail Portal

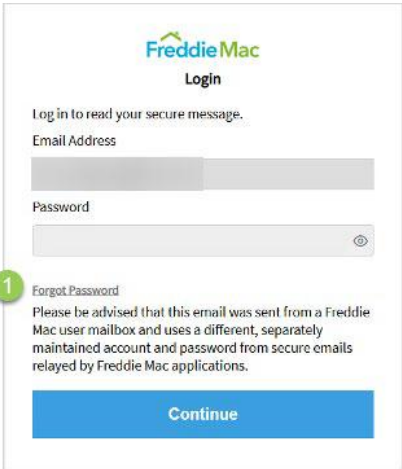
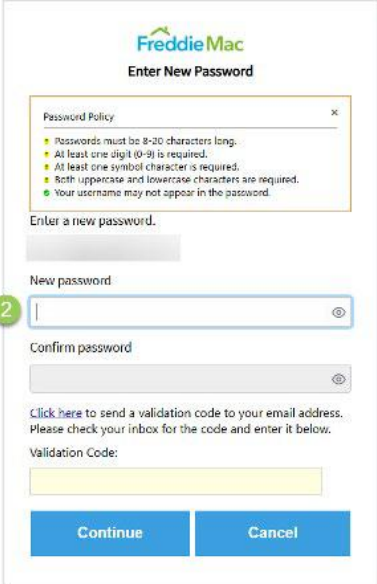
The first time you receive a secure message, you will be prompted to create an account on the Freddie Mac Secure Mail Platform.

1	The secure email registration prompt appears.	
2	Complete the fields (all are required) Note: You will need to click the button to receive a validation code via a separate email	
3	Click the “Continue” button.	 The screenshot shows the Freddie Mac Registration form. A green box labeled '1' highlights the top of the form, including the Freddie Mac logo and the 'Registration' title. A green box labeled '2' highlights the input fields: Email Address, First Name, Last Name, Password, and Confirm Password. A green box labeled '3' highlights the blue 'Continue' button at the bottom of the form. A 'Password Policy' pop-up window is visible, listing requirements: 8-20 characters, at least one digit, at least one symbol, and both uppercase and lowercase characters. Below the form, there is a link to send a validation code and a 'Validation Code' input field.



Forgot/Reset Your Password

If you need to reset your password, follow the instructions below.

1	Click the “Forgot Password” link when prompted to login to view an encrypted email	 The screenshot shows the Freddie Mac Login page. It has the Freddie Mac logo at the top, followed by the word 'Login'. Below that is the text 'Log in to read your secure message.' There are two input fields: 'Email Address' and 'Password'. Below the 'Password' field is a link that says 'Forgot Password'. A green circle with the number 1 is placed over this link. At the bottom is a blue 'Continue' button.
2	Complete the required password fields. Note: You will need to click the button to receive a validation code via a separate email.	 The screenshot shows the Freddie Mac 'Enter New Password' page. It has the Freddie Mac logo and the title 'Enter New Password'. There is a 'Password Policy' box with the following rules: Passwords must be 8-20 characters long; At least one digit (0-9) is required; At least one symbol character is required; Both uppercase and lowercase characters are required; Your username may not appear in the password. Below this is the text 'Enter a new password.' followed by an input field. Below that is another input field labeled 'New password'. A green circle with the number 2 is placed over this field. Below that is a third input field labeled 'Confirm password'. At the bottom, there is a link that says 'Click here to send a validation code to your email address. Please check your inbox for the code and enter it below.' followed by a 'Validation Code:' label and an input field. At the very bottom are two buttons: 'Continue' and 'Cancel'.