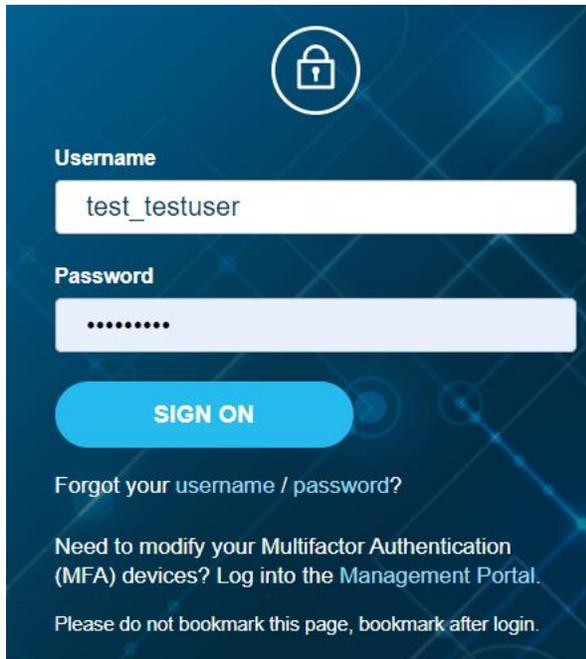


Multi-Factor Authentication (MFA) User Guide

Multi-Factor Authentication (MFA) refers to an additional layer of security that is added to the login process when accessing an application. It increases security by requiring you to use both something you know (e.g., username, password) and something you have (e.g., email address, mobile phone number). Freddie Mac is implementing MFA for all our technology systems in early 2022. Refer to this user guide for information on the changes with MFA as well as setup requirements and guidelines.

MFA First Time Registration Process

1. Authenticate into a Freddie Mac application with your username and password.



The screenshot shows a login interface with a blue background and a white padlock icon at the top. Below the icon are two input fields: 'Username' containing 'test_testuser' and 'Password' with masked characters. A blue 'SIGN ON' button is positioned below the password field. At the bottom, there are three lines of text: 'Forgot your username / password?', 'Need to modify your Multifactor Authentication (MFA) devices? Log into the Management Portal.', and 'Please do not bookmark this page, bookmark after login.'

2. Select the option (SMS/texting, voice or email) you would like to register for multifactor authentication. **Please note that it is highly recommended to register two options in the event one option is not available.**

Multifactor Authentication Method Selection

Freddie Mac requires you to authenticate to access applications by using your username and password. Additionally, MFA is required to help create an additional layer of security. MFA works by using a secondary device to verify your identity to help prevent unauthorized individuals from logging into your account or when our systems believe your password may have been compromised. It is highly recommended to register two options for MFA. Adding additional devices will allow you to still access our password-protected applications in the event

you do not have access to your primary device. The recommended combination: email + mobile phone number for voice/SMS.

Select the option you want to configure for use during authentication.

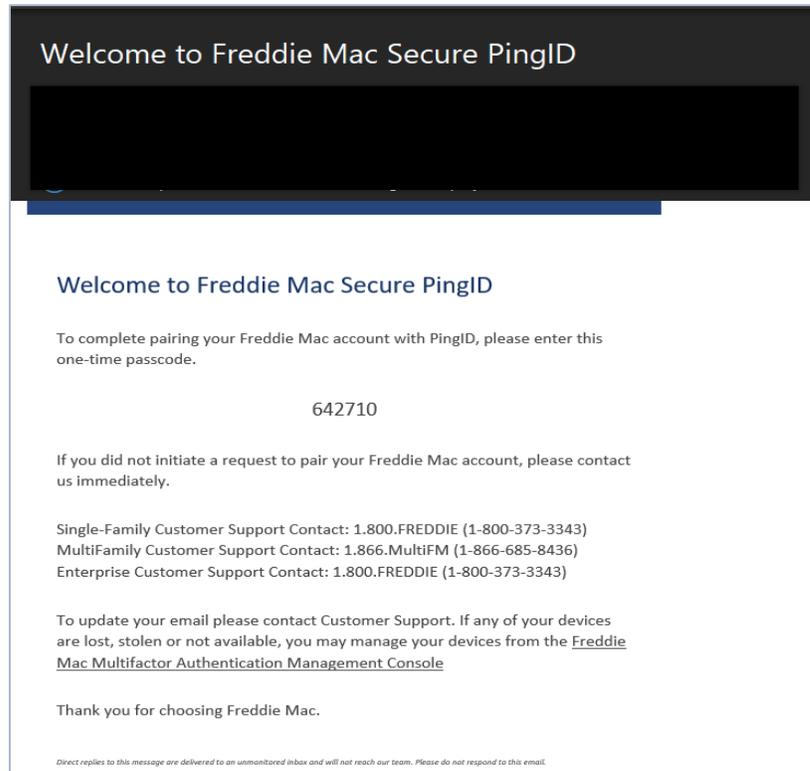
<p>SMS/Texting</p>  <p>9999*****9</p>	<p>Voice</p>  <p>9999*****9</p>	<p>Email</p>  <p>mi*****@freddiemac.com</p>
---	---	---

- When selecting your authentication method, note that you may enter the phone number for SMS/texting or voice, but the email address (associated with your username) cannot be updated through this process. To update this, refer to the Modify User Profile tab within [Freddie Mac Access Manager](#).

Select the option you want to configure for use during authentication.

<p>SMS/Texting</p>  <p>9999*****9</p>	<p>Voice</p>  <p>9999*****9</p>	<p>Email</p>  <p>mi*****@freddiemac.com</p>
---	---	---

- An email will be sent to the email address associated with your username from NoReplyMFA@freddiemac.com with the subject line: **Welcome to Freddie Mac Secure PingID**. The email will provide you with a six-digit, one-time passcode.



- Enter the six-digit, one-time passcode to finish pairing your device with Freddie Mac Secure PingID and click 'Next'. After this is entered successfully, you will receive an email confirmation that the new multifactor device has been added.

Registration Code from Email

You have selected email as your multifactor authentication (MFA) method. An email with a 6-digit one-time passcode (OTP) will be sent to complete the sign on process. It is recommended that you register two devices for MFA.

To finish registering email as your MFA device selection please enter the registration code you received via email .

Click the 'SUBMIT' button only once.

CANCELCHANGE DEVICERESEND OTPSUBMIT

- It is highly advisable to **register two devices** by selecting 'Register Another Device' in the event one option is not available.

Next Steps

You have registered 1 device(s).

DEVICE	DETAILS	REGISTERED DATE
Email 1 (PRIMARY)	[REDACTED]@freddiemac.com	Thu Feb 10 11:08:46 EST 2022

It is recommended that you register two devices for multifactor authentication (MFA) in the event your primary one is disabled or not available.

Click REGISTER ANOTHER DEVICE button to continue or click the FINISH & SIGN ON button to skip the additional device registration process and sign on.

REGISTER ANOTHER DEVICE
FINISH & SIGN ON

- Select an additional option, enter the phone number and click 'Next'.

Multifactor Authentication Method Selection

Freddie Mac requires you to authenticate who you are when accessing our applications by using your username and password. Additionally, multifactor authentication (MFA) is now required to help create an additional layer of defense. MFA works by using a secondary device to verify your identity to help prevent unauthorized individuals from logging in to your account or when our systems believe your password may have been compromised.

It is recommended that you register two devices for MFA. Adding additional devices will allow you to still access our password-protected applications in the event you do not have access to your primary device. The recommended combination is a mobile phone number for SMS/texting and voice + email.

Select the option you want to configure for use during authentication.

SMS/Texting



9999*****9

Voice



9999*****9

Email



mi*****@freddiemac.com

Enter or verify the number before continuing:

+1 9999999999

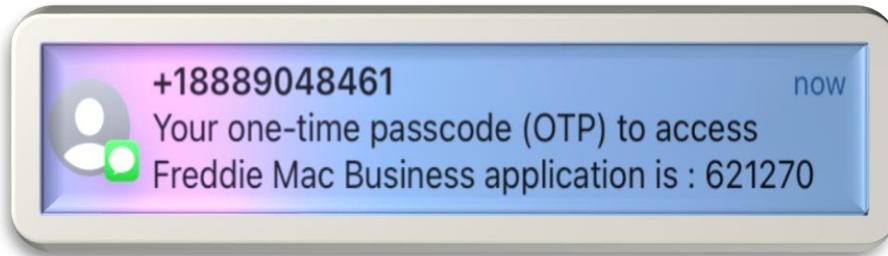
You have registered 1 device(s).

DEVICE	DETAILS	REGISTERED DATE
Email 1 (PRIMARY)	[REDACTED]@freddiemac.com	Thu Feb 10 11:08:46 EST 2022

It is recommended to register another device in the event that your primary one is disabled or not available. Choose one of the options and click the 'SUBMIT' button to continue.

CANCEL
SUBMIT

- A SMS text message will be sent to the phone number on file and will provide you with a six-digit, one-time passcode.



- Enter this passcode to finish pairing your device with Freddie Mac Secure PingID and click 'Next'. After you have entered the six-digit, one-time passcode successfully, you will receive an email confirmation that the new multifactor device has been added.

Registration Code from SMS/Text Message

SMS delivers a text message to a mobile phone with a 6-digit one-time passcode (OTP) as part of the log in process. It is recommended to have two devices registered.

Please enter the registration code that was received via SMS.

Click the 'SUBMIT' button only once.

CANCEL CHANGE DEVICE RESEND OTP SUBMIT

- Click on 'Register Another Device' or 'Finish & Sign On' to access the Freddie Mac tool.

Next Steps

You have registered 2 device(s).

DEVICE	DETAILS	REGISTERED DATE
Email 1 (PRIMARY)	[REDACTED]@freddiemac.com	Thu Feb 10 11:08:46 EST 2022
Mobile 1 (SECONDARY)	[REDACTED]	Thu Feb 10 12:00:34 EST 2022

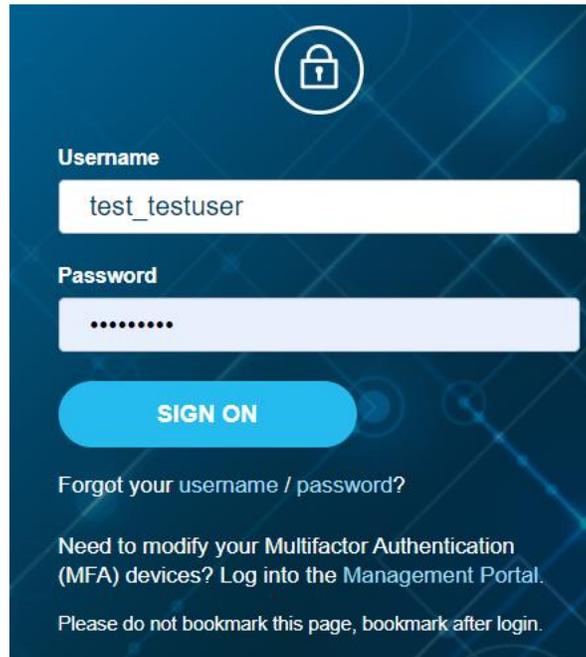
It is recommended that you register two devices for multifactor authentication (MFA) in the event your primary one is disabled or not available.

Click REGISTER ANOTHER DEVICE button to continue or click the FINISH & SIGN ON button to skip the additional device registration process and sign on.

REGISTER ANOTHER DEVICE **FINISH & SIGN ON**

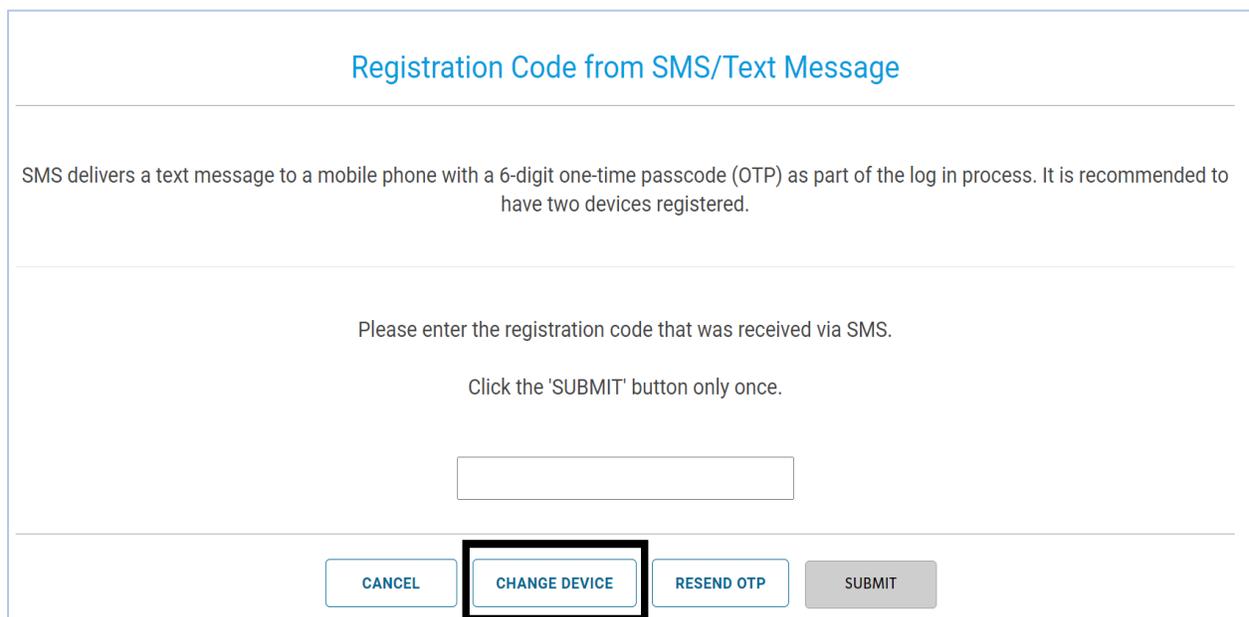
MFA Authentication Process

1. Authenticate into a Freddie Mac tool with your username and password.



The screenshot shows a login interface with a blue background and a padlock icon at the top. It includes a 'Username' field containing 'test_testuser', a 'Password' field with masked characters, and a prominent blue 'SIGN ON' button. Below the button are links for 'Forgot your username / password?' and 'Need to modify your Multifactor Authentication (MFA) devices? Log into the Management Portal.', along with a note: 'Please do not bookmark this page, bookmark after login.'

2. A six-digit, one-time passcode will be sent to your primary device; enter this code to access the Freddie Mac application. If your primary device is not available, you may can select 'Change Method' to send the six-digit, one-time passcode to an alternate device.



The screenshot displays a screen titled 'Registration Code from SMS/Text Message'. It contains the following text: 'SMS delivers a text message to a mobile phone with a 6-digit one-time passcode (OTP) as part of the log in process. It is recommended to have two devices registered.' Below this, it says 'Please enter the registration code that was received via SMS.' and 'Click the 'SUBMIT' button only once.' There is a text input field for the code. At the bottom, there are four buttons: 'CANCEL', 'CHANGE DEVICE' (which is highlighted with a red rectangular box), 'RESEND OTP', and 'SUBMIT'.

3. Choose which device you want the six-digit, one-time passcode sent to; click 'Submit'.

Authentication Method Selection

Select the device method you want to use during authentication:

SMS

(**) ***-4415

Email

m.....@freddiemac.com

Voice



(**) ***-4415

4. Enter the six-digit, one-time passcode to continue to the Freddie Mac application.

Please enter the registration code that was received via SMS.

Click the 'SUBMIT' button only once.

CANCEL

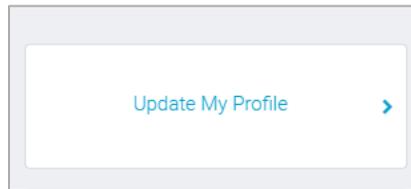
CHANGE DEVICE

RESEND OTP

SUBMIT

Modify User Profile

1. Log into [Freddie Mac Access Manager](#) and then click the 'Update My Profile' tile.



2. Update the local address of your email and then click 'Submit'. Please note that for security reasons a user is not able to update the domain address of an email. If the domain address needs to be updated, please contact the Customer Support Contact Center at 800-FREDDIE (800-373-3343) for assistance.

Update My Profile

Instructions

You may update personal information as shown below. Please note that your User ID, the domain part of your email address (after the "@") and your Company's name may not be changed.

User Information

First Name: *

Middle Name:

Last Name: *

Phone Number: *

Cell Phone Number:

User ID:

Email: *

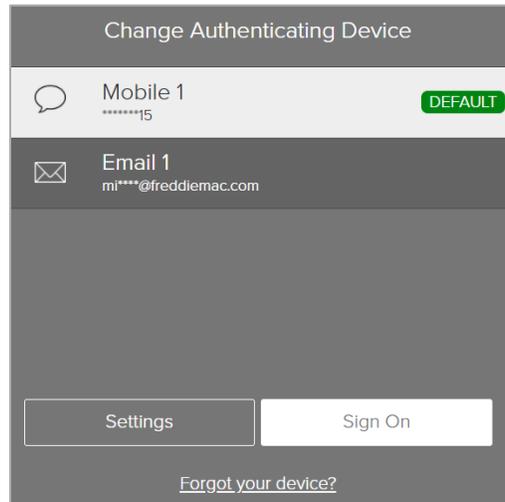
Email Address Domain:

Manage My MFA Devices

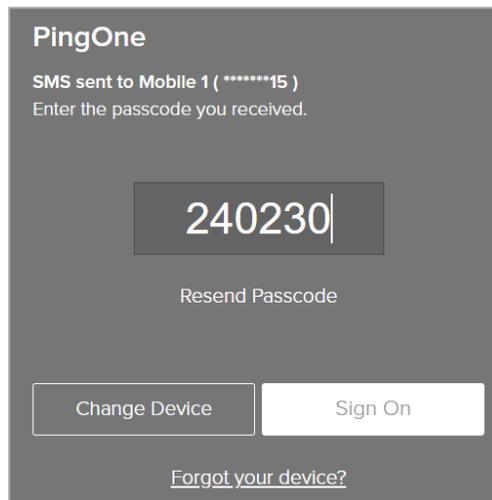
- [Log into MFA Management Portal](#)
- [Change Device Priority](#)
- [Remove MFA Device](#)
- [Update Phone MFA Device](#)
- [Add MFA Device](#)

Log into MFA Management Portal:

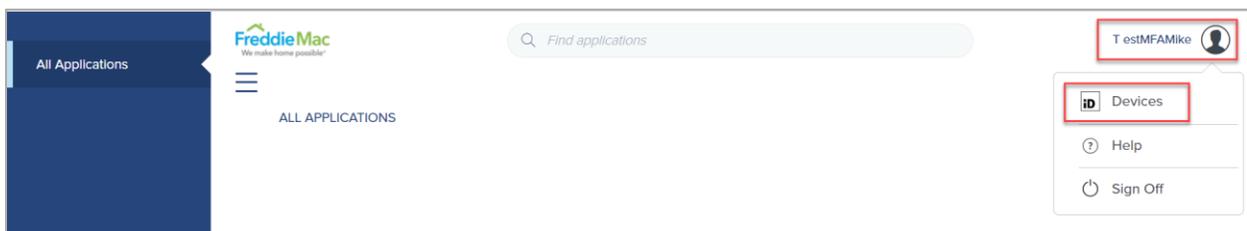
1. Log into the self-service [MFA Management Portal](#), enter your credentials and click 'Sign On'.



2. Enter the six-digit, one-time passcode and click 'Sign On'.



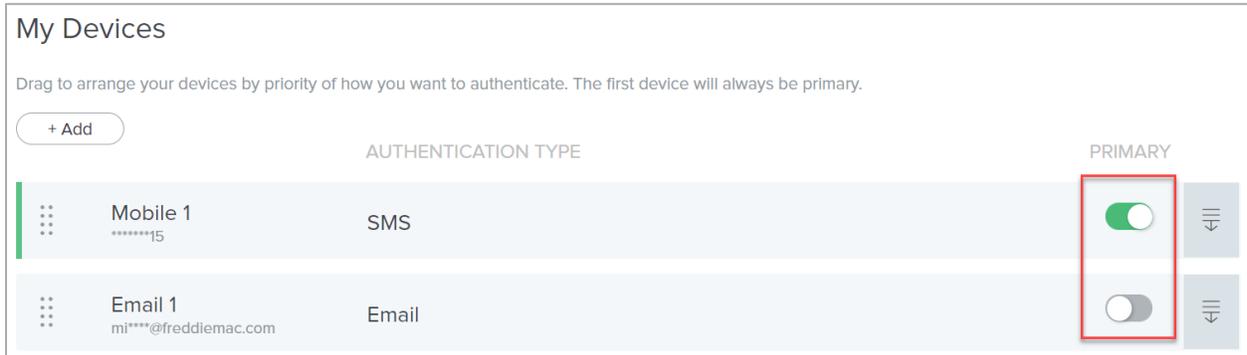
3. Click your username and then select 'Devices'.



Change Device Priority:

1. You can change the priority of your MFA devices by dragging them to the preferred order of priority, or by toggling the slider. Please note that the first device will be the

primary device when authenticating and will automatically send your six-digit, one-time passcode to this device.

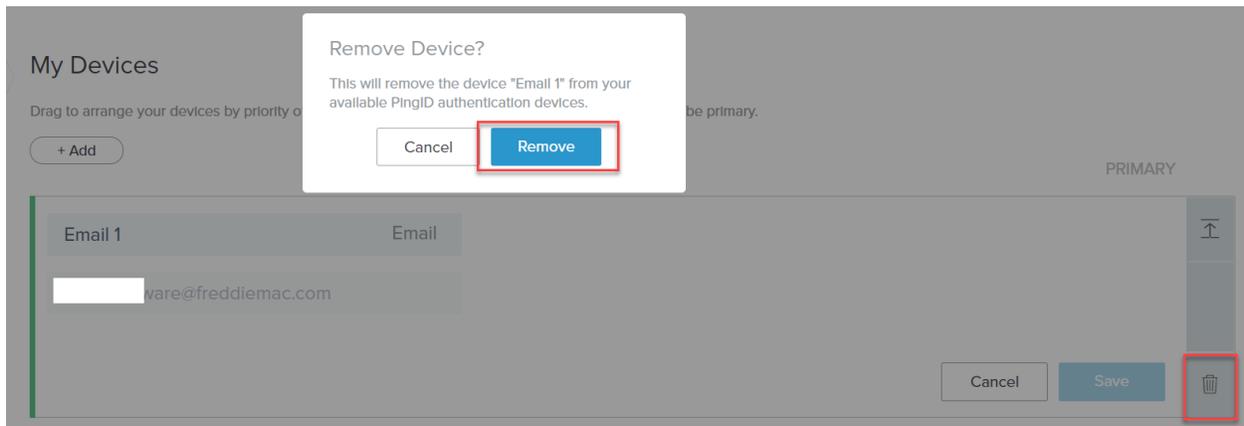


Remove MFA Devices:

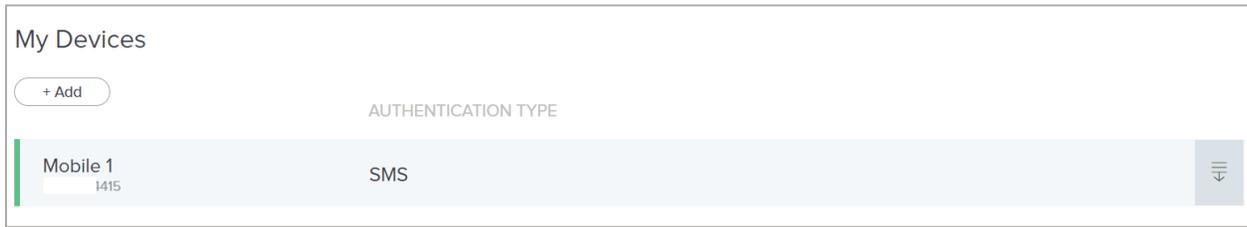
1. You can remove an MFA device by expanding the section for the device to be removed.



2. Click the trashcan icon and then click 'Remove'.

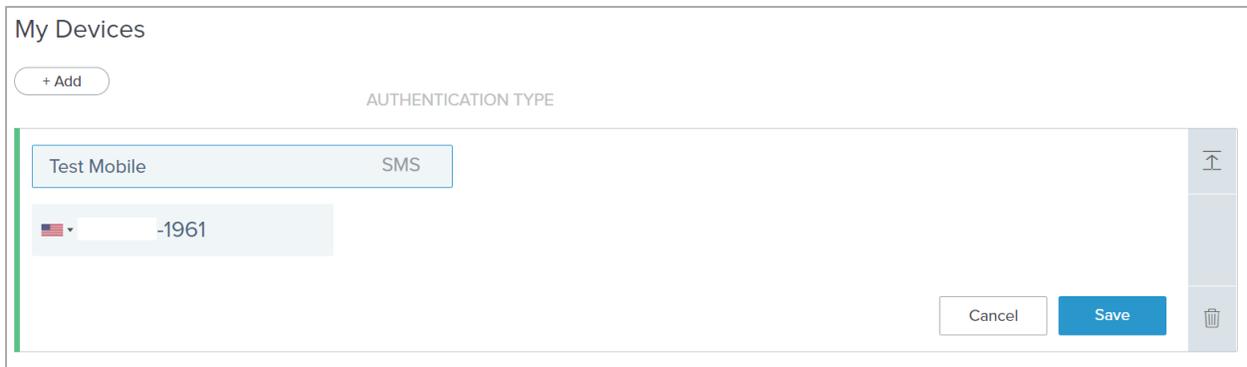


3. Confirm that the selected device was removed.

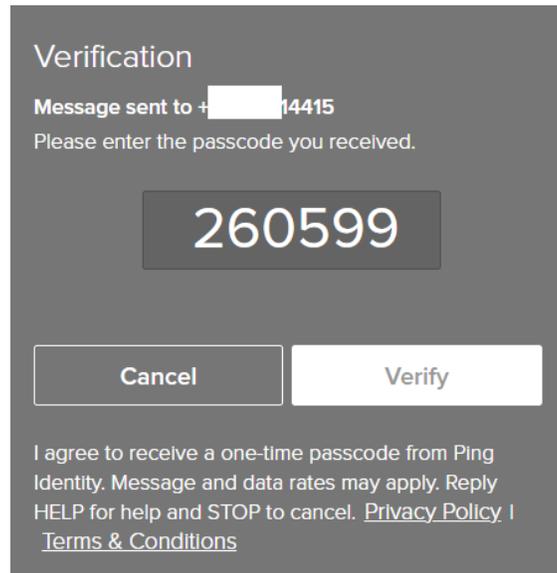


Update Phone MFA Device:

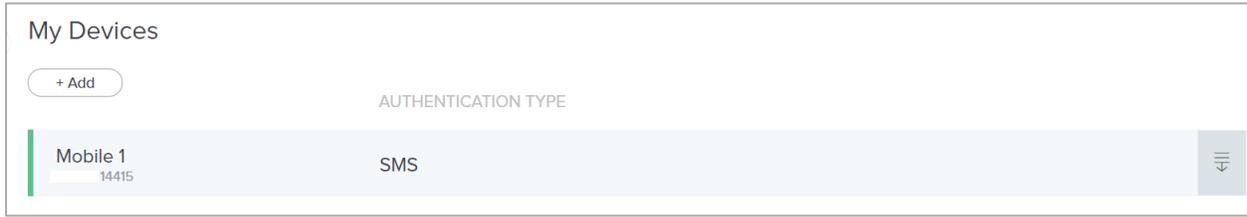
1. You can update your phone devices by expanding the section next to the device to be updated. Enter the new phone number and click 'Save'. To update the email address associated to your username, please follow the [Modify User Profile](#) section.



2. Enter the six-digit, one-time passcode that was sent to the new device and click 'Verify'.

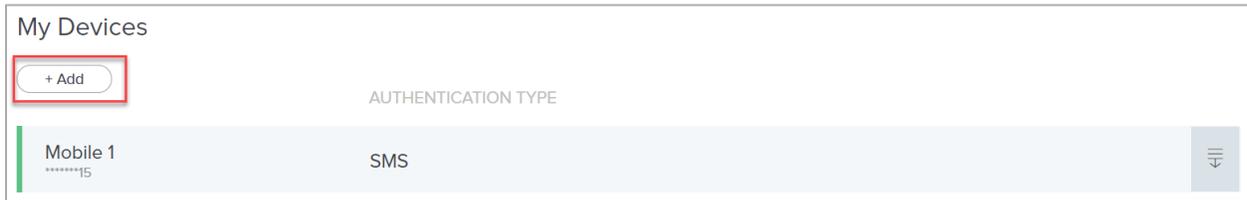


3. Confirm that the update was successful.

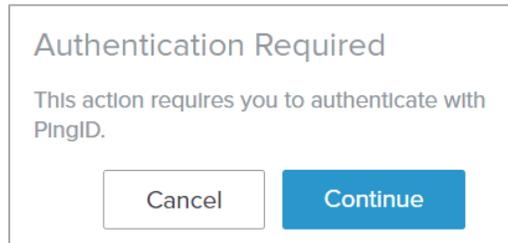


Add MFA Devices:

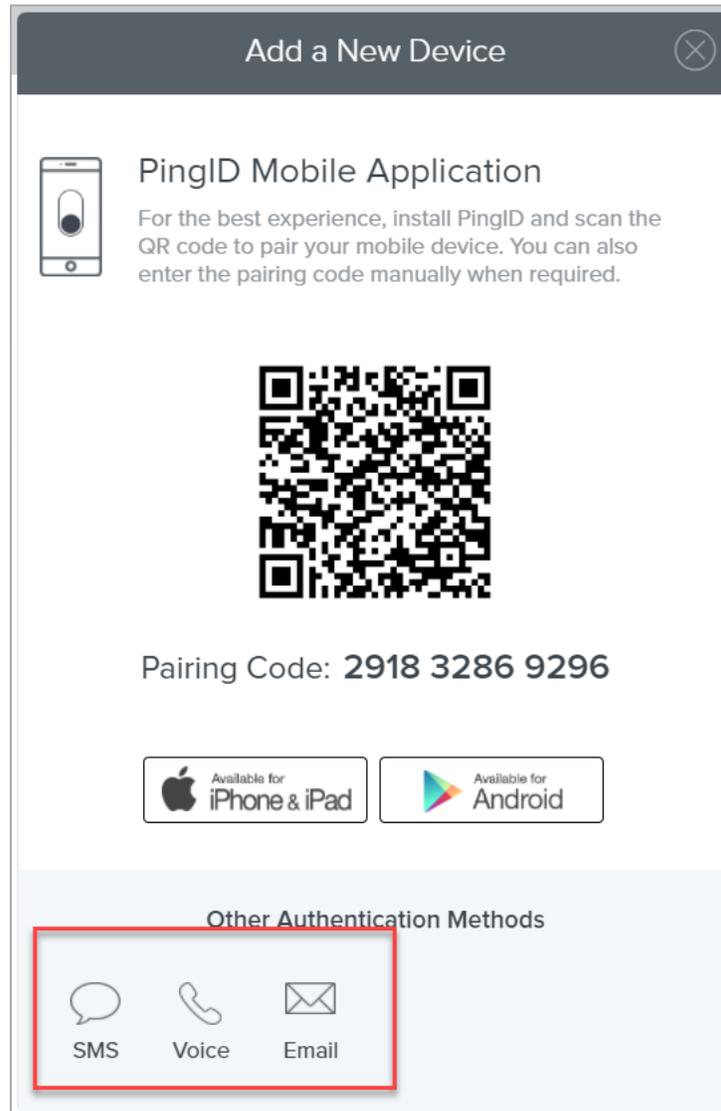
1. Additional MFA devices can be added by selecting 'Add'.



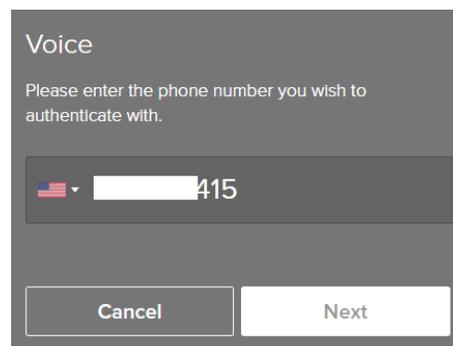
2. You will be prompted to authenticate to continue adding a device.



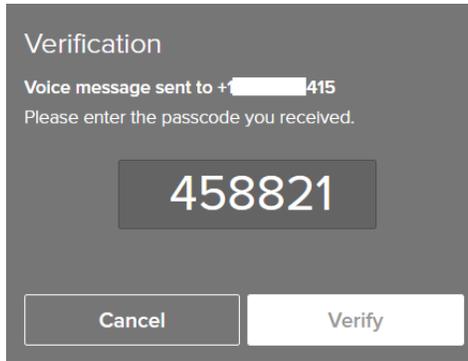
3. Please select an additional device option for SMS, voice or email. **Please note that PingID Mobile Application is not currently supported for authentication.**



4. Enter the phone number or confirm the email address that you would like to add and click 'Next'.



5. Enter the six-digit, one-time passcode and click 'Verify'.



6. Confirm the new device has been added.

